
DISPUTE RESOLUTION RESEARCH CENTER (DRRC)

FY21 ANNUAL REPORT

SEPTEMBER 1, 2020– AUGUST 31, 2021

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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, 2020, through August 31, 2021. The 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, 2020, through August 31, 2021, 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 composed of an Executive Director and three staff members. The cross-disciplinary faculty members listed below work with the executive director to further the DRRC's mission.

- Executive Director: Cynthia S. Wang, Management and Organizations
- Management and Organizations: Eli Finkel, Brayden King, Maryam Kouchaki, Nour Kteily, Ivuoma Onyeador, and Nicole Stephens

2. Staff. In addition to the executive director, the DRRC's staff consists of the following professionals: Doug Foster, Amanda Mahoney, and Natalie Vazzano-Kaddatz.

3. Membership and Affiliation with the Center. All Northwestern University faculty, postdocs, and Ph.D. students are eligible to participate in DRRC activities as members. Information about the center is posted on the [DRRC website](#) to inform the readership about the activities of the center.

2. AFFILIATED FACULTY AWARDS AND POSITIONS OF 2020-2021

[Professor Brayden King](#) - *Affiliate Research Scholar, Rutgers Institute for Corporate Social Innovation, 2020*

[Associate Professor Nour Kteily](#) – *Fellow of the Association for Psychological Science, 2020, Jim Sidanius Early Career Award, International Society for Political Psychology, 2021*

[Assistant Professor Ivuoma Ngozi Onyeador](#) – *Distinguished Service to SPSP Award, Society for Personality and Social Psychology, 2020*

[Professor Nicole Stephens](#) - *Otto Klineberg Intercultural and International Relations Award, 2020, Kabiller Science of Empathy Prize, Kellogg School of Management, 2021*

[Clinical Professor Cynthia Wang](#) – *President-Elect, International Association for Conflict Management, 2021*

3. RESEARCH INITIATIVES

The 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 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 research can be found [here](#).
2. **Postdoctoral Fellows.** The postdoctoral fellowship program, initiated in 1988, facilitates a scholar's research in the area of intergroup collaboration and conflict, broadly construed, and teaching in the area of negotiations. Fellows are encouraged to conduct research with faculty associated with the center and participate in the center's scholarly and applied seminars and workshops. Fellows receive research funding annually and may apply for additional funding associated with specific projects. The DRRC provides the postdoctoral fellows with guidance for the classroom. Many of the fellows teach MORS 472-5 (Negotiation Fundamentals) at the Kellogg School of Management. Dylan Wiwad and Christopher To are the DRRC's third-year postdoctoral fellows. They were joined by second-year postdoctoral fellow Charlie Dorison, from Harvard Kennedy School, in August 2020. Finally, Joshua Conrad Jackson from the University of North Carolina at Chapel Hill began his first-year postdoctoral fellowship in August 2021. More information about the past and present fellows can be found [here](#).
3. **Annual Conference.** The 2020 DRRC conference on Political Polarization, planned in collaboration with Institute for Policy Research (Jamie Druckman), was postponed to May 2022 due to the COVID-19 pandemic. The goal of the conference is to generate novel, integrative insights into the causes and consequences of political polarization. Toward that

goal, the conference will bring together around a dozen of the most interesting and influential scholars from disciplines like political science, psychology, sociology, management, and philosophy. This conference was scheduled for June 2020 and postponed due to the pandemic. In lieu of the conference, the invited attendees of the conference published a theoretical piece in Science titled, '[Political Sectarianism in America](#),' which outlined the state of political polarization in the United States. The conference is now scheduled for May 2022 and will include topics such as the state of political sectarianism, echo chambers, fake news, motivated cognition, moralization, and anger/civility. The conference will have a broad concluding discussion of how an ideal body politic should function. The website outlining the conference can be found [here](#).

