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THE WHARTON SCHOOL (2007-present)

Dean and Reliance Professor of Management and Private Enterprise (August 2007-June 2014)

- As Dean served as chief academic and administrative officer of the world's first collegiate business school, composed of campuses in Philadelphia and San Francisco.
- Provided a vision for the School's educational, research, and outreach programs, advancing Wharton as an innovative force for social and economic good worldwide
- Hired and retained a diverse faculty of international excellence at the leading edge of knowledge, comprising 235 standing faculty across 10 departments and 20 research centers
- Formalized teaching relief for all untenured faculty following a 3-year reappointment
- Attracted superb students with diverse backgrounds and interests while championing degree programs of the highest quality. Achieved our highest-ever level of female MBAs
- Oversaw the School's fundraising campaign of \$613 million, designed to ensure Wharton's place as one of the world's preeminent business schools. Priorities included research institutes to drive innovation, increased financial support for faculty and students, and resources for curricula, facilities, and information technology. Procured 12 new endowed chairs
- Managed annual budget resources of over \$400 million to achieve the School's aims and ambitions
- Led the design and implementation of Wharton's new MBA curriculum experience and the enhancement of the Undergraduate and Executive MBA programs. Established "semester in San Francisco" for 60 MBAs per year

- Built and strengthened curricular and research links with other schools and departments within the University through joint-degree programs (such as Lauder, Huntsman, and Vagelos) and joint faculty appointments.
- Created the Lifelong Learning initiative responsive to requests from our 93,000 alumni for ongoing educational opportunities.
- Created the Penn Wharton Public Policy Initiative with presence in Washington, D.C., to act as an intermediary between business and government
- Enhanced our research profile by securing funding to move Mack Center to an Institute, Baker from an Initiative to a Center, and establishing an initiative in Analytics
- Strengthened Wharton's commitment to strategic international alliances with INSEAD, Indian School of Business, and Singapore Management University, and represented Wharton on Advisory Boards of The Sorbonne, Tsinghua Business School and Peking University's Guanghua Business School.
- Championed and funded Wharton and Penn's creation of a China center in Beijing for research, executive education, and study abroad.
- Endorsed and funded online learning and aligned with MOOC providers to deliver twelve courses to over one million participants worldwide. Encouraged flipped classroom experiments.
- Committed to Social Impact and funded a program of activities for faculty and students.
- Aligned with SiriusXM Satellite Radio to launch "Business Radio Powered by Wharton," featuring Wharton faculty and alumni discussing current business topics;
- Partnered with the World Economic Forum to deliver leadership training for their high potentials. Attended forums in Davos and Dubai and served on the Council on World Cities.
- Upgraded Wharton's physical plant with Mack Family Tower, renovations of Steinberg-Dietrich Hall and Vance Hall, movement of San Francisco campus to a more desirable space, and a lease at 2401 Walnut Street.

Joshua J. Harris Professor, Professor of Marketing (July 2014 to present)

Executive Director, Wharton-INSEAD Alliance (July 2014 to present)

- Spearhead our strategic alliance with INSEAD to benefit research and provide international teaching opportunities for our faculty
- Provide funding for joint faculty research projects and conferences
- Manage the MBA exchange process, numbering 50 students per year in each direction
- Oversee Doctoral Consortium, which is organized jointly by Wharton and INSEAD doctoral students each year
- Encourage joint alumni events held by Wharton and INSEAD clubs in select cities

Academic Director, Baker Retailing Center (July 2017 to present)

- Lead global research center focused on creating and disseminating knowledge of value to the retail community
- Encourage the design of innovative curriculum and courses for University of Pennsylvania students
- Liaise with three industry boards focused on traditional and digital retailing
- Organize conferences of value to the academic and business communities

LONDON SCHOOL OF ECONOMICS (Sabbatical, 2014-15 Academic Year)

- Sabbatical focused on research in economics, marketing and organizational behavior
- Attended faculty seminars and conducted occasional lectures

EMORY UNIVERSITY (1998-2007)

Dean, Goizueta Business School, Emory University, 1998-December 2004

- Chief Executive Officer of a highly select world-class business school named after Coca-Cola's visionary Chairman and CEO, Roberto C. Goizueta.
- Achieved enhanced reputation and rankings for Goizueta's degree programs.
- Led a major fundraising initiative. Endowment for chairs, scholarships, and research centers increased 80%. Completed fundraising for a second building that opened in summer 2005.

- Launched an innovative new Ph.D. program in the fall of 2002. Spearheaded faculty support, University and Trustee approvals, and initial funding.
- Offered a new Modular Executive MBA Program beginning in the fall of 2002. Program comprises on-campus modules at Goizueta Business School and at partner schools in Europe and Asia and incorporates one-third distance learning.
- Raised student quality indicators at the BBA and MBA levels and increased meaningful work experience for MBA admits. Secured membership in *The Consortium* in order to accelerate minority MBA enrollments.
- Created innovative alliances with international and domestic business schools (35 in total) for executive education, student and faculty exchange, and knowledge dissemination. Secured membership in the elite *Program for International Management*.

