
DISPUTE RESOLUTION RESEARCH CENTER (DRRC)

FY20 ANNUAL REPORT

SEPTEMBER 1, 2019 – AUGUST 31, 2020

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1. INTRODUCTION

This report summarizes the activities of the Dispute Resolution Research Center (DRRC) at the Kellogg School of Management, Northwestern University from September 1, 2019, through August 31, 2020. DRRC's mission is to uphold its reputation as a nationally recognized center for research on conflict, dispute resolution, and negotiation, as well as to be an internationally recognized provider of continuing education programs and teaching materials. Each part of DRRC plays a pivotal role in contributing to this mission. This report highlights the center's initiatives in research and teaching from September 1, 2019, through August 31, 2020, and summarizes the accomplishments of the center's ongoing programs during that period.

1. Governance. The DRRC is located administratively within the Kellogg School of Management and is comprised of an Executive Director and three staff members. Assisting the Executive Director with different projects related to DRRC are several cross-disciplinary faculty members listed below.

- Executive Director: Cynthia S. Wang, Management and Organizations
- Management and Organizations: Eli Finkel, Brayden King, Maryam Kouchaki, Nour Kteily, and Nicole Stephens
- Political Science: Jordan Gans-Morse, Will Reno
- Psychology: Daniel Molden
- Sociology: Laura Beth Nielsen

2. Staff. In addition to the executive director, DRRC's staff consists of the following professionals: Doug Foster, Leah Seiffert, Amber Johnson, and Tosin Akeredolu.

3. Membership and Affiliation with the Center. All Northwestern University faculty, postdocs, and PhD students are eligible to participate in DRRC activities as members.

Information about the center is sent annually to Northwestern University deans and department heads, as well as faculty in affiliated departments, informing them about the activities of the center and the availability of funds for research. Any member of the Northwestern community may apply for center research grants.

2. AFFILIATED FACULTY AWARDS OF 2019-2020

Eli Finkel – Awarded a \$2.4M research grant from the National Institute on Aging: “The all-or-nothing marriage? Marital functioning and health among individuals in same- and different-gender marriages.”

Maryam Kouchaki – Editor-in-Chief of *Organizational Behavior and Human Decision Processes*.

Nour Kteily – 2020 Fellow of the Association for Psychological Science; 2020 Janet Taylor Spence Award for Transformative Early Career Contributions, Association for Psychological Science; 2019 Roberta Sigel Early Career Scholar Paper Award, International Society for Political Psychology.

3. RESEARCH INITIATIVES

DRRC’s goal to be nationally recognized for research on dispute resolution, negotiation, and conflict is brought about through the scholarly activities of center members and associates. The faculty, associates, postdoctoral fellows, and graduate students affiliated with DRRC continue to have a major impact on the field with books and articles which are published in a wide variety of scholarly journals in psychology, economics, sociology, political science, as well as in the interdisciplinary fields of organizational behavior, communications, negotiation theory, and law. DRRC's mission to support research is carried out through several ongoing programs:

- 1. Faculty and Post-Doctoral Research.** Faculty, associates, postdocs, and graduate students affiliated with the center write numerous working papers each year. These papers are presented at scholarly meetings in both the U.S. and abroad. Many of these papers are subsequently published in a wide variety of scholarly journals, and as we have noted, win awards. A sample of DRRC faculty and postdoctoral fellow's research are at <https://www.kellogg.northwestern.edu/research/dispute-resolution-research-center/research-and-thought-leadership.aspx>.
- 2. Postdoctoral Fellows.** The postdoctoral fellowship program is designed to facilitate a disciplinary scholar's transition into research and teaching in the area of negotiation. It was initiated in 1988. This program is a joint enterprise of the Kellogg Dean and DRRC. The fellows each taught the Fundamentals of Negotiation course at Kellogg. DRRC provides the postdocs with training for the classroom as well as and research support and facilities. Fellows are also invited to join in the ongoing research of faculty associated with the center, audit courses, and participate in the center's scholarly and applied seminars and workshops. Fellows receive \$7,500 in unrestricted research funding from DRRC annually and may apply for additional funding associated with specific projects. Jillian Jordan, our second year post-doc, took a job as an Assistant Professor in the Negotiation, Organizations & Markets Unit at Harvard Business School in August 2020. Dylan Wiwad and Christopher To remain as the second year postdoctoral fellows. They were joined by first-year postdoctoral fellow Charlie Dorison, from Harvard Kennedy School, in August 2020. More information about the past and present fellows can be found here: <https://www.kellogg.northwestern.edu/research/dispute-resolution-research-center/faculty-and-post-doctoral-fellows.aspx>.

