

MELISSA VALENTINE
Management Science & Engineering
Stanford University
475 Via Ortega office 210
Stanford, CA 94305
mav@stanford.edu

ACADEMIC APPOINTMENT

2013 Assistant Professor, Management Science & Engineering
Stanford University

EDUCATION

PhD Harvard University/Harvard Business School, 2013
MPA New York University, 2008
BA Stanford University, 2004

HONORS AND AWARDS

2017 Best Paper, SIGCHI Conference on Human Factors in Computing Systems
2017 Best Student Paper Award Finalist, Faculty Co-author, OCIS Division, AOM
2015 Graduate Teaching Award, Stanford University
2014 Best Paper, ACM symposium on User Interface Software and Technology
2013 Wyss Award for Excellence in Doctoral Research, Harvard Business School
2012 Winner, Organization Science/INFORMS Dissertation Proposal Competition
2012 Outstanding Paper with Practical Implications, OB Division of Academy of Management
2010 Susan G. Cohen Award for Doctoral Research

RESEARCH INTERESTS

Groups and teams, coordination, organizational design, future of work

PUBLICATIONS

Refereed Journal Publications in Press/Accepted

1. Kellogg, K., Valentine, M.A., Christin, A. 2019. Algorithms at Work: The New Frontier of Organizational Control. *Academy of Management Annals*.
2. Valentine, M. A., Tan, T., Staats, B. R., Edmondson, A. C. 2019. Fluid Teams and Knowledge Retrieval: Scaling Service Operations. *Manufacturing & Service Operations Management*. 21(2): 346–60.
3. Holdsworth, L. M., Zionts, D. L., De Sola-Smith, K. M., Valentine, M., Winget, M. D., Asch, S. M. 2019. Beyond satisfaction scores: exploring emotionally adverse patient experiences. *The American Journal of Managed Care*. 25(5):e145–e152.
4. Valentine, M. A. 2018. Renegotiating Spheres of Obligation: The Role of Hierarchy in Organizational Learning. *Administrative Science Quarterly* 63(3): 570–606.
5. Valentine, M.A. 2018. When Equity Seems Unfair: The Role of Justice Enforceability in Temporary Team Coordination. *Academy of Management Journal*. 61(6): 2081–2105.

6. Valentine, M.A., Edmondson, A.C. 2015. Team Scaffolds: How Meso-level Structures Enable Role-based Coordination in Temporary Groups. *Organization Science*, 26(2): 405-422.
 - Outstanding Paper with Practical Implications, Organizational Behavior Division, Academy of Management Conference 2012
7. Valentine, M.A., Nembhard, I.M., Edmondson, A.C. 2015. Measuring Teamwork in Health Care Settings: A Review of Survey Instruments. *Medical Care*, 53(4):e16–e30

Refereed Journal Publications Submitted

1. **Rahman, H.**, Valentine, M.A. 2019. How Client Managers Use Collaborative Leniency to Keep Control: Evidence from Technologically-Mediated 'Gigs' (Revise and Resubmit at *Organization Science*, September 2019)
 - Best Student Paper Award Finalist, Faculty Co-author, Organizational Communication and Information Systems Division, Academy of Management
2. Valentine, M.A., Asch, S., Ahn, E. 2018. The Role of Patients in Organizational Design. (Revise and Resubmit at *Organization Science*, December 2019)
3. Valentine, M.A., Bernstein, M.B. 2018. Informal Authority in Flash Organizations. (Revise and Resubmit at *Administrative Science Quarterly*, August 2018)
4. Kim, S., Song, H., Valentine, M.A. 2018. Staffing for Team Familiarity in Emergency Departments. (Under Review at *Manufacturing & Service Operations Management*, December 2019)
5. Lix, K., Goldberg, A., Srivastava, S., Valentine, M.A., 2019. Timing Differences: Discursive Diversity and Team Performance. (Under Review at *Administrative Science Quarterly*, December 2019).

Refereed Conference/Symposia Proceedings in Press/Accepted

1. Whiting, M., Blaising, A., Barreau, C., Fiuza, L., Marda, N., Valentine, M.A., Bernstein, M. 2019. Did It Have To End This Way? Understanding the Consistency of Team Fracture. *CSCW 2019: ACM Conference on Computer-Supported Cooperative Work*
2. **Zhou, S.**, Valentine, M.A., Bernstein, M.S., 2018. In Search of the Dream Team: Temporally Constrained Multi-Armed Bandits for Identifying Effective Team Structures. *CHI 2018: SIGCHI Conference on Human Factors in Computing Systems*.
3. Valentine, M.A., **Retelny D.R., To A., Rahmati, N.**, Bernstein, M.S., 2017. Flash Organizations: Crowdsourcing Complex Work via Reconfigurable Organizational Structures. *CHI 2017: SIGCHI Conference on Human Factors in Computing Systems*.
 - Best Paper Award
4. **Salehi, N., McCabe, A.**, Valentine, M.A., and Bernstein, M.S., Huddler: Convening Stable and Familiar Crowd Teams Despite Unpredictable Availability. *CSCW 2017: ACM Conference on Computer-Supported Cooperative Work*

5. **Retelny, D., Robaszkiewicz, R., To, A., Lasecki, W. S., Patel, J., Rahmati, N., Doshi, T., Valentine, M.A., & Bernstein, M.S.** 2014. Expert Crowdsourcing with Flash Teams. *Proceedings of 27th ACM symposium on User interface software and technology*: 75-85.
 - Best Paper Award

Book Chapters in Print

1. Gardner, H., Valentine, M.A., 2015. Collaboration among Highly Autonomous Professionals: Costs, Costs, Benefits and Future Research Directions. In Shane Thyre, Edward Lawler (Ed.) *Advances in Group Processes* Emerald Group Publishing, pg. 209-242.

WORKING PAPERS (DRAFTS AVAILABLE)

1. Valentine, M.A., Hinds, R., 2019. Algorithms and the Organizational Chart.
2. Valentine, M.A., 2017. The Process of Organizational Design from Strategic Conception to Operational Reality: The Case of the South Bay Cancer Center

GRANTS

NSF CAREER: Computational work design: How networked, intelligent technologies are changing organizational design and worker experience. 2019. *National Science Foundation*. \$475,000.

Design Team Fracture. 2019. *Hasso Plattner Design Thinking Research Program*. \$125,000.
Co-PI: Michael Bernstein

Computational approaches to improving team dynamics and outcomes. 2019. *RISE Thailand*. \$155,000. Co-PI: Michael Bernstein

Exploring the Social Enactment and Predictive Potential of Cyber Systems in Health Care Organizations. 2015. *Stanford Cyber Initiative*. \$150,000. Co-PIs: Mohsen Bayati

Cyber Work: The Future of Networked Labor. 2015. *Stanford Cyber Initiative*. \$150,000. Co-PIs: Michael Bernstein, Ramesh Johari, Margaret Levy

Design of South Bay Cancer Center. 2014. *Hellman Faculty Scholars Fund*. \$50,000.

Cancer Center Transformation. 2013. *Stanford Health Care*. \$650,000.
PIs: Steve Asch, Marcy Winget

Virtual Teams, Knowledge Management, and Team Performance. Virtual Organizations as Sociotechnical Systems (VOSS). 2009. *National Science Foundation* \$375,000
Co-PIs: Brad Staats, Amy Edmondson, and Katherine Milkman