

PATRICIA SATTERSTROM

patricia.satterstrom@nyu.edu

ACADEMIC APPOINTMENT

2016-present **NYU Wagner Graduate School of Public Service**, Assistant Professor
NYU Stern School of Business, Faculty Affiliate of the Management and Organizations Department

EDUCATION

2016 **Harvard Business School** (Boston, MA)
Doctor of Business Administration, Management
Dissertation: “How micro-processes change social hierarchies in teams”
Committee: Jeff Polzer (chair), Leslie Perlow, Andrew Knight, Sara Singer, Heidi Gardner, Soma Stout

2005 **Ewha Woman’s University** (Seoul, South Korea)
Harvard-Yenching Fellow, studied Korean and International Relations

2004 **Harvard College** (Cambridge, MA)
A.B. *cum laude* in Psychology
Studied Philosophy at the European College of Liberal Arts in Berlin, Germany

AWARDS & HONORS

2024 Invitation to join Health Care Management Review Editorial Board

2023 Best Reviewer. Academy of Management Discoveries

2021 NYU Wagner Equity, Diversity, and Inclusion (EDI) Research Award

2020 Invitation to join the Academy of Management Discoveries Editorial Board

2019/17/15 Outstanding Reviewer Award (OB & HCM), Academy of Management

2017 Best Conference Paper, Interdisciplinary Network for Group Research (INGRoup)

2017 J. Richard Hackman Dissertation Award, INGRoup

2015 Wyss Award for Excellence in Doctoral Research, Harvard Business School

2015 Susan G. Cohen Doctoral Research Award (Awarded by the Academy of Management, Organizational Development and Change Division)

2014 The Eric M. Mindich Research Fund for the Foundations of Human Behavior, Harvard University

PUBLICATIONS

Jung, O.S., **Satterstrom, P.**, Singer, S. (2024). [Engaging interdisciplinary innovation teams in Federally Qualified Health Centers](#). *Medical Care Research and Review*.

Kerrissey, M., **Satterstrom, P.**, Pac, J., & Albert, N. (2024). [Overcoming walls and voids: Responsive practices that enable frontline workers to feel heard](#). *Health Care Management Review*, 49(2), 116-126.

Satterstrom, P., Vogus, T., Jung, O., & Kerrissey, M. (2024) [Voice is not enough: A multi-level model of how frontline voice can reach implementation](#). *Health Care Management Review*, 49(1), 35-45.

Jung, O.S., Begum, F., Dorbu, A., Singer, S., & **Satterstrom, P.*** (2023). [Ideas from the Frontline: Improvement Opportunities for Federally Qualified Health Centers](#). *Journal of General Internal Medicine*, 38(13) 2888-2897.

*Listed as senior author

Satterstrom, P., Kerrissey, M., & DiBenigno, J. (2022). [How the Best Teams Keep Good Ideas Alive](#). *Harvard Business Review*.

Satterstrom, P., Kerrissey, M., & DiBenigno, J. (2021). [The Voice Cultivation Process: How Team Members Can Help Upward Voice Live on to Implementation](#). *Administrative Science Quarterly*, 66(2), 380-425.

Kerrissey, M. J., **Satterstrom, P.**, & Edmondson, A. C. (2020). [Into the Fray: Adaptive Approaches to Studying Novel Teamwork Forms](#). *Organizational Psychology Review*, 10(2), 62-86.

Satterstrom, P., Polzer, J. T., Kwan, L. B., Hauser, O. P., Wiruchnipawan, W., & Burke, M. (2019). [Thin Slices of Workgroups](#). *Organizational Behavior and Human Decision Processes*, 151, 104-117.

Kerrissey, M., **Satterstrom, P.**, Leydon, N., Schiff, G., & Singer, S. (2017). [Integrating: A managerial practice that enables implementation in fragmented healthcare environments](#). *Health Care Management Review*, 42(3), 213-225.