Executive Faculty Director, Institute for Developing Nations, July 2006-August 2007

- Reported directly to Emory's President with the responsibility for creating and leading a new Institute for Developing Nations (jointly with The Carter Center).
- Launched the Institute for Developing Nations in the summer of 2006 with an initial endowment of \$20 million.
- Created an Academic Board of Emory faculty and Carter Center executives to design a research agenda focused on interdisciplinary approaches to poverty and its alleviation.
- Formed an external International Advisory Board to guide the Institute in its mission and to act as a source of ideas and connections to developing nation researchers.

Chair, Emory International Strategy, January 2005-July 2006

- Assumed responsibility for creating and implementing an innovative strategy for further internationalization of the University.
- Launched the first of three new International Advisory Boards in the Europe/Mideast/Africa region.
- Spearheaded the development of fundraising proposals for international initiatives and evaluated major opportunities for an Emory presence in the Middle East.
- Championed plans in conjunction with Admissions and undergraduate Deans to triple international student enrollment at the undergraduate level.
- Created substantial new strategic alliances with Peking University, Yonsei University (Korea), and Addis Ababa University (Ethiopia).

LONDON BUSINESS SCHOOL (1994–1998)

Deputy Dean for Programs, 1995-1998

- Headed the School's portfolio of renowned MBA, Sloan, Master of Finance, and Executive Education teaching programs. Provided overall direction for Admissions, Curriculum, and Placement.
- Achieved aggressive enrollment targets to provide significant financial contributions to the School. LBS's budget is comprised mainly of program revenues (rather than endowment), and the School depends on an increasing revenue base and a reliable revenue stream.
- Championed a major review of the School's program portfolio resulting in significant enhancements. These included adding a new modular format Executive MBA, a redesign of the Sloan Program to reach a different student base, adding a second stream of the Master of Finance Program, and eliminating the International Executive Management Program that had failed to meet enrollment targets.
- Led a 40% increase in executive education revenues from new programs and clients and a more professional marketing program. Encouraged the design of new consortia programs and an outreach to non-UK clients.
- Launched a major new London Business School television initiative in partnership with Financial Times Television, which aired via CNBC in Europe, and the Knowledge Channel in the United States.
- Championed the creation of the Birla Center (India) as a new locus of research excellence focused on developing economies.

Chair, Marketing Subject Area, 1994-1998

- Played a key role in hiring a cadre of new faculty to build the subject area to compete against other world-class schools.
- Encouraged faculty publication in major international journals directed at scholars and thoughtful practitioners.
- Created The Marketing Leadership Forum executive course as a joint venture with Duke University's Fuqua School.

Chaired Professor, 1994-1998

- Awarded the Sainsbury Chair after an international search by London Business School.

THE WHARTON SCHOOL (1971-1994)

Associate Dean, Executive Education, 1984-1988

- Radically changed Wharton’s executive education philosophy. Executive Education was viewed as tangential and inconsistent with research. Positioned executive education as a teaching program (instead of isolated courses) with delineated processes of faculty curriculum approval and quality control.
- Revamped the portfolio of executive education courses from two- and three-day “road shows” to one- to five-week, on-campus programs. Substantially increased the participation of full-time faculty in courses.
- Developed twenty new executive education programs, including the five-week Advanced Management Program and the three-week International Forum.
- Raised revenue from less than \$1 million to \$10 million in four years.
- Chaired the Building Committee for a new executive conference center under Dean Russell E. Palmer.
- Generated a multimillion-dollar financial contribution from executive education to Wharton and the University of Pennsylvania.
- Helped procure three new endowed chairs in Marketing, Social Responsibility, and Real Estate.

Chairperson, Department of Marketing, 1978-1984 and 1988-1994

- Provided enlightened leadership for what is often regarded as the top academic marketing department in the world.
- Substantially rebuilt the faculty to a position of excellence; hired fifteen of the twenty-three tenure-track faculty.
- Increased funding from external sources for faculty research and development via the creation of a Marketing Advisory Board.
- Founded and directed the Center for Research on Media and Children, 1974 to 1981—an interdisciplinary research center funded by grants from the National Science Foundation and major corporations.
- Developed new curricula at undergraduate, MBA and executive education levels in line with the School’s evolving curriculum philosophy to internationalize and emphasize student leadership skills.

Chaired Professor, 1987-1994

- Awarded the Pomerantz Chair based on scholarly achievements.

Associate and Full Professor, 1971-1987

- Hired as an Associate Professor in 1971. Promoted to Full Professor in 1976.

