

May 17, 2018

Peter H. Kim

Department of Management and Organization, Marshall School of Business
University of Southern California, Hoffman Hall 515, Los Angeles, CA 90089-1421

Phone: (213) 740-7947

Fax: (213) 740-3582

e-mail: kimpeter@usc.edu

ACADEMIC POSITIONS

University of Southern California, Marshall School of Business

- Professor (2014 – present)
- Associate Professor with Tenure (2005-2014)
- Assistant Professor (1998-2005)

INSEAD

- Visiting Professor (Spring 2007)

Washington University in St. Louis, Olin School of Business

- Lecturer (1997-1998)

Northwestern University, J.L. Kellogg Graduate School of Business

- Lecturer (1996-1997)

EDUCATION

Ph.D. Organization Behavior, J.L. Kellogg Graduate School of Management, Northwestern University, June 1998.

M.S. Organization Behavior, J.L. Kellogg Graduate School of Management, Northwestern University, December 1995

B.A. High Honors, Psychology and Economics, Wesleyan University, June 1991

RESEARCH INTERESTS

The dynamics of interpersonal perceptions and their implications for negotiations, group decisions, & dispute resolution.

AWARDS & GRANTS (GENERAL)

1. Dean's Service Award (2017). USC Marshall School of Business
2. Faculty Research Grant (2012). USC Greif Center for Entrepreneurial Studies.
3. Advancing Scholarship in the Humanities and Social Sciences Grant (2010). Univ. of S. California.
4. Ascendant Scholar (2004). Western Academy of Management.
5. Marshall School of Business, University of Southern California.
 - a. Dean's Award for Excellence in Research (2005)
 - b. Dept. Excellence in Research Award (2004)
 - c. Dept. Excellence in Research, Teaching, & Service Award (2003 & 2009)
6. James H. Zumberge Research and Innovation Grant (2000). University of Southern California.

7. Teaching Award (1996). Kellogg Graduate School of Management, Northwestern University.

JOURNAL PUBLICATIONS

1. Lanaj, K., Kim, P.H., Koopman, J., & Matta, F. (in press). Daily mistrust: A resource perspective and its implications for work and home. Personnel Psychology.
2. Ferrin, D.L., Cooper, C.D., Dirks, K.T., & Kim, P.H. (2018). Heads will roll! Routes to effective trust repair in the aftermath of a CEO transgression. Journal of Trust Research, 1-24
3. Kim, P.H., Mislin, A., Tuncel, E., Fehr, R., Cheshin, A., & Van Kleef, G.A. (2017). Power as an emotional liability: Implications for perceived authenticity and trust after a transgression. Journal of Experimental Psychology: General, 146(10), 1379-1401.
4. Harmon, D.J., Kim, P.H., & Mayer, K.J. (2015). Breaking the letter vs. spirit of the law: How the interpretation of contract violations affects trust and the management of relationships. Strategic Management Journal, 36, 497-517.
5. Kim, P.H. & Harmon, D.J. (2014). Justifying one's transgressions: How rationalizations based on equity, equality, and need affect trust after its violation. Journal of Experimental Psychology: Applied, 20(4), 365-379.
6. Kim, P.H., Cooper, C.D., Dirks, K.T., & Ferrin, D.L. (2013). Repairing trust with individuals versus groups Organizational Behavior and Human Decision Processes, 120(1), 1-14.
7. Maddux, W.W., Kim, P.H., Okumura, T., & Brett, J. (2012). Why "I'm Sorry" doesn't always translate. Harvard Business Review, 90(6), 26.
8. Maddux, W.W., Kim, P.H., Okumura, T., & Brett, J. (2011). Cultural differences in the function and meaning of apology. International Negotiation, 16, 405-425.
9. Dirks, K.T., Kim, P.H., Ferrin, D.L., & Cooper, C.D. (2011) Understanding the effects of substantive responses on trust following a transgression, Organizational Behavior and Human Decision Processes, 114, 87-103.
10. Kim, P.H., Dirks, K.T., & Cooper, C.D. (2009). The repair of trust: A dynamic bilateral perspective and multilevel conceptualization, Academy of Management Review, 34(3), 401-422.
11. Ferrin, D.L., Kim, P.H., Cooper, C.D., & Dirks, K.T. (2007). Silence speaks volumes: The Effectiveness of Reticence in Comparison to Apology and Denial for Responding to Integrity- and Competence-Based Trust Violations, Journal of Applied Psychology, 92(4), 893-908.