Satterstrom, P., Polzer, J., & Wei, R. (2014). [Reframing Hierarchical Interactions as Negotiations to Promote Change in Health Care Systems](#). In O. B. Ayoko, N. M. Ashkanasy, & K. A. Jehn (Eds.), *Handbook of Conflict Management Research* (pp. 291–307). Northampton, MA: Edward Elgar Publishing.

Tadmor, C., **Satterstrom, P.**, Jang, S., & Polzer, J. (2012). [Beyond Individual Creativity: The Superadditive Benefits of Multicultural Experience for Collective Creativity in Culturally Diverse Teams](#). *Journal of Cross-Cultural Psychology*, 43(3), 384–392.

WORKS IN PROGRESS

Satterstrom, P. & Kerrissey, M. Expanding contributions in multidisciplinary teams. (Working paper)

-Received Best Paper award at the INGRoup Conference

Satterstrom, P., Jung, O.S., Dementyev, F., Danehey, M. & Singer, S. Investigating streams of support for innovation teams in health care. (Analysis)

Satterstrom, P. Dementyev, F., Herbolzheimer, C., Danehey, M, & Vogus, T. The patient double bind in health care change teams. (Analysis)

Satterstrom, P. & Dementyev, F. Collaboration across hierarchy in science and engineering teams. (Data collection)

Satterstrom, P., Jung, O.S., Dementyev, F., Danehey, M. & Singer, S. Integrating clinics and behavioral providers. (Data collection)

Satterstrom, P. Fast and inclusive decision making (Data collection on hold. Case drafted for teaching)

Zhang, T, **Satterstrom, P.**, Magee, J., & Galinsky, A. Reverse Teaching: Learning from Novices Impacts How Experts Teach and Collaborate with Novices. (First round of data collection completed. Paper on hold)

PRESENTATIONS AT REFEREED CONFERENCES

2023 Symposium Presentation, “Engaging Interdisciplinary Innovation Teams” at the Annual Meeting of the Academy of Management (AOM) (with Olivia Jung & Sara Singer)

2023 Paper Presentation “Engaging Interdisciplinary Innovation Teams: Foundational, Enabling, and Voice-cultivating Practices” OTHC (with Olivia Jung & Sara Singer)

2023 Post Presentation “Speaking up is not enough: A multi-level model of how frontline voice can reach implementation” OTHC (with Tim Vogus, Michaela Kerrissey, and Olivia Jung)

2022 Symposium Presentation in “How Contextual Cues Shape Employee Voice,” AOM

2021 Symposium Presentation in “Using a POS Lens to Advance Managerial Diversity, Equity, and Inclusion Practices,” AOM

2021 Symposium Presentation in “Innovations in Teaching Teamwork,” AOM

Teamwork talks

2019 Presentation in “Frontiers in Integration Research: Signals from Practice,” AOM

2019 Presentation in “Innovations in Teaching Teamwork,” AOM

2019 Symposium presentation, “Outside In: How Healthcare Teams Engage Patients,” INGRoup

2019 INGRoup Doctoral Consortium Presenter

Innovations in Teaching Teamwork

2018 Symposium presentation, AOM

The Changing Nature of Social Hierarchy and Voice (with M. Kerrissey)

2018 Hackman Award Lecture, INGroup

2017 Paper presentation, AOM

2017 Presentation, INGroup

Toward A More Dynamic Social Hierarchy in Teams

2016 Presentation, International Association for Conflict Management (IACM)

A Process Model Using Teams to Renegotiate Power

2015 Presentation, INGroup

2015 Presentation, AOM

2015 Presentation, IACM

Thin Slices of Groups (with J. Polzer, L. Kwan, W. Wiruchnipawan, & M. Miloslavsky)

2015 Symposium presentation, AOM

2015 Symposium presentation, Society of Personality and Social Psychology (SPSP)

Improvement in Primary Care: Integrating People and Processes (with M. Kerrissey, S. Singer, & N. Leydon)

2015 Presentation, AOM

2015 Poster, AcademyHealth Annual Research Meeting

How Multi-disciplinary Change Teams in Primary Care Can Create a More Dynamic Hierarchy Over Time