- 4. Research Supported by the All-State Endowment.** The DRRC grants program funds research studies and provides seed money for researchers within Northwestern University. An All-State Endowment provides the funds to support novel research on conflict and collaboration. This year, this endowment was used to fund the fellowship for Joshua Jackson.
- 5. External Research Sponsorships.** The DRRC sponsors the International Association for Conflict Management (IACM) Outstanding Doctoral Dissertation Award. This award recognizes dissertations that significantly advance the study of conflict management and negotiation. The 2021 recipient is Hemant Kakkar (Duke University) for his dissertation titled, "The Role of Dominance and Prestige-based Status in Navigating Social Hierarchies." In addition, the DRRC sponsored other IACM initiatives, including making IACM's flagship journal, *Negotiation and Conflict Management Research*, open access.

The DRRC also sponsors two awards within the Conflict Management Division of the Academy of Management (AOM): the Best Empirical or Theoretical Paper Award and the Best Student Paper Award. The recipients of the 2021 Best Empirical or Theoretical Paper Award are Jessica Jae Won Paek (Duke University) and Hemant Kakkar for their paper, "Helping as a Means to Empower or Create Reliance". The recipient of the 2021 Best Student Paper Award is Samuel Skowronek (University of Pennsylvania) for his paper, "The Canonical Deception Paradigms do not Measure Deception".

The DRRC was also a sponsor for the Baylor University 2021 National Undergraduate Negotiation Competition.

6. TEACHING INITIATIVES

The DRRC's catalog of teaching materials currently totals over 250 exercises and cases covering topics of negotiation, conflict management, teamwork, and decision making, available online at [DRRCexercises.com](https://drrcexercises.com). Over 4700 instructors and consultants in all 50 states and in 65 countries throughout the world have used DRRC's teaching materials. The DRRC receives a royalty fee per exercise per user. Revenue from these sales is directed toward funding postdoctoral fellows, new research, grants, conferences, and additional educational projects.

1. Increased teaching material offerings. We continue to build our exercise offerings by having introduced 12 new and four revised exercises in FY21, expanding such newer topics as Entrepreneurship, Environment Themes, Manufacturing, and the COVID-19 pandemic. The DRRC continues to explore new delivery systems for our exercises. With many courses now being taught online, DRRC will continue to be at the forefront of employing new technology to enhance the classroom experience.

2. **Advanced Negotiations Class.** Faculty affiliated with the DRRC introduced a new *Advanced Negotiations* course at the Kellogg School of Management. This class extends beyond the concepts covered in the Negotiations Fundamentals class. It expands the students' negotiation skill set by emphasizing new topics, such as maximizing outcomes in multi-party negotiations, managing multi-round disputes, and negotiating in cross-cultural contexts.
3. **Workshops.** The DRRC conducted a professional development workshop (PDW), "Teaching Innovations in Negotiations and Conflict Management." This workshop was hosted by the Academy of Management's Conflict Management division and brought together expert faculty to share engaging negotiation and conflict management exercises and simulations that they have developed.
4. **Negotiation Competition.** The DRRC participated in a session hosted by Baylor University. The session was titled "Faculty Session on Innovative Class Exercises" and was a part of the Baylor University 2021 National Undergraduate Negotiation Competition. The Competition specializes in building negotiation skills among future business leaders.

4. ADMINISTRATIVE INITIATIVES FOR 2020-2021

1. **DRRC Website Updates.** DRRC has continued working with Kellogg Digital Services to streamline DRRC web pages 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 improve 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.** The DRRC continues to make improvements to the 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](#), [Facebook](#), and Twitter ([@DRRC_Kellogg](#)). These social media profiles help build the 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.
- 4. Webinars.** DRRC continues to expand support materials available on the e-commerce website. These support materials include royalty-free exercises, books, videos, and more recently, webinars, as the COVID-19 pandemic has changed the landscape of how negotiation exercises are being taught in and outside of the traditional classroom setting. Our [webinars](#) are designed to guide new or experienced users and help customers learn about our products, programs, and curricula.