Award: Best Empirical Paper Award. Academy of Management, Conflict Management Division (2005).
12. Kim, P.H., Dirks, K.T., Cooper, C.D., & Ferrin, D.L. (2006). When more blame is better than less: The implications of internal vs. external attributions for the repair of trust after a competence- vs. integrity-based trust violation, Organizational Behavior and Human Decision Processes, 99(1), 49-65.

13. Kim, P.H., Pinkley, R., & Fragale, A.R. (2005). Power dynamics in negotiation. Academy of Management Review, 30(4), 799-822.

Award: Outstanding Conceptual Paper Award. International Association for Conflict Management (2000).

Reported in: "The many faces of power and its use." Negotiation Journal, April 2006, v22(2), p.113.

14. Kim, P.H. & Fragale, A.R. (2005). Choosing the path to bargaining power: An empirical comparison of BATNAs and Contributions in negotiation. Journal of Applied Psychology, 90(2), 373-381.

Finalist: 2007 Outstanding Article Award for the Best Paper Published in 2005. International Association for Conflict Management.

15. Kim, P.H., Ferrin, D.L., Cooper, C.D., & Dirks, K.T. (2004). Removing the shadow of suspicion: The effects of apology vs. denial for repairing ability- vs. integrity-based trust violations. Journal of Applied Psychology, 89(1), 104-118.

Award: 2011 Most Influential Article Award for papers published between 2003 through 2006. Academy of Management, Conflict Management Division.

Award: 2006 Outstanding Article Award for the Best Paper Published in 2004. International Association for Conflict Management.

Reprinted in: Trust and Social Capital in Organizations. (October 2012). Costa, A.C. & Anderson, N. (Eds.). Sage Publications. ISBN: 978-1-4462-0780-2.

16. Kim, P.H. (2003). When private beliefs shape collective reality: The effects of beliefs about co-workers on group discussion and performance. Management Science, 49(6), 801-815.

Award: Best Dissertation Prize for groups research. American Psychological Association, Group Psychology and Group Psychotherapy Division (1999).

Award: State Farm Doctoral Dissertation Award (1996).

17. Kim, P.H., Diekmann, K.A., & Tenbrunsel, A.E. (2003). Flattery may get you somewhere: The strategic implications of providing positive vs. negative feedback about ability vs. ethicality in negotiation. Organizational Behavior and Human Decision Processes, 90(2), 225-243.

18. Galinsky, A., Seiden, V., Kim, P.H., & Medvec, V. (2002). The dissatisfaction of having your first offer accepted: Counterfactual thinking in negotiations. Personality and Social Psychology Bulletin, 28(2), 271-283.

Award: Best Paper with Graduate Student as Lead Author Award. International Association for Conflict Management (1999).

19. Thompson, L., & Kim, P.H. (2000). How the quality of third parties' settlement solutions is affected by the relationship between negotiators. Journal of Experimental Psychology: Applied, 6(1), 3-14.
 20. Gruenfeld, D.H., Thomas-Hunt, M., & Kim, P.H. (1998). Cognitive flexibility, communication strategy, and integrative complexity in groups: Public versus private reactions to majority and minority status. Journal of Experimental Social Psychology, 34, 202-226.
 21. Northcraft, G.B., Preston, J.N., Neale, M.A., Kim, P.H., & Thomas-Hunt, M. (1998). Non-linear preference functions and negotiated outcomes. Organizational Behavior and Human Decision Processes, 73(1), 54-75.
 22. Kim, P.H. (1997). Strategic timing in group negotiations: The implications of forced entry and forced exit for negotiators with unequal power. Organizational Behavior and Human Decision Processes, 71(3), 263-286.
- Award:* Best Graduate Student Paper Award. Academy of Management, Conflict Management Division (2007).
23. Kim, P.H. (1997). When what you know can hurt you: A study of experiential effects on group discussion and performance. Organizational Behavior and Human Decision Processes, 69(2), 165-177.