2014 Poster, Harvard Medical School Center for Primary Care Innovations Conference

Patient Participation: Shifts in Power and Culture to Promote Innovation in Primary Care

2014 Symposium presentation & Symposium Chair, AOM

2014 Poster, AcademyHealth Annual Research Meeting

Perceiving Collaborative Potential (with J. Polzer, L. Kwan, & W. Wiruchnipawan)

2011 Presentation, IACM

Thin Slices of Group Conflict (with J. Polzer, L. Kwan, B. Waber, W. Pan, & A. Pentland)

2010 Symposium presentation, AOM

INVITED AND PROFESSIONAL TALKS, PODCASTS, & VIDEOS

The Voice Cultivation Process

2022. Stanford Management Science and Engineering, WTO Colloquium Talk.

2022. Cambridge Health Alliance's Family Medicine Grand Rounds. The Voice Cultivation Process.

2022. Harvard Graduate School of Education's Learning Innovations Laboratory

2022. NYU Law's Sara Moss Leadership Training Program

2022. KPMG's Hispanic Latino BRG

Grant, Adam (Host). (2022, April 26). Worklife with Adam Grant: A TED original podcast [Audio Podcast Episode]. How to Pitch Your Best Ideas. <https://www.ted.com/podcasts/worklife/how-to-pitch-your-best-ideas-transcript>

2021. Harvard Medical School's Surgical Leadership Program. Shared Leadership.
2021. Johnson & Johnson's Women's Resource Group, Nordics. The Voice Cultivation Process.
2021. NYU Law's Sara Moss Leadership Training Program. Defining Leadership.

Parikh, Sapna (Host). (2021, June 29). Brainiacs Episode 6, NYU [Video Episode]. Defending Defenders, Boosting Ideas, and Blocking Hackers. <https://www.nyu.edu/about/news-publications/news/2021/june/-brainiacs--episode-6--defending-defenders--boosting-ideas--and-.html>

2020. NYU Law's Sara Moss Leadership Training Program. Work Relationships 101: Managing Up, Down, & Around.

2019. NYU Wagner Program for Strathmore Business School. Creativity and Innovation in Organizations.

Provenzano, Audrey (Host). (2018, November 18). Review of Systems (RoS), Harvard Medical School [Audio Podcast Episode]. Teams in Primary Care with Ann O'Malley and Patricia Satterstrom. Part 1. <https://primarycare.hms.harvard.edu/multimedia/reprise-teams-primary-care-part-1>

Provenzano, Audrey (Host). (2018, November 27). Review of Systems (RoS), Harvard Medical School [Audio Podcast Episode]. Teams in Primary Care with Ann O'Malley and Patricia Satterstrom. Part 2. <https://primarycare.hms.harvard.edu/multimedia/reprise-teams-primary-care-part-2>

2017 – 2018. Vermillions (Cambridge, MA), Lecturer on “Entrepreneurship” and “Teams.”

2014 – 2016. Excelorators, Inc (Cambridge, MA), Speaker for international executives on “Management, Teamwork, & Leadership,” “Building and Leading Effective Teams,” & “Communication for Entrepreneurs.”

2012 – 2014. Harvard Medical School Center for Primary Care (Boston, MA), Speaker for health care managers, doctors, and front-line medical staff on effective teams.

TEACHING MATERIAL

Satterstrom, P., Nisenkier, R., & Quinn, A. The Fund Excluded Workers Campaign Case. (Draft)

Satterstrom, P., Nisenkier, R., & Quinn, A. The Fund Excluded Workers Campaign Teaching Note. (In progress)

Satterstrom, P. Broken Squares Online Exercise. Distributed via AOM symposium on “Innovations in Teaching Teamwork” and online organizational behavior forums.