HARVARD BUSINESS SCHOOL (1968-1971)

Assistant Professor

- Taught First Year Marketing, MBA Consumer Behavior, Doctoral Reading and Research Seminars on Consumer Behavior, and Doctoral Marketing Management courses. Guest lecturer in Advanced Management Program.
- Developed a set of cases for a new course in Consumer Behavior.

UCLA, ANDERSON SCHOOL (1966-1968)

Assistant Professor

- Taught MBA and undergraduate level courses on Consumer Behavior, Advertising, and Communication Theory.
- Taught Marketing module of Senior Executive Program.

UNIVERSITY ACTIVITIES

Courses Taught

- Retail Ecosystem Action Learning Project (Graduate, Wharton and Penn)
- Marketing Strategy (MBA and Undergraduate)
- Marketing Management (MBA)
- Consumer Behavior (PhD, MBA and Undergraduate)
- Communication Theory (MBA and Undergraduate)
- Advertising Management (MBA)
- Industrial Marketing (MBA)
- Product Policy (MBA and Undergraduate)
- Multinational Marketing (MBA)
- Principles of Marketing (Undergraduate)
- Multinational Marketing (MBA)

- Health Care Marketing (MBA)
- Proseminar in Marketing Theory (PhD)

Executive Education Seminars

- Developed the Marketing Leadership Forum as a joint venture with Duke's Fuqua School and London Business School. Taught at London Business School in programs for Rolls Royce, Hilton and SCA (Sweden).
- Taught in Wharton's Advanced Management Program, International Forum, New Product Marketing, and Business-to-Business Marketing Strategy Programs.
- Taught on behalf of Wharton in dedicated programs for clients such as Pfizer, IBM, and General Motors.

Courses Developed

- Retail Ecosystem Learning Projects, Marketing Strategy, Health Care Marketing, Communication Theory, Consumer Behavior, and Multinational Marketing

Conferences Developed

- Responsible Research in Business and Management (RRBM) 2022 Annual Summit (with Dave Reibstein and Serguei Netessine), June 6-7, 2022

Baker Retailing Center Events

- CEO Summit, March 2022, February 2023, October 2024, October 2025
- Baker Retailing Center Board of Directors Speaker Series (held throughout 2022)
- Ideathon for student teams across Penn, January 2020, 2022, 2023, 2024, 2025

Thesis Supervision

- Wharton. Served on the committees of John R. Rossiter, John Deighton, Oliver Heil, Talia Rymon, Edward Schmitt, Adrian Noad, Shahid Siddigi, Peter W. Pasold, Robert Drazin, and Gary Carini.
- London Business School. Served on the committees of Sabine Kuester, Carlos Lucas deFreitas, Elisa Montaguti, and Debra Riley.
- Harvard. Served on the committees of Lyman Ostlund, Arne Gausel, and Michael Baker.
- UCLA. Served on the committees of Daniel Greeno and Masao Nakanishi.
- Australian Graduate School of Management. External reader for Pamela Morrison.

Boards at London Business School

- Member of Management Board and Management Committee
- Member of Governing Body

Service on University of Pennsylvania Committees

- Chair, Selection of Provost Committee, 2009
- Chair, Provost Planning Commission on Professional Education, 1988-1990
- Dean's Advisory Council
- Chairperson, Wharton Executive Education Committee
- Chairperson, Wharton MBA Curriculum
- Chairperson, Steinberg Conference Center Building Committee
- Wharton Weekend MBA Program
- Wharton MBA Standards Committee
- Wharton Undergraduate Curriculum Committee
- Wharton Undergraduate Executive Committee
- University Senate Committee on Academic Freedom and Responsibility
- University Grievance Commission
- Wharton Marketing Department Quinquennial Review Committee

Boards at University of Pennsylvania

- Provost Staff Conference
- Council of Deans
- Faculty Board, The Huntsman Center for Global Competition and Innovation
- Faculty Board, The SEI Center for Advanced Studies in Management

Secondary Faculty Appointments

- Prior secondary appointment at the Annenberg School of Communications, University of Pennsylvania.
- Prior role as Senior Fellow, The Leonard Davis Institute of Health Economics, University of Pennsylvania.

PUBLICATIONS

Journal Articles

“The Evolution of Research on Competitive Rivalry,” (with Hubert Gatignon), *Marketing Strategy Journal*, Volume 1, December 2024.

“The Resale Revolution,” *Harvard Business Review*, November-December 2023, pp. 84-91.

“The Resale Revolution,” repurposed as a *Harvard Business Review* podcast, interviewed by Curt Nickisch, December 19, 2023,

“Selling on TikTok and Taobao,” *Harvard Business Review*, September -October 2022, pp. 54-58.

“Selling on TikTok and Taobao,” *HBR’s 10 Must Reads 2024*, October 2023.