MANUSCRIPTS UNDER REVIEW OR IN PREPARATION

1. Han, A. & Kim, P.H. The unintended consequences of organizational transparency.
2. Joshi, P.D., Fast, N.J., & Kim, P.H. The curse of loyalty: Interdependent self-construal and support for corrupt behavior.
3. Kim, P.H., Wiltermuth, S.S., & Newman, D. Do as I say, not as I do: The cognitive foundations of interpersonal hypocrisy and their implications for ethics in organizations.
4. Kim, P.H., Han, A, Mislin, A., & Tuncel, E. The retroactive imputation of nefarious intent: Implications for interpersonal appraisals and subsequent trust repair.

CHAPTERS AND PROCEEDINGS

1. Kim, P.H. (2018). An interactive perspective on trust repair. In Searle, R., Nienaber, A.M., & Sitkin, S. (Eds.) Routledge Companion to Trust.
2. Fulmer, A. & Kim, P.H. (2016). The perceived efficacy of teams: A social/interactive perspective. Academy of Management Proceedings.
3. Kim, P.H., Mislin, A.A., Tuncel, E., Fehr, R., & Cheshin, A. (2015). Power as an emotional liability: The role of perceived authenticity for trust after a violation. Academy of Management Proceedings.

4. Harmon, D.H., & Kim, P.H. (2013). Contract violations: How an agreement is achieved affects the likelihood of trust repair. Academy of Management Proceedings.
5. Kim, P.H., & Harmon, D. (2012). The nature of collective reactions to potential transgressions. In Neale, M.A., & Mannix, E.A. (Eds.), Looking Back and Moving Forward: A Review of Group and Team-Based Research. (Research on Managing Groups and Teams, Volume 15), Emerald Group Publishing Limited, Cambridge, MA, pp.115-132.
6. Ferrin, D.L., Kim, P.H., Cooper, C.D., & Dirks, K.T. (2005). Silence Speaks Volumes: The Effectiveness of Reticence for Repairing Trust Violations. Academy of Management Proceedings.
7. Thompson, L., Nadler, J., & Kim, P.H. (1999). Some like it hot: The case for the emotional negotiator. In Levine, J., Thompson, L., & Messick, D. (Eds.), Shared Cognition in Organizations: The Management of Knowledge. Hinsdale, NJ: Erlbaum.
8. Kim, P.H. (1997). Asymmetrical caucusing in group negotiations: Whom to include, when, and why. Academy of Management Proceedings.
9. Kim, P.H. (1997). Negotiation Biases. In Nicholson, N. (Ed.), Blackwell Encyclopedia of Management, Cambridge, MA: Blackwell.
10. Wilkes-Gibbs, D., & Kim, P.H. (1991). Discourse influences on memory for visual forms. Bulletin of the Psychonomic Society, 29(6), 507.

INVITED TALKS

1. Kim, P.H. (2017). Power and perceived emotional authenticity. Invited talk. Institute for Creative Technologies, University of Southern California.
2. Kim, P.H. (2016). The violation and repair of trust. Invited talk. Paul Merage School of Business, University of California, Irvine.
3. Kim, P.H. (2015). The violation and repair of trust. Invited talk. Anderson Graduate School of Management, University of California, Riverside.
4. Kim, P.H. (2015). The violation and repair of trust. Invited talk. Frank Batten School of Leadership and Public Policy, University of Virginia, Charlottesville, VA.
5. Kim, P.H. (2011). Leaps of faith: The nature of opportunistic generalization across domains. Invited talk. Washington University, Olin School of Business, St. Louis, MO.
6. Kim, P.H. (2011). Leaps of faith: The nature of opportunistic generalization across domains. Invited talk. Social Psychology Brown Bag Series, Dept. of Psychology, University of Southern California.
7. Kim, P.H. (2010). The manifestation of mob mentalities. Invited talk. Department of Anthropology. Behavior, Evolution, and Culture Speaker Series. University of California, Los Angeles.

