

**Gregory Richards**  
**Professor of Performance Management**  
**Telfer School of Management, University of Ottawa**



Dr. Gregory Richards is currently Professor of Performance Management at the Telfer School of Management at the University of Ottawa. In this role, he is conducting research into best practices related to the use of performance information systems and processes. He is also developing Corporate Performance Management courses which integrate the use of Business Intelligence tools.

Dr. Richards has taught at the University of Ottawa since 1995 as an Adjunct Professor teaching courses such as Change Management, Organizational Behaviour and Human Resource Management. He and was also a visiting lecturer at the United States Office of Personnel Management's Western Management Development Centre where he developed and taught a course on Public Sector Learning Organizations.

Prior to his posting at the Telfer School of Management, he was as an internal consultant with Transport Canada and a senior consultant with Consulting and Audit Canada working on the Financial and Innovative Service Delivery team. He also worked with Cognos Incorporated for a number of years developing Corporate Performance Management concepts. He is also a Certified Management Consultant and was recently named a Fellow of the Institute of Certified Management Consultants of Ontario.

His current research interests include Organizational Performance Management, technologically-enabled management process innovation, Decision-centric Business Intelligence, Learning Organizations, knowledge flow in organizations, and the development of performance-oriented organizational cultures. He takes a special interest in performance management in the public sector and not-for-profit organizations.

He is a member of the Academy of Management and of the Institute for Public Administration in Canada where he has presented results of his research on numerous occasions.