“Selling on TikTok and Taobao,” repurposed as an interview with *Knowledge at Wharton*, “*Why livestream commerce is on the rise*” interviewed by Angie Basiousny, August 31, 2022,

“Many (Un)Happy Returns? The Changing Nature of Retail Product Returns and Future Research Directions,” (with Sandy D. Jap and Ryan Hamilton). *Journal of Retailing*. 96(2), (April 2020), pp. 172-177.

“Pop-Ups, Ephemerality and Consumer Experience: The Centrality of Buzz,” (with Hubert Gatignon and Ludovica Cesareo). *Journal of Association for Consumer Research*, Volume 3, (July 2018), pp. 425-439.

“Business Model Innovation: A Marketing Ecosystem View.” *Academy of Marketing Science Review*, Volume 7 Issue 3-4, (December 2017) pp. 90-100.

“Winning the Take-Off Battle” (with Sabine Kuester). *European Business Forum*, Issue 20 (Winter 2005), pp. 46-48.

“Entry Strategy for Radical Product Innovations: A Conceptual Model and Propositional Inventory” (with Elisa Montaguti and Sabine Kuester). *International Journal of Research in Marketing*, Volume 19 (2002), pp. 21-42.

“Defense Strategies for New Entrants” (with Sabine Kuester, Christian Homburg and Heiko Schafer). *Zeitschrift Fur Betriebswirtschaft* (Germany), Volume 71 (October 2001), pp. 1191-1215.

“Retaliatory Behavior to New Product Entry” (with Sabine Kuester and Christian Homburg). *Journal of Marketing*, Volume 63 (October 1999), pp. 90-106.

“Technology Development Mode: A Transaction Cost Conceptualization” (with Hubert Gatignon), Strategic Management Journal, Volume 19 (1998), pp. 515-531.

“Incumbent Defense Strategies Against Innovative Entry” (with Hubert Gatignon and Adam Fein), International Journal of Research in Marketing, Volume 14 (April 1997), pp. 163-176.

“Technology Adoption: Amplifying vs. Simplifying Innovations” (with Bruce G. Hardie and William T. Ross, Jr.), Marketing Letters, Volume 7 (October 1996), pp. 355-370.

“New Product Announcement Signals and Incumbent Reactions” (with Jehoshua Eliashberg and Talia Rymon), Journal of Marketing, Volume 59 (July 1995), pp. 1-15.

“Inducing Multiline Salespeople to Adopt House Brands” (with Erin Anderson), Journal of Marketing, Volume 59 (April 1995), pp. 16-31.

“Corporate Graffiti,” Business Strategy Review, Volume 6 (Spring 1995), pp. 27-44.

“New Developments in Marketing: A European Perspective,” European Management Journal, Volume 12 (December 1994), pp. 362-365.

“Imaging and Analyzing in Response to New Product Advertising” (with Richard Oliver and Deborah Mitchell), Journal of Advertising, Volume 22 (December 1993), pp. 35-50.

“How to Reduce Market Penetration Cycle Times,” Sloan Management Review, Volume 35 (Fall 1993), pp. 87-96.

“The Impact of Risk and Competition on Choice of Innovations” (with Hubert Gatignon), Marketing Letters, Volume 4 (July 1993), pp. 4-11.

“A Market Driven Approach to Industrial Market Segmentation,” (with Howard Barich), Planning Review, Volume 21 (November-December 1992), pp. 4-11.

“Brand Portfolios” (with Patrick Barwise), European Management Journal, Volume 10, (September 1992), pp. 277-285.

“Toward a Theory of Competitive Market Signaling: A Research Agenda” (with Oliver Heil), Strategic Management Journal, Volume 12 (September 1991), pp. 403-418.

“How Innovators Thwart New Entrants into Their Market” (with Hubert Gatignon), Planning Review, (September-October 1991), pp. 4-11 and 48.

“Information Processing and Innovative Choice” (with William T. Ross, Jr.), Marketing Letters, Volume 2 (April 1991), pp. 87-98.

“Modeling Multinational Diffusion Patterns: An Efficient Methodology” (with Hubert Gatignon and Jehoshua Eliashberg), Marketing Science, Volume 8 (August 1989), pp. 231-247.

“Advertising and Children: A Cross-Cultural Study” (with Scott Ward, Hubert Gatignon, and Donna Klees), Communications Research, Volume 16 (August 1989), pp. 459-486.

“Technology Diffusion: An Empirical Test of Competitive Effects” (with Hubert Gatignon), Journal of Marketing, Volume 53 (January 1989), pp. 35-49.

“New Product Preannouncing Behavior: A Market Signaling Study” (with Jehoshua Eliashberg), Journal of Marketing Research, Volume 25 (August 1988), pp. 282-292.

“Deception by Implication: An Experimental Investigation” (with Raymond R. Burke, Wayne S. DeSarbo, and Richard L. Oliver), Journal of Consumer Research, Volume 14 (March 1988), pp. 483-494.