8. Kim, P.H. (2009). The manifestation of mob mentalities. Invited talk. Erasmus Centre of Behavioral Business Ethics, Rotterdam School of Management.
9. Kim, P.H. (2009). The devils in each of us – both actually lurking and unduly ascribed. Invited talk. Erasmus Centre of Behavioral Business Ethics, Rotterdam School of Management.
10. Kim, P.H. (2009). Expectations of the future and their pre- and post-transition effects. Invited talk. Korea University.
11. Kim, P.H. (2007). The dynamics of trust: An identity negotiation perspective. Invited talk. INSEAD.
12. Kim, P.H. (2006). Searching for forgiveness: The role of accounts, actions, and attributions for the repair of trust after its violation. Invited talk. Social Psychology Brown Bag Series, Dept. of Psychology, University of Southern California.
13. Kim, P.H. (2006). Searching for forgiveness: The role of accounts, actions, and attributions for the repair of trust after its violation. Invited talk. Hong Kong University of Science and Technology.
14. Kim, P.H. (2005). Searching for forgiveness: The role of accounts, actions, and attributions for the repair of trust after its violation. Invited talk. INSEAD.
15. Kim, P.H. (2005). Searching for forgiveness: The role of accounts, actions, and attributions for the repair of trust after its violation. Invited talk. Northwestern University, Kellogg Graduate School of Management, Evanston, IL.
16. Kim, P.H. (2004). Searching for forgiveness: The role of accounts, actions, and attributions for the repair of trust after its violation. Invited talk. New York University, Stern School of Business.
17. Kim, P.H. (2004). Searching for forgiveness: The role of responses, actions, and attributions for the repair of trust after its violation. Invited talk. Wharton School of Business, Philadelphia, PA.

PRESENTATIONS

1. Kim, P.H., Mislin, A., Tuncel, E., Fehr, R., Chesin, A., & Van Kleef, G. (2017). The implications of power for perceived authenticity for trust after a transgression. Paper presented at the International Association for Conflict Management, Berlin, Germany.
2. Lanaj, K., Kim, P.H., Koopman, J., & Matta, F. (2017). The predicament of mistrust: A resource depletion perspective. Paper presented as part of a symposium at the Annual Meeting of the Academy of Management, Atlanta, GA.
3. Kim, P.H., Mislin, A., Tuncel, E., Fehr, R., Chesin, A., & Van Kleef, G. (2015). Power as an emotional liability: The implications of perceived authenticity for trust after its violation. Paper presented at the Annual Meeting of the Academy of Management, Vancouver, BC.
4. Raj, M., Kim, P.H., & Wakslak, C.J. (2015). It wasn't on Purpose: Expectations of forgiveness following an interpersonal transgression. Paper presented at the Annual Meeting of the Academy of Management, Vancouver, BC.

5. Harmon, D.J. & Kim, P.H. (2014). Moving beyond intentionality: How violations resulting from action versus inaction affect trust repair. Paper presented at the International Association for Conflict Management, Leiden, Netherlands.

Award: Best Paper with Graduate Student as Lead Author Award. International Association for Conflict Management (2014).