- 3. Annual Conference.** The 2020 DRRC conference on Political Polarization, planned in collaboration with Institute for Policy Research (Jamie Druckman), was been postponed due to the COVID-19 pandemic. In lieu of the conference, participants collaborated to successfully publish an article in *Science* entitled “Political Sectarianism in America.” This article received media attention in outlets such as Time Magazine, CNN, and the New York Times. This conference will be held in the 2021-2022 academic year. The website outlining the conference can be found here: <https://www.kellogg.northwestern.edu/news-events/conference/drrc/drrc-political-polarization-conference.aspx>
- 4. Northwestern Grants Program.** The DRRC grants program funds research studies and provides seed money for researchers within Northwestern University. An All-State Endowment provides the funds for these grants. The multi-disciplinary mission for this program is to fund novel research on conflict and collaboration, broadly construed. In Fall 2019, the DRRC awarded 14 new grants. The total amount was \$49,955. In the Spring 2020, the DRRC awarded another 14 new grants. The total amount was \$60,298. More information about the grants program and awardees can be found here: <https://www.kellogg.northwestern.edu/research/dispute-resolution-research-center/research-grants-awards.aspx>
- 5. External Research Awards.** DRRC has longstanding partnerships with the International Academy of Conflict Management (IACM) and the Academy of Management (AOM), two organizations that convene faculty, Ph.D. and postdoctoral fellows to share their knowledge and research. DRRC sponsors several awards given annually by IACM and AOM to recognize scholars’ research outside of DRRC. At the 2020 International Association of Conflict Management’s (IACM) annual conference, DRRC sponsored the 2020 Outstanding

Publication Award (completed in 2018 or 2019), given to Daisung Jang, Hillary Elfenbein, and William Bottom, for their article, “*More than a phase: Form and features of a general theory of negotiation.*”

The DRRC also sponsored the Academy of Management Conflict Management Division's awards for the 2020 Annual Meeting. The winner of the Best Student Paper award was Ge Liu for her article, “*Top Management Team Faultlines: Examining the Faultline Activation and Transition Process.*” The winners of the Best Empirical or Theoretical Paper award were Kian Siong Tey, Michael Schaerer, Nikhil Madan, Roderick Swaab, for their paper, “*Going with the Momentum: When Exposure to Decreasing Concessions Leads to a Distributive Disadvantage.*”

4. TEACHING INITIATIVES

DRRC’s catalog of teaching materials currently totals over 200 exercises and cases covering topics of negotiation, conflict management, teamwork, and decision making, available online at DRRCexercises.com. Over 4700 instructors and consultants in all 50 states and in 65 countries throughout the world have used DRRC’s teaching materials. DRRC receives a royalty fee per exercise, per user. Revenue from these sales is directed toward funding post-doctoral fellows, new research, grants, conferences, and additional educational projects.

1. Increased teaching material offerings. We continue to build our exercise offerings by having introduced 23 new exercises, including several in collaboration with the Harvard Program on Negotiation, and 18 new cases from the Kellogg Case Collection. We expect to further our partnership with both groups. DRRC continues to explore new delivery systems for our exercises. We have developed four of our exercises into online simulations to be used with the SimCase platform. This will provide students with a web-based or mobile option to negotiate with one another as well as provide the instructor with immediate negotiation

results and expanded data and feedback to use in debriefing the exercises. With many courses now being taught online, DRRC should be at the forefront of employing new technology to enhance the classroom experience.

2. **Advanced Negotiations Class.** The DRRC introduced a new *Advanced Negotiations* course, which taught students about the theory and practice of negotiating and extends beyond the concepts covered in introductory negotiations class. This course expanded students' negotiation skillset, by emphasizing new topics, such as maximizing outcomes in multi-party negotiations, managing multi-round disputes, and negotiating in cross-cultural contexts. This class was successfully run for the first time in Spring 2020. In response to COVID-19, this class was adapted to be run virtually. This class will be taught in Spring 2021.
3. **Workshops.** The DRRC sponsored a professional development workshop (PDW) titled "New Exercises in Negotiation for Teaching and Research", for the 80th Annual Meeting of the Academy of Management in August 2020.

5. ADMINISTRATIVE INITIATIVES FOR 2019-2020

1. **DRRC Website Updates.** DRRC has continued working with the Kellogg Digital Services to streamline DRRC webpages hosted within Kellogg's website management platform (SiteCore). This updated interface has enhanced the functionality and accessibility of information for our staff, as well as improving the user experience for customers navigating the website. This new platform allows DRRC staff to make dynamic changes to website content. Updating information about new publications, awards, and other initiatives helps keep DRRC's web presence current and fresh, which helps raise overall visibility.
2. **DRRC E-Commerce Website Updates.** We continue to make improvements to DRRC's e-commerce website (DRRCexercises.com). With schools moving their classes online, instructors have embraced the electronic delivery of DRRC exercises directly to students, via

the special “Build-a-Course” feature on our website. Continuing to improve the customer experience and ease of use will increase revenue and introduce more instructors to our offerings.

- 3. Social Media and Newsletters.** DRRC continues to increase its social media presence on LinkedIn (<https://www.linkedin.com/company/dispute-resolution-research-center>), Facebook (<https://www.facebook.com/DisputeResolutionResearchCenter/>), and Twitter (@DRRC_Kellogg). These social media profiles help build DRRC’s customer base and keep DRRC members and affiliates informed about all that occurs within the center, including new research, teaching materials, conferences, and other events. In addition, we now provide a quarterly newsletter to update our customer base about new offerings. These efforts have provided good exposure and connection with our community.