“Competitive Effects on Technology Diffusion” (with Hubert Gatignon), Journal of Marketing, Volume 50 (July 1986), pp. 1-12.

“Children and Commercials: A Cross-Cultural Analysis” (with Kunihiro Takarada and Scott Ward), Nikkei Advertising Research Journal, Japan, #107 (March 1986), pp. 23-25.

“A Propositional Inventory for New Diffusion Research” (with Hubert Gatignon), Journal of Consumer Research, Volume 11 (March 1985), pp. 1-15.

“Deregulation: What Directors Should Know,” The Corporate Board, Volume 5 (June 1984), pp. 1-5.

“Marketing Strategy: New Directions for Theory and Research” (with Yoram Wind), Journal of Marketing, Volume 47 (Spring 1983), pp. 12-25.

“Management Lessons from Airline Deregulation” (with Scott Ward), Harvard Business Review, Volume 83 (January-February 1983), pp. 40-44.

“Organizational Cosmopolitanism and Innovativeness” (with Yoram Wind), Academy of Management Journal, Volume 26 (June 1983), pp. 332-338.

“Managing the Transition to Deregulation” (with Scott Ward and William M. Caldwell), Harvard Business Review, Volume 60 (July-August 1982), pp. 20-25.

“The Linking Pin Role in Organizational Buying Centers” (with Yoram Wind), Journal of Business Research, Volume 10 (1982), pp. 169-184.

“Industrial Product Diffusion by Market Segment” (with Yoram Wind and Cynthia Fraser), Industrial Marketing Management, Volume 11 (1982), pp. 1-8.

“Organizational Psychographics and Innovativeness” (with Yoram Wind), Journal of Consumer Research, Volume 7 (June 1980), pp. 24-31.

- “Children’s Dispositions Toward Proprietary Drugs: The Role of Television Drug Advertising” (with John R. Rossiter), Public Opinion Quarterly, Volume 44 (Fall 1980), pp. 316-329.
- “Children’s Receptivity to Proprietary Medicine Advertising” (with John R. Rossiter and Terry C. Gleason), Journal of Consumer Research, Volume 6 (December 1979), pp. 247-255.
- “Parental Mediation of Television Advertising Effects,” Journal of Communication, Volume 19 (Winter 1979), pp. 12-25.
- “L’enfant et la publicité télévisée,” Hermès, Volume 1 (March 1978), pp. 34-46 (Paris, France)
- “Children’s Responsiveness to Commercials” (with John R. Rossiter), Journal of Communication, Volume 27 (Winter 1977), pp. 101-106.
- “Canonical Analysis of Developmental, Social and Experiential Factors in Children’s Comprehension of Television Advertising” (with John R. Rossiter), Journal of Genetic Psychology, Volume 129 (December 1976), pp. 317-327.
- “Low Commitment Consumer Behavior,” Journal of Advertising Research, Volume 16 (April 1976), pp. 19-24.
- “Short-Run Advertising Effects on Children: A Field Study” (with John R. Rossiter), Journal of Marketing Research, Volume 13 (February 1976), pp. 68-70.
- “Children’s Television Viewing: An Examination of Parent-Child Consensus” (with John R. Rossiter), Sociometry, Volume 38 (September 1975), pp. 308-326.
- “Children’s Consumer Information-Processing” (with Bobby J. Calder and John R. Rossiter), Communication Research, Volume 2 (July 1975), pp. 307-317. Also in chapter form in Communication with Consumers. Beverly Hills: Sage Publications, 1976.
- “Children’s TV Commercials: Testing the Defenses” (with John R. Rossiter), Journal of Communication, Volume 24 (Autumn 1974), pp. 137-144.
- “Children and Commercial Persuasion: An Attribution Theory Analysis” (with John R. Rossiter), Journal of Consumer Research, Volume 1 (June 1974), pp. 13-20.
- “The Impact of Television Advertising on Children,” Wharton Quarterly, Volume 7 (Fall 1972), pp. 38-42.
- “Dimensions of Opinion Leadership” (with James H. Myers), Journal of Marketing Research, Volume 9 (February 1972), pp. 41-46.
- “Consumption Behavior Across Ethnic Categories” (with Douglas J. Dalrymple and Michael Y. Yoshino), California Management Review, Volume 14 (Autumn 1971), pp. 65-70.

“Personality Correlates of Innovative Buying Behavior: A Reply to Bruce and Witt” (with James H. Myers), Journal of Marketing Research, Volume 7 (May 1970), pp. 261-262.

“Personality Correlates of Opinion Leadership and Innovative Buying Behavior” (with James H. Myers), Journal of Marketing Research, Volume 6 (May 1969), pp. 164-168

“The Sales Process: An Open System Approach” (with Richard B. Chase), MSU Business Topics, Volume 16 (Autumn 1968), pp. 42-52.