6. Harmon, D.J. & Kim, P.H. (2014). Beyond intentionality: How violations resulting from action versus inaction affect trust repair. Paper presented at the Annual Meeting of the Academy of Management, Philadelphia, PA.
7. Harmon, D.J. & Kim, P.H. (2014). Making sense of contract violations: How an agreement is achieved affects the likelihood of trust repair. Paper presented at the Annual Meeting of the Western Academy of Management, Napa, CA.
8. Harmon, D.J. & Kim, P.H. (2013). Contract violations: How an agreement is achieved affects the likelihood of trust repair. Paper presented at the Annual Meeting of the Academy of Management, Orlando, FL.
9. Kim, P.H. & Harmon, D.J. (2013). Trust repair via distributive justice rationales: The contingent implications of equity, equality, and need. Paper presented at the International Association for Conflict Management, Tacoma, Washington.
10. Harmon, D.J. & Kim, P.H. (2013). Violations of competence, integrity, and benevolence: The implications of past depictions, natural interpretations, and logical differentiations for trust repair. Paper presented at the International Association for Conflict Management, Tacoma, Washington.
11. Harmon, D.J., Kim, P.H., & Mayer, K.J. (2012). Breaking the letter vs. spirit of the law in inter-firm agreements: How the interpretation of contract violations affects the likelihood of trust repair and the development of governance. Paper presented at the Strategic Management Society Annual Conference. Prague, Czech Republic.
12. Harmon, D.J., Kim, P.H., & Mayer, K.J. (2012). Breaking the letter vs. spirit of the law in inter-firm agreements: How the interpretation of contract violations affects the likelihood of trust repair and the development of governance. Paper presented at the Annual Meeting of the Atlanta Competitive Advantage Conference (ACAC), Atlanta, GA.
13. Harmon, D.J., Kim, P.H., & Mayer, K.J. (2012). Breaking the letter vs. spirit of the law. Paper presented at the Annual Meeting of the Academy of Management, Boston, MA.
14. Kim, P.H. & Harmon, D.J. (2012). Violations of competence, integrity, and benevolence. Paper presented at the Annual Meeting of the Academy of Management, Boston, MA.
15. Kim, P.H. & Harmon, D.J. (2012). Trust repair via distributive justice rationales: The implications of equity, equality, and need. Paper presented at the Annual Meeting of the Academy of Management, Boston, MA.

16. Kim, P.H., Cooper, C.D., Dirks, K.T., Ferrin, D.L. (2011). The manifestation of mob mentalities. Paper presented at the International Association for Conflict Management, Istanbul, Turkey.
17. Kim, P.H. & Overbeck, J.R. (2011). The dynamics of power transitions: The performance implications of expecting a power advantage to be lost or gained. Paper presented at the International Association for Conflict Management, Istanbul, Turkey.
18. Kim, P.H. & Harmon, D.J. (2011). The nature of collective reactions to potential transgressions. Research on Managing Groups and Teams Conference. Northwestern Univ., Kellogg Graduate School of Business, Evanston, IL.
19. Aga, A.P. & Kim, P.H. (2010). Leaps of faith: Evidence for a theory of opportunistic generalization across domains. Paper presented at the Annual Meeting of the Academy of Management, Montreal, Canada.
20. Kim, P.H. (2010). The nature of individual vs. group differences in reactions to alleged transgressions. Paper presented at the Annual Meeting of the Academy of Management, Montreal, Canada.
21. Kim, P.H. (2009). Behavioral insights into the nature of morality and ethics. Professional Development Workshop organizer, Annual Meeting of the Academy of Management, Chicago, IL.
22. Maddux, W.W., Brett, J.M., Okumura, T., and Kim, P.H. (2009). Cultural differences in the function and meaning of apologies. Paper presented at the International Association for Conflict Management, Kyoto, Japan.
23. Ferrin, D.L., Cooper, C.D., Dirks, K.T., & Kim, P.H. (2008). Effects of board and CEO actions to repair trust in the aftermath of a CEO transgression. Paper presented at the Annual Meeting of the Academy of Management, Anaheim, CA.
24. Vandewalle, D., Dirks, K.T., Ferrin, D.L., Heslin, P.A., Cooper, C.D., & Kim, P.H. (2008). Repairing trust: An implicit theory model considering the violations and the violated. Paper presented at the Annual Meeting of the Academy of Management, Anaheim, CA.
25. Dirks, K., Kim, P.H., Cooper, C. and Ferrin, D. (2007). Understanding the Effects of Substantive Responses on Trust Following a Transgression. Paper presented at the 4th Workshop on Trust Within and Between Organizations, Amsterdam, The Netherlands.
26. Kim, P.H., Dirks, K.T., Ferrin, D.L., & Cooper, C.D. (2006). The repair of trust: Insights, integration, and new directions from a cumulative series of four conceptual models. Paper presented at the International Association for Conflict Management, Montreal, Canada.
27. Dirks, K., Kim, P.H., Cooper, C., & Ferrin, D., (2005). Trust under repair: Regulation and punishment as methods for rebuilding trust. Paper presented as part of a symposium at the Annual Meeting of the Academy of Management, Honolulu, HI.
28. Ferrin, D., Kim, P.H., Cooper, C., & Dirks, K. (2005). Silence speaks volumes: The effectiveness of reticence for repairing trust violations. Paper presented at the Annual Meeting of the Academy of Management, Honolulu, HI.

