

## LEONARD A. SCHLESINGER

*Vice Chairman and Chief Operating Officer*  
Limited Brands

Leonard A. Schlesinger is Vice Chairman and Chief Operating Officer of Limited Brands. He also sits on the company's Board of Directors. In this capacity he is responsible for operational and financial leadership, on an enterprise wide basis, of the functions that support the operations of Express, Limited Stores, Victoria's Secret Beauty, Stores, and Direct, Bath and Body Works, Henri Bendel and the White Barn Candle Co.

Dr. Schlesinger joined Limited Brands in October 1999 as Executive Vice President Organization, Leadership, and Human Resources. Prior to his appointment he served as Senior Vice President, Counselor to the President, and Professor of Sociology and Public Policy at Brown University (1998-99). Until October 1998 he was the George F. Baker, Jr. Professor of Business Administration at the Harvard Business School and a member of the Harvard Business School faculty from 1978-85 and 1988-98. He also completed several years as Senior Associate Dean and Director of External Relations at HBS while chairing the design and delivery efforts for a major MBA program curriculum redesign. He has taught in both MBA and Executive Programs in the areas of Service Management, General Management, and Organizational Behavior and Human Resources Management. He holds a bachelor's degree in American Civilization from Brown University, an MBA degree from Columbia University and a doctorate in Organizational Behavior from Harvard Business School.

Dr. Schlesinger's academic research and organizational consulting focused broadly on the areas of Service Management and Organizational Change. Outside of his academic appointments his activities have included service as Executive Vice President and Chief Operating Officer of Au Bon Pain Co., Inc., a chain of French bakery cafes (1985-88), and as a director of Limited Brands, Borders Group, Inc., GC (General Cinema) Companies, Inc., and Pegasystems, Inc. In addition, he has lectured and consulted around the world with service and industrial firms as well as governments and international leadership organizations.

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His writings on organizational management have been widely published. He is the author or co-author of nine books, including his latest, *The Value Profit Chain* (Free Press 2003), *The Service Profit Chain* (Free Press, 1997), and *The Real Heroes of Business... and Not a CEO Among Them* (Doubleday Currency, 1994) and has written over 40 articles for academic audiences as well as *The New York Times*, *Fast Company*, and *Harvard Business Review*. He has served on editorial boards of four major academic journals and has published numerous case studies on management issues that have sold well over one million copies. He has also completed three video series and a satellite teleseminar on Service Management issues.

He serves on the Visiting Committee on Human Resources at Harvard University, the Strategic Advisory Group of the Ohio State University Medical Center and the corporation of The Winsor School. He resides in New Albany, Ohio, with his wife, herself a specialist in Organizational Behavior and a faculty member at The Ohio State University. They have three daughters.