“Response to Innovative Communications: A Theoretical Model,” The Marketer, Volume 3 (Summer 1968), pp. 14-18.

“Purchase Sequence Responses: Innovators vs. Non-Innovators,” Journal of Advertising Research, Volume 8 (March 1968), pp. 47-52.

“Prediction of Consumer Innovators: Application of Multiple Discriminant Analysis” (with James M. Kennedy), Journal of Marketing Research, Volume 5 (February 1968), pp. 64-69.

“Consumer Innovators: The Key to New Product Success,” California Management Review, Volume 10 (Winter 1967), pp. 23-30.

“The Process of Innovation and the Diffusion of Innovation,” Journal of Marketing, Volume 31 (January 1967), pp. 14-19.

Books

Handbook of Consumer Behavior (with Harold H. Kassarijan, eds.). Englewood Cliffs, NJ: Prentice-Hall, 1991. This is a multi-authored book focused on research and theory.

Perspectives in Consumer Behavior (with Harold H. Kassarijan, eds.). Englewood Cliffs, NJ: Prentice-Hall, Fourth Edition, 1991. Reading collection.

Commercial Television and European Children: An International Research Digest (with Scott Ward, eds.). London: Gower Press, 1986. Report of a research conference.

Consumer Behavior (with Scott Ward and Joan Zielinski). Glenview, IL: Scott, Foresman and Company, 1984. Textbook at the MBA level.

The Effects of Television Advertising on Children (with Richard P. Adler, et al.). Lexington, MA: Lexington Books, 1980. Report from a National Science Foundation grant.

Televised Medicine Advertising and Children (with John R. Rossiter and Terry C. Gleason). New York: Praeger, 1979. Empirical monograph.

Consumer Behavior: Theoretical Sources (with Scott Ward). Englewood Cliffs, NJ: Prentice-Hall, Inc., 1973. This is a multi-authored book for graduate-level research for which we acted as general editors and authors of the lead chapter.

Innovative Behavior and Communication. New York: Holt, Rinehart & Winston, Inc., 1971.

- Translated into Japanese by Isao Kato and Kunihiro Takarada. Published by Japan UNI Publishers, 1975.

Consumer Behavior. Glenview, IL: Scott, Foresman and Company, 1970.

- Translated into Dutch under the title, Consumentengedrag. Utrecht, Holland: Uitgeverij Het Spectrum B.V., 1973.
- Translated into Japanese by Toyotsugu Kawamura under the title, Shohisha Kodo No Kagaku. Kyoto, Japan: Mineruba Book Company, 1973.

Managerial Analysis in Marketing. Glenview, IL: Scott, Foresman and Company, 1970. One of ten co-authors of this MBA-level text under the general editorship of Frederick D. Sturdivant.

Working Papers

“Retail Reimagined,” (with John Zhang). A manuscript under development for *Harvard Business Review*.

“Better Sales Forecasting: Why the Crowd Outperforms the Expert ‘With the Eye,’” (with Barbara Mellers and Lyle Ungar), Mack Institute for Innovation Management, Working Paper, (January 2019).

“Market Signaling and Competitive Bluffing Behavior” (with Jehoshua Eliashberg and Talia Rymon). Marketing Science Institute. Working Paper Series, March 1996, Report No. 96-102.

Abstracts/Brief Papers

“Thomas W. Dunfee: Tribute Issue Introduction,” Journal of Business Ethics, 88 (2009), pp. 539-540.

“Inducing Multiline Salespeople to Adopt House Brands” (with Erin Anderson), Financial Consultant, Volume 1 (Summer 1996), pp. 48-51.

“Reducing Employee Defections,” (with Erin Anderson), in Briefings From The Editors, Harvard Business Review, Volume 74 (January-February 1996), pp. 11-13.

“Executive Education,” in Chief Financial Officer International: 1986, eds. John F. Lawrence and Kathleen Hal. London: SPL Associates, Ltd., pp. 413-416.

“A Cross-Cultural Analysis of Children’s Television and Product Requesting Behavior,” Proceedings of the 1984 American Psychological Association Conference on Comparative Consumer Psychology, eds. Charles F. Keown and Arch G. Woodside. Columbia, S.C.: College of Business Administration, University of South Carolina.

“From The Editor” (with William H. Cunningham), Journal of Marketing, Volume 47 (Spring 1983), pp. 5-6.

“Japanese vs. American Marketing Systems,” Dentsu Ho, February 1982, published in Japanese.

“Parental Mediation of Television Advertising Effects,” in Proceedings of the Division 23 Program, American Psychological Association, ed. Jerry C. Olson. American Psychological Association, 1976, p. 34.

“Children’s Conception of Medicine: An Examination of Proprietary Advertising” (with Pradeep Kakkar), in Proceedings of the Division 23 Program, American Psychological Association, ed. Jerry C. Olson. American Psychological Association, 1976, p. 24.