29. Kim, P.H., Dirks, K.T., Cooper, C.D., & Ferrin, D.L. (2005). The effects of internal and external attributions on trust repair. Paper presented at the Annual Meeting of the Society for Industrial and Organizational Psychology, Los Angeles, CA.
30. Kim, P.H., Ferrin, D.L., Cooper, C.D., & Dirks, K.T. (2003). Removing the shadow of suspicion: The effects of apology vs. denial for repairing trust violations. Paper presented at the Annual Meeting of the International Association for Conflict Management, Melbourne, Australia.
31. Ferrin, D., Kim, P.H., Cooper, C., & Dirks, K. (2003). Do actions speak louder than words? The use of explanations and trustworthy behavior to repair trust in the aftermath of a perceived violation. Paper presented at the Annual Meeting of the Academy of Management, Seattle, WA.
32. Kim, P.H., Ferrin, D.L., Cooper, C.D., Dirks, K.T. (2002). Removing the shadow of suspicion: The effects of apology vs. denial for repairing trust violations. Paper presented at the 8TH Annual Wharton Organizational Behavior Conference, Philadelphia, PA.
33. Kim, P.H., Ferrin, D.L., Cooper, C.D., Dirks, K.T. (2002). Removing the shadow of suspicion: The effects of apology vs. denial for repairing trust violations. Paper presented at the Annual Meeting of the Academy of Management as part of an All Academy Symposium, Denver, CO.
34. Kim, P.H., Pinkley, R., & Fragale, A.R. (2002). A dynamic utility model of power. Paper presented at the Kellogg Graduate School of Management, Dept. of Organizational Behavior, Northwestern University, Evanston, IL.
35. Fragale, A., Kim, P.H., & Neale, M.A. (2002). When self-interest leads to group benefit: Power, orientation, and integrative agreements. Paper presented at the Annual Meeting of the Academy of Management, Denver, CO.
36. Kim, P.H. & Fragale, A. (2001). The importance of BATNAs versus Contributions for power and performance in negotiations. Paper presented at the Annual Meeting of the Academy of Management, Washington, D.C.
37. Connelley, D.L., Chung, B., Friday, S.S., & Kim, P.H. (2001). Just who do you think I am? Conflict between personal and social identities. Paper presented at the Annual Meeting of the Academy of Management, Washington, D.C.
38. Kim, P.H. & Fragale, A. (2001). A theoretical analysis of power tactics. Paper presented at the Annual Meeting of the Western Academy of Management, Sun Valley, ID.
39. Seiden, V., Galinsky, A., Kim, P.H., & Medvec, V. (2000). The dissatisfaction of having your first offer accepted: Counterfactual thinking in negotiations. Paper presented at the Annual Meeting of the Academy of Management, Toronto, CA.
40. Kim, P.H. (2000). A theory of power tactics. Paper presented at the Annual Meeting of the International Association of Conflict Management, St. Louis, MO.

