



James Dowling

Latest Thinking

"Capabilities, competencies, and capacities have replaced organization charts, project portfolios, and performance appraisals as the primary tools for building adaptable organizations with performance cultures."

Background

Jim is a Consulting Partner with The RBL Group. Jim has served as multi-national corporate executive and a member of the founding executive team of a successful internet destination site. Jim continues as leader of senior manager life long leadership learning forums, and coach to many emerging information technology leaders.

Jim's formal education includes electrical engineering studies at Northeastern University, business and information systems architecture studies at MIT's Sloan School of Management, and management and leadership studies at Boston University's Graduate School of Management and Babson College. His education continues every day with colleagues, clients, and research.

Areas of Expertise

Jim practices in the areas of strategy clarification, leadership alignment, and design of high performing organization systems. Recent clients include international pharmaceuticals and financial services organizations. Jim has led engagements with Intercontinental Hotel Group (IHG); Viacom, Emmis Communications, British Petroleum Retail, Dade Behring, and ADESA.

Jim has presented to audiences in Asia, North and South America, The United Kingdom and Eastern and Western Europe on subjects including Building Intangible Value, Organizations & Architectures, Good Customership, and Learning as a Lifetime Pursuit.

Publications & Honors

Publications

- *The Capable Company: Building the Capabilities that Make Strategy Work* (with R. Lynch & J. Diezemann), Blackwell, 2003.
- More than 100 articles published in journals ranging from *Strategic Finance* to *Professional Consultant*, to *Tech Web* and *TechnologyEvaluation.com*

Honors

- Team Award ASTD Excellence in Practice for integrated Organization Design, Business Transformation, and Leadership Development at InterContinental Hotels Group.
- Top Performer award with DCI
- Invaluable Contributor to the Hewlett Packard International User Association

Contact

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