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this chapter reviews the strategic management choices that are central to professional service firms psfs which in turn undergird their competitive advantage and long run performance the first part of the chapter focuses on human capital as a critical resource for psfs and explores different ways in which firm value is created by attracting developing configuring and leveraging human, **strategy is different in service businesses** - many managers of service businesses are aware that the strategic management by which i mean the total process of selecting and implementing a corporate strategy of service businesses is, **strategic management of professional service firms** - abstract even though professional service firms psfs play a significant role in the united states economy management scholars understand little about their strategic behavior this dissertation addresses this research vacuum by integrating literature from organizational theory strategic management and sociology to develop and empirically test a model that explains a resource based view, **strategic management of professional service firms bookshare** - 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