41. Kim, P.H. (1999). Social influences in the group information sharing process: An investigation of the effects of social perceptions on group behavior and performance. Paper presented at the Annual Meeting of the Academy of Management, Chicago, IL.
42. Seiden, V., Galinsky, A., Kim, P.H., & Medvec, V. (1999). The dissatisfaction of having your first offer accepted: Counterfactual thinking in negotiations. Paper presented at the Annual Meeting of the International Association of Conflict Management, San Sebastian, Spain.
43. Gruenfeld, D., Kim, P.H., & Preston, J.N. (1998). Interdependence of competing groups: How power, legitimacy, and precedent affect the integrative complexity of the majority. Paper presented at the Annual Meeting of the Academy of Management, San Diego, CA.
44. Kim, P.H. (1997). Asymmetrical caucusing in group negotiations: Whom to include when and why. Paper presented at the Annual Meeting of the Academy of Management, Boston, MA.
45. Kim, P.H. & Thompson, L. (1997). Why you should put on a happy face: A study of observer reactions to negotiator emotions. Paper presented at the Annual Meeting of the Academy of Management, Boston, MA.
46. Kim, P.H. & Thompson, L. (1997). Why we understand happy people better: An observer's look at negotiation. Paper presented at the Annual meeting of the Society of Industrial and Organizational Psychology, St. Louis, MO.
47. Kim, P.H. (1996). Dynamic Influences on the Common Knowledge Effect. Paper presented at the Annual Meeting of the Academy of Management, Cincinnati, OH.
48. Northcraft, G.B., Preston, J.N., Neale, M.A., & Kim, P.H. (1996). The Impact of Non-Linear Preference Structures on Negotiator Effectiveness and Efficiency. Paper presented at the Academy of Management, Cincinnati, OH.
49. Thompson, L., Nadler, J., & Kim, P.H. (1996). Some like it hot: The case for the emotional negotiator. Paper presented at Shared Cognition in Organizations: The Management of Knowledge Conference, November, Evanston, IL.

MEDIA MENTIONS

- Professional help: 5 tips for restoring trust (1/27/2012). [The Atlantic](#), Health section.
- The science behind saying you're sorry (9/28/2011). [The Washington Post](#), On Leadership section.
- It's so hard to say I'm sorry: The financial and personal ramifications that come when a doctor apologizes to a patient (11/6/2009). [Slate](#), Science / Medical Examiner section.
- Silence is not golden (1/13/08). [The Philadelphia Inquirer](#), Currents section.
- Interview on the benefits of denials, [National Public Radio](#), Seattle (KUOW). (12/11/07).
- Denial makes the world go round. (11/20/07). [The New York Times](#), Health section.
- Persistence of myths could alter public policy approach. (9/4/07). [The Washington Post](#), page A03.
- Apologies accepted? It depends on the offense. (9/25/06). [The Washington Post](#), page A02.
- The art of the apology. (Fall, 2003). [Strategy + Business](#), Issue 32, Recent Studies section.

PROFESSIONAL ACTIVITIES

Associate Editor

- Academy of Management Review (2017 – present)
- Journal of Trust Research (2009- present)

Editorial Boards

- Academy of Management Review (2017)
- International Journal of Conflict Management (2003-present)
- Negotiation and Conflict Management Research (2006-present)
- Organization Science (2009-present)
- Organizational Behavior and Human Decision Processes (2004-2016)

Administrative Boards

- Division Chair Elect, Academy of Management, Conflict Management Division (2016-2017)
- Program Chair, Academy of Management, Conflict Management Division (2015-2016)
- Professional Development Workshop Chair, Academy of Management, Conflict Management Division (2014-2015)
- Representative-at-Large, International Association for Conflict Management (2004-2006).
- Representative-at-Large, Academy of Management, Conflict Management Division (2008-2010)