TEACHING INTERESTS

Organizational Behavior; Building Effective Teams; Power and Influence; Organizational Psychology; Diversity; Negotiations; Leadership; Healthcare Management

TEACHING EXPERIENCE

- NYU Wagner Graduate School of Public Service** (New York, NY) *2016 - present*
- *Instructor, conducted major revamp*, Management & Leadership (M&L), a core course for MPAs
 - *Instructor*, Building Effective Teams, an elective for MPAs and EMPAs (executive MPA)
- Harvard Business School** (Boston, MA) *2014*
- *Teaching Assistant* to Rebecca Henderson in Reimagining Capitalism, an elective MBA course
- Harvard Business School** (Boston, MA) *2012*
- *Teaching Assistant* to Robin Ely in Leading Teams, an elective second year MBA OB course
 - *Teaching Assistant* for LEAD, the required first year MBA OB course
- Harvard Psychology Department** (Cambridge, MA) *2006*
- *Teaching Fellow* for the *Psychology of Leadership*; developed curriculum for and facilitated two weekly undergraduate sections; **Harvard Certificate of Distinction in Teaching Award**

Reader, Aric Meyer, Master's Thesis, NYU

WORK HISTORY

- Speaker** for healthcare professionals and executives *2018 - present*
- Harvard Business School** (Boston, MA), *Facilitator* for two terms of Leading Change and Organizational Renewal, a week-long program for senior executives *2012 - 2013*
- Harvard Business School** (Boston, MA), *Research Associate* to Jeff Polzer, Tsedal Neely, David Garvin, Srikant Datar, and the Research Computing Services (RCS) *2007 - 2009*
- Booz Allen Hamilton** (McLean, VA), *Consultant* in the Organization Change group *2006 - 2007*
- Insight Partners** (Boston, MA), *Intern* working on conflict management workshops *2006*
- Carr Center for Human Rights, Kennedy School of Government, Harvard University** (Cambridge, MA), *Intern* for Michael Ignatieff *2003 - 2004*

PROFESSIONAL SERVICE

- NYU Wagner Graduate School of Public Service** (New York, NY) *2019 - present*
- *Faculty Advisor* for the inaugural First-Generation Student Association
- New York University** (New York, NY) *2018 - 2021*
- *Faculty Fellow in Residence* at Gramercy Green. Organize academic (e.g., speakers), career (e.g., resume review), and social programming (e.g., monthly dinners) for undergraduate students
- Harvard College** (Cambridge, MA) *2008 - 2012*

- *Resident Pre-Career Tutor* in Kirkland House. Led a team of MBAs and professionals to help provide one-on-one career and academic advising; helped students and alumni apply to PhDs

National Society of Hispanic MBAs (Washington, DC) 2007

- *Vice President of Education* for the Washington, DC Chapter of NSHMBA.

EDITORIAL BOARD & REVIEWING WORK

Academy of Management Discovery, Editorial Board, Best Reviewer Award	<i>2020 - present</i>
Administrative Science Quarterly	<i>2020 - present</i>
Organization Science	<i>2017 - present</i>
Health Care Management Review, Editorial Board	<i>2017 - present</i>
Journal of Service Management	<i>2019 - present</i>
Journal of Public Administration Research and Theory (JPART)	<i>2018 - present</i>
Journal of Health Organization and Management	<i>2021 - present</i>
Work and Occupations	<i>2017 - present</i>
Journal of Management Studies	<i>2012 - present</i>
Academy of Management Conference (various divisions)	<i>2009 - present</i>
▪ Outstanding Reviewer Award: OB 2017; HCM Division, 2015, 2019	

PROFESSIONAL AFFILIATIONS

Academy of Management (OB, HCM, GDO)	<i>2008 - present</i>
INGRoup	<i>2014 - present</i>
Boston Field Research Conference	<i>2011 - present</i>
Organization Theory in Health Care Conference	<i>2023 - present</i>
International Association of Conflict Management	<i>2011 - 2016</i>
PhD Project, Management	<i>2009 - 2016</i>
Society for Personality and Social Psychology	<i>2009 - 2016</i>

LANGUAGES

Native Spanish and English speaker