Bio

Melissa Valentine is an Associate Professor at Stanford University in the Management Science and Engineering Department, and co-director of the Center for Work, Technology, and Organization (WTO).

Prof Valentine's research focuses on understanding how new technologies change work and organizations. She conducts in-depth observational studies to develop new understanding about these changes. Her work makes contributions to understanding classic and longstanding challenges in group and organizational behavior (e.g., the role of hierarchy, structuring expertise and learning) but also brings in deep knowledge of how the rise of information technology has made possible new and different team and organizational forms. Her most recent study examined how the deployment of new algorithms changed the organizational structure of a retail company.

Prof. Valentine has won awards for both research and teaching. She and collaborators won a Best Paper Award at the CHI Conference on Human Factors in Computing Systems and the Outstanding Paper award from the Organizational Behavior division of the Academy of Management. In 2013, she won the Organization Science/INFORMS dissertation competition and received her PhD from Harvard University.

ACADEMIC APPOINTMENTS

- Associate Professor, Management Science and Engineering
- Faculty Affiliate, Institute for Human-Centered Artificial Intelligence (HAI)

HONORS AND AWARDS

- Teaching Honor Roll, Tau Beta Pi engineering honor society (2020)
- CAREER Award, National Science Foundation (2019)
- Graduate Teaching Award, Stanford Management Science & Engineering (2015)
- Hellman Faculty Scholar, Stanford University (2014)
- Wyss Award for Excellence in Doctoral Research, Harvard Business School (2013)
- Outstanding Paper with Practical Implications, Academy of Management (2012)
Research & Scholarship

CURRENT RESEARCH AND SCHOLARLY INTERESTS

Melissa Valentine is an Assistant Professor at Stanford University in the Management Science and Engineering Department, and co-director of the Center for Work, Technology, and Organization (WTO).

Prof Valentine's research focuses on understanding how new technologies change work and organizations. She conducts in-depth observational studies to develop new understanding about new forms of organizing. Her work makes contributions to understanding classic and longstanding challenges in designing groups and organizations (e.g., the role of hierarchy, how to implement change, team stability vs. flexibility) but also brings in deep knowledge of how the rise of information technology has made possible new and different team and organizational forms. Her most recent study examined how the deployment of new algorithms changed the organizational structure of a retail tech company.

Prof. Valentine has won awards for both research and teaching. She and collaborators won a Best Paper Award at the CHI Conference on Human Factors in Computing Systems and the Outstanding Paper with Practical Implications award from the Organizational Behavior division of the Academy of Management. In 2013, she won the Organization Science/INFORMS dissertation proposal competition and received her PhD from Harvard University.

Teaching

COURSES

2020-21
• Future of Work: Issues in Organizational Learning and Design: MS&E 184 (Spr)

2019-20
• Future of Work: Issues in Organizational Learning and Design: MS&E 184 (Spr)
• Senior Project: MS&E 108 (Win)

2018-19
• Design of Field Research Methods: MS&E 387 (Aut)
• Future of Work: Issues in Organizational Learning and Design: MS&E 184 (Win)
• Senior Project: MS&E 108 (Win)

2017-18
• Designing Modern Work Organizations: MS&E 284 (Win)
• Future of Work: Issues in Organizational Learning and Design: MS&E 184 (Win)
• Research in Work, Technology, and Organization: MS&E 381 (Spr)

STANFORD ADVISEES

Doctoral Dissertation Reader (AC)
Heather Altman, Anna Gibson, Prachee Jain

Postdoctoral Faculty Sponsor
Jen Rhymer

Doctoral Dissertation Advisor (AC)

Abisola Kusimo

Master's Program Advisor


Doctoral Dissertation Co-Advisor (AC)

Ryan Stice-Lusvardi

Doctoral (Program)

Rebecca Hinds

Publications

PUBLICATIONS

- **ALGORITHMS AT WORK: THE NEW CONTESTED TERRAIN OF CONTROL** ACADEMY OF MANAGEMENT ANNALS
  Kellogg, K. C., Valentine, M. A., Christin, A.

- **Renegotiating Spheres of Obligation: The Role of Hierarchy in Organizational Learning** ADMINISTRATIVE SCIENCE QUARTERLY
  Valentine, M.
  2017

- **Flash Organizations: Crowdsourcing Complex Work by Structuring Crowds As Organizations**
  Valentine, M., Retelny, D., To, A., Rahmati, N., Doshi, T., Bernstein, M.
  2017

- **Beyond Satisfaction Scores: Exploring Emotionally Adverse Patient Experiences** AMERICAN JOURNAL OF MANAGED CARE
  2019; 25 (5): E145–E152

- **Fluid Teams and Knowledge Retrieval: Scaling Service Operations** M&SOM-MANUFACTURING & SERVICE OPERATIONS MANAGEMENT
  Valentine, M. A., Tan, T., Staats, B. R., Edmondson, A. C.
  2019; 21 (2): 346–60

- **WHEN EQUITY SEEMS UNFAIR: THE ROLE OF JUSTICE ENFORCEABILITY IN TEMPORARY TEAM COORDINATION** ACADEMY OF MANAGEMENT JOURNAL
  Valentine, M.
  2018; 61 (6): 2081–2105

- **Inpatient Hospital Factors and Resident Time With Patients and Families** PEDIATRICS
  2017; 139 (5)

- **Team Scaffolds: How Mesolevel Structures Enable Role-Based Coordination in Temporary Groups** ORGANIZATION SCIENCE
  Valentine, M. A., Edmondson, A. C.
  2015; 26 (2): 405-422

- **Measuring Teamwork in Health Care Settings: A Review of Survey Instruments.** Medical Care
  Valentine, M. A., Nembhard, I. M., Edmondson, A. C.
  2015; 53 (4): e16-e30

- **Expert crowdsourcing with flash teams** ACM User Interface Software and Technology Symposium
  Retelny, D., Robaszkiewisz, S., To, A., Lasecki, W., Patel, J., Rahmati, N., Doshi, T., Valentine, M., Bernstein, M.