“Children’s Attributions of Intent in Television Commercials” (with John R. Rossiter), in Proceedings, Association for Consumer Research. Association for Consumer Research, 1973, pp. 118-119.

“Adolescent Consumer Socialization,” a position paper presented as part of a Roundtable Session at the 1971 meetings of the American Association for Public Opinion Research and abstracted in Public Opinion Quarterly, Volume 35 (Fall 1971), p. 474.

“Personality Correlates of Opinion Leadership” (with James H. Myers), Journal of Economic Literature, Volume 7 (September 1969), p. 1069.

“Attributes of Opinion Leadership,” a paper presented at the 1969 national meetings of the Rural Sociology Society and abstracted in Sociological Abstracts.

“Ethnic Purchasing Behavior as an Aspect of Desired Assimilation,” Public Opinion Quarterly, Volume 33 (Fall 1969), pp. 477-478.

“Prediction of Consumer Innovators,” abstracted in Journal of Economic Abstracts, Volume 6 (September 1968), pp. 720-721.

“Group Characteristics and Aggregate Innovative Behavior,” abstracted in Sociological Abstracts, Supplement # 2, 1968, D 4717, pp. 74-75.

“Correlates of Innovative Behavior: An Empirical Inquiry,” Abstracts of the Annual Meeting, Rural Sociology Society (August 1967).

Proceedings and Chapters in Books

"Foreword," Making Innovation Last, Hubert Gatignon, David Gotteland and Christophe Haon. Houndmills, England. Palgrave Macmillan, 2016.

Gatignon, Hubert, David Gotteland and Christophe Haon. "Thomas S. (Tom) Robertson: Articulier Theorie et Pratique," in Alain Jolibert (ed.), Les Grands Auteurs en Marketing, Editions Management & Societe. (This is a chapter in a book published in French describing the careers and contributions of famous marketing academics. 2016.

"The Interface of Strategy and Diffusion Theory" (with Sabine Kuester and Hubert Gatignon), in New Product Diffusion Models, eds. Vijay Mahajan, Eitan Muller and Yoram Wind. Boston: Kluwer, 2000, pp. 27-48.

"How New Technologies Can Take Off Fast" (with Sabine Kuester and Elisa Montaguti), in Mastering Marketing, ed. Tim Dickson. London: Pearson, 1999. pp. 178-185.

"In Praise of Revitalization," in Mastering Management, eds. Tim Dickson and George Bickerstaffe. London: Pittman Publishing, 1997, pp. 193-198.

"Innovative Decision Processes" (with Hubert Gatignon), in Handbook of Consumer Behavior, eds. Thomas S. Robertson and Harold H. Kassarian. Englewood Cliffs, NJ: Prentice-Hall, 1991, pp. 316-348.

"The Diffusion of High Technology Innovations: A Marketing Perspective" (with Hubert Gatignon), in New Technology as Organizational Innovation, eds. Johannes M. Pennings and Arend Buitendam. Cambridge, MA: Ballinger Press, 1987, pp. 179-196.

"Consumer Socialization in Different Settings: An International Perspective," in Advances in Consumer Research, eds. Melanie Wallendorf and Paul Anderson. Association for Consumer Research, Volume 14, 1987, pp. 468-472.

"Integration of Consumer Diffusion Theory and Diffusion Models: New Research Directions" (with Hubert Gatignon), in Innovation Diffusion Models of New Product Acceptance, eds. Vijay Mahajan and Yoram Wind. Cambridge, MA: Ballinger, 1986, pp. 37-59.

"An Exchange Theory Model of Interpersonal Communication" (with Hubert Gatignon), in Advances in Consumer Research, Volume 13, ed. Richard J. Lutz. Association for Consumer Research, 1986, pp. 534-538.

"Children's Purchase Requests and Parental Yielding: A Cross-National Study" (with Scott Ward, Donna Klees, and Hubert Gatignon), in Advances in Consumer Research, Volume 13, ed. Richard J. Lutz. Association for Consumer Research, 1986, pp. 629-632.

"Intra-Family Processes: The American Experience," in Commercial Television and European Children. London: Gower Press, 1986, pp. 143-160.

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“Marketing Strategy” (with Yoram Wind), in The Strategic Management Handbook, ed. Kenneth J. Albert. New York: McGraw-Hill, 1983, Chapter 11.

“Consumer Behavior Theory: Excesses and Limitations” (with Joan Zielinski), in Advances in Consumer Research, Volume 9, ed. Andrew Mitchell. Association for Consumer Research, 1982, pp. 8-12.

“Consumer Motivation and Behavior” (with Steven L. Diamond and F. Kent Mitchell), in Marketing Handbook. Chicago: Dartnell Press, 1982, pp. 227-244.

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“Discussion Paper: Sociological Perspectives,” in Advances in Consumer Research, Volume 6, ed. William Wilkie. Association for Consumer Research, 1979, pp. 396-397.

