

PATRICIA SATTERSTROM

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ACADEMIC APPOINTMENT

2016-present **NYU Wagner Graduate School of Public Service**, Assistant Professor
NYU Stern School of Business, 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

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

2017 J. Richard Hackman Dissertation Award, INGRoup

2017 Outstanding Reviewer Award (OB Division), Academy of Management

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)

2015 Outstanding Reviewer Award (HCM Division), Academy of Management

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

2011 AC4 (Advanced Consortium for Cooperation, Conflict and Complexity) Scholarship for Historically Underrepresented Persons, International Association for Conflict Management (IACM)

2004 Harvard-Yenching Fellowship for year-long study in Seoul, South Korea

- 2003 Weatherhead Center for International Affairs Travel Grant for Independent Research & David Rockefeller Center for Latin American Studies Travel Grant for Independent Research, Harvard University, to study resiliency in youths in conflict regions of Colombia
- 2003 Center for International Development Research Grant, Harvard Kennedy School, to visit and study education and sustainable food initiatives in Kenya

PUBLICATIONS

- 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.

WORK IN PROGRESS

- Satterstrom, P.**, Kerrissey, M., & DiBenigno, J. Seeding change in social hierarchy: How lower-power members gain influence on teams. (R&R)
- Kerrissey, M., **Satterstrom, P.**, & Edmondson, A. Adaptive approaches to studying teamwork. (Under review)
- Satterstrom, P.** & Kerrissey, M. How Patients Navigate their Dual Status in Healthcare Teams
- Zhang, T, **Satterstrom, P.**, Magee, J., & Galinsky, A. Reverse teaching: Learning from novices impacts how experts teach and collaborate with novices
- Satterstrom, P.** & Polzer, J. Dynamic social hierarchies in teams

REFEREED CONFERENCES

(* indicates presenter)

Upcoming

2019 Presentation in “Frontiers in Integration Research: Signals from Practice,” Annual Meeting of the Academy of Management*

2019 Presentation in “Innovations in Teaching Teamwork,” Annual Meeting of the Academy of Management*

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

2019 INGRoup Doctoral Consortium Presenter*

Innovations in Teaching Teamwork

2018 Annual Meeting of the Academy of Management

The Changing Nature of Social Hierarchy and Voice

2018 Hackman Award Lecture, INGroup

2017 Paper presentation, Annual Meeting of the Academy of Management*

2017 Presentation, INGRoup*

Toward A More Dynamic Social Hierarchy in Teams

2016 Presentation, International Association for Conflict Management*

A Process Model Using Teams to Renegotiate Power

2015 Presentation, INGRoup*

2015 Paper presentation, Annual Meeting of the Academy of Management*

2015 Presentation, International Association for Conflict Management*

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

2015 Symposium presentation, Annual Meeting of the Academy of Management. In T. Phillips (Chair), *People Perception*.*

2015 Symposium presentation, Society of Personality and Social Psychology Conference. In T. Phillips (Chair), *People Perception*.*

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

2015 Paper presentation, Annual Meeting of the Academy of Management

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, Annual Meeting of the Academy of Management. In P. Satterstrom (Chair), *Innovations and Implementation in Health Care: Understanding people, technology & process changes*.*

2014 Poster, AcademyHealth Annual Research Meeting*

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

2011 Presentation, International Association for Conflict Management*

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

2010 Symposium presentation, Annual Meeting of the Academy of Management. In S. Paletz (Chair), *Recent Innovations in Conceptualizing and Measuring Intra-Group Conflict*.*

The Influence of Multiculturalism and Self-Verification on Creativity in Culturally Diverse Dyads (with C. Tadmor, S. Jang, & J. Polzer)

2009 Symposium presentation, Annual Meeting of the Academy of Management. In C. Tadmor & J. Polzer (Co-Chairs), *Creativity and Innovation in a Multicultural World*.

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 first year core course for MPA students
- *Instructor*, Building Effective Teams, an elective for MPA and EMPA (executive MPA) students

Harvard Business School (Boston, MA) *2014*

- *Teaching Assistant* to Rebecca Henderson in Reimagining Capitalism, an elective second year 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 Summer School (Boston, MA) *2012*

- *Guest Instructor*, taught OB cases to 40 college and professional students

Harvard Psychology Department (Cambridge, MA) *2006*

- *Teaching Fellow* for the *Psychology of Leadership*; developed curriculum for and facilitated two weekly undergraduate sections; awarded Harvard Certificate of Distinction in Teaching Award

WORK HISTORY

Vermillions (Cambridge, MA), *Lecturer* on “Entrepreneurship” and “Teams” *2017 - present*

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

Harvard Medical School Center for Primary Care (Boston, MA), *Speaker* for health care managers, doctors, and front-line medical staff on how to build, lead, and participate in effective teams *2012 - 2014*

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

New York University (New York, NY) 2018 - *present*

- *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 advising to college students applying to industry positions and business schools; advised social science sophomores; hosted social events for students in entryway

National Society of Hispanic MBAs (Washington, DC) 2007

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

REVIEWING

Journal of Service Management, Expert Research Panel on Health Services 2019 - *present*
 Organization Science 2017 - *present*
 Work and Occupations 2017 - *present*
 Journal of Management Studies 2012 - *present*
 Journal of Public Administration Research and Theory (JPART) 2018 - *present*
 Health Care Management Review 2017 - *present*
 Journal of Organizational Behavior 2010
 Academy of Management Conference (various divisions) 2009 - *present*

- **Outstanding Reviewer Award:** OB Division 2017; HCM Division, 2015

PROFESSIONAL AFFILIATIONS

Academy of Management (OB, CM, HCM, GDO) 2008 - *present*
 INGRoup 2014 - *present*
 Boston Field Research Conference 2011 - *present*
 International Association of Conflict Management 2011 - *present*
 PhD Project, Management 2009 - 2016
 Society for Personality and Social Psychology 2009 - 2016

LANGUAGES

Native Spanish and English speaker