

# PATRICIA SATTERSTROM

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## ACADEMIC APPOINTMENT

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

## EDUCATION

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*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

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*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

*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

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**Satterstrom, P.**, Kerrissey, M., & DiBenigno, J. (2020). The Voice Cultivation Process: How Team Members Can Help Upward Voice Live on to Implementation. *Administrative Science Quarterly*, 0001839220962795.

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.

## WORK IN PROGRESS

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**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

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(\* indicates presenter)

### Teamwork talks

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**

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

## **TEACHING EXPERIENCE**

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**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 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**

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**Vermillions** (Cambridge, MA), *Lecturer* on “Entrepreneurship” and “Teams” 2017 - 2018

**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 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

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- 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 - 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 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

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- Academy of Management Discovery, Editorial Review Board Member *2020 - present*
- Administrative Science Quarterly *2020 - present*
- Organization Science *2017 - present*
- Journal of Service Management, Expert Research Panel on Health Services *2019 - 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*
- Academy of Management Conference (various divisions) *2009 - present*
- **Outstanding Reviewer Award:** OB 2017; HCM Division, 2015, 2019

## PROFESSIONAL AFFILIATIONS

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- Academy of Management (OB, 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

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Native Spanish and English speaker