International Affiliate

- Erasmus Centre of Behavioral Business Ethics, Rotterdam School of Management (2009-present)

Conference Program Committees

- International Association for Conflict Management (1998-present)
- Academy of Management (1997-present)
- 2005 International Association for Conflict Management, Best Dissertation Award Committee
- 2007 Academy of Management, Conflict Management Division, Most Influential Paper Award Committee (for articles published from 1999-2002)
- 2012 Academy of Management, Conflict Management Division, Most Influential Paper Award Committee (for articles published from 2004-2007)

Ad Hoc Reviewer. Academy of Management Journal; Academy of Management Review; Administrative Science Quarterly; American Behavioral Scientist; Emotion; Group Decision and Negotiation; Group Dynamics: Theory, Research, and Practice; Hong Kong Research Grant Council; International Journal of Conflict Management; Journal of Applied Psychology, Journal of Conflict Resolution; Journal of Experimental Social Psychology; Journal of Management; Journal of Management Studies; Management Science; Organizational Behavior and Human Decision Processes; Organization Science; Personality and Social Psychology Bulletin.

SERVICE ACTIVITIES

University

- Zumberge Research and Innovation Grant Review Committee (2003-2005)

School

- USC Marshall Research and Recognition Committee (2008-2010, 2015-present)
- USC Marshall Online MBA Task Force (2014-present)
- USC Marshall Masters of Medical Management Task Force (2015)
- USC Marshall PhD program Committee (2012-2015)
- USC Marshall Faculty Council (2011-2013)
- USC Marshall Tenure Review Committee
 - Chair: 2015-2016 (for Cheryl Wakslak)
 - Member: 2015-2016 (for Nathaniel Fast)
 - Member: 2015-2016 (for Gulden Ulkumen, Marketing)
 - Chair: 2014-2015 (for Scott Wiltermuth)
 - Chair: 2010-2011 (for Alexandra Michel)
 - Member: 2011-2012 (for Jennifer Overbeck)
- 4th year Peer Review Committee
 - Outside member: 2015 (for Kyu Kim, Marketing)
 - Chair: 2014 (for Cheryl Wakslak)
 - Chair: 2012 (for Scott Wiltermuth)
 - Member: 2012 (for Nathaniel Fast)
 - Outside Member: 2012 (for Gulden Ulkumen, Marketing)
 - Chair: 2007 (for Jennifer Overbeck)
 - Chair: 2008 (for Alexandra Michel)
- Marshall School of Business Career Advantage Program Workshop (1999)

Department

- Promotion and Tenure Standards Revision Committee (2017)
- Chair / Co-Chair, Recruiting Committee (2002-2005, 2007-2009, 2011-2013, 2015-2016)
- MOR Strategic Planning Task Force (2014-2015)
- Doctoral Program Committee (2004-2015)
- Chair, Research Productivity Analysis Task Force (2011-2013)
- Dept. Annual Performance Review Committee (1999, 2002, 2009, 2012, 2013)
- Dept. Chair Review Committee (2002, 2008, 2011)
- Chair / Co-Chair, Knowledge Management Committee (1999-2002, 2004-2005, 2007-2008)

TEACHING EXPERIENCE

University of Southern California, Marshall School of Business

- Online MBA: GSBA 535 (Opportunity Recognition and Implementation) (Spring & Summer 2016-present)
- Ph.D. Seminar in Organizational Behavior (Fall 2004-2006, Spring 2011, Fall 2011-2014).
- Negotiation (Fall 2000-2005, Fall 2007-2015, Fall 2017-present).
- Organizational Behavior (Spring 1999, Fall 1999).

Washington University, Olin School of Business

- Organizational Design (Fall 1997, Spring 1998).
- Negotiation (Fall 1997).

Northwestern University, Kellogg School of Management

- Negotiation (Summer 1996, Fall 1996, Summer 1997).