“Consumer Behavior and Health Care Change: The Role of Mass Media” (with Lawrence H. Wortzel), in Advances in Consumer Research, Volume 5, ed. H. Keith Hunt. Association for Consumer Research, 1977, pp. 525-527.

“Children’s Conceptions of Medicine: The Role of Advertising” (with John R. Rossiter and Terry C. Gleason), in Advances in Consumer Research, Volume 5, ed. H. Keith Hunt. Association for Consumer Research, 1977. pp. 515-517.

“Attitude-Behavior Relationships in Children’s Consumer Research” (with John R. Rossiter), in Moving Ahead with Attitude Research, eds. Yoram Wind and Marshall Greenberg. American Marketing Association, 1977, pp. 116-119.

“Diffusion Theory: Its Contributions and Potential,” in Behavioral and Management Science in Marketing, eds. Harry L. Davis and Alvin J. Silk. New York: The Ronald Press, 1977, pp. 214-236.

“Children as Consumers: The Need for Multitheoretical Perspectives,” in Advances in Consumer Research, Volume 4, ed. Beverlee B. Anderson. Association for Consumer Research, 1976, pp. 508-512.

“Cognitive Response to Advertising: The Relationship of Child to Adult Models” (with John R. Rossiter and Bobby J. Calder), in Advances in Consumer Research, Volume 4, ed. Beverlee B. Anderson. Association for Consumer Research, 1976, pp. 536-538.

“A Critical Examination of ‘Adoption Process’ Models of Consumer Behavior,” in Models of Buyer Behavior, ed. Jagdish Sheth. New York: Harper and Row, 1974, pp. 271-294.

“Group Characteristics and Aggregate Innovative Behavior,” in Models of Buyer Behavior, ed. Jagdish Sheth. New York: Harper and Row, 1974, pp. 310-326.

“Stability of Self-Designated Opinion Leadership Measures” (with James H. Meyers), in Advances in Consumer Research, Volume 1. Association for Consumer Research, 1973, p. 417-426.

“Toward the Development of Consumer Behavior Theory,” in Proceedings of the American Marketing Association, eds. Boris W. Becker and Helmut Becker. Chicago: American Marketing Association, 1972, pp. 57-64.

“Adolescent Attitudes Toward Television Advertising: Preliminary Findings” (with Scott Ward), in Television and Social Behavior, Volume IV. Washington, D.C.: U.S. Department of Health, Education, and Welfare, 1971, pp. 526-542.

“What Will Be Different About Tomorrow’s Consumer” (with Scott Ward and William Capitman), in Proceedings of the American Marketing Association, ed. Fred C. Allvine. Chicago: American Marketing Association, 1971, pp. 371-374.

“Children’s Attention to Television Advertising” (with Scott Ward and Daniel Wackman), in Proceedings of the Association for Consumer Research, ed. David M. Gardner. Association for Consumer Research, 1971, pp. 143-156.

“Cultural Compatibility in New Product Adoption,” in Proceedings of the American Marketing Association. Chicago: American Marketing Association, 1970, pp. 70-74.

“The New Product Diffusion Process,” in Proceedings of the American Marketing Association, ed. Bernard A. Morin. Chicago: American Marketing Association, 1969, pp. 80-86.

“The Effect of the Informal Group upon Member Innovative Behavior,” in Proceedings of the American Marketing Association, ed. Robert L. King. Chicago: American Marketing Association, 1969, pp. 334-340.

“Determinants of Innovative Behavior,” in Proceedings of the American Marketing Association, ed. Reed Moyer. Chicago: American Marketing Association, 1968, pp. 328-332.

“Social Integration and the Opinion Leadership of Innovators,” Proceedings of the 1967 Conference of the Pacific Chapter, American Association for Public Opinion Research, ed. William Paisley. Los Angeles: KBK Associates, Inc., 1968, pp. 126-131.

Newspaper Articles/Op-Eds

“How Has Retail Customer Loyalty Fared Pre- and Post-COVID Shutdowns? Not Well,” Forbes, Aug. 3 2020.

“Dissatisfaction with Retailers Runs Deep,” Women’s Wear Daily, Aug. 3, 2020.

“Has There Ever been a Better Time to Build or Kill Customer Loyalty,” RetailWire, Aug. 11, 2020.

“Returns are Every Retailers Double-Edged Sword,” Women’s Wear Daily, Sept. 18, 2019.

“Retail’s Future Leaders Can’t Operate a Rotary Phone,” Women’s Wear Daily, July 15, 2019.

“A Genius, Unconventional Way to Staff Up,” Inc., December 7, 2018.

“Retailers are Upping Their Content Game,” Women’s Wear Daily, Nov. 7, 2018.

“The Pop-Up Has Grown Up,” Business of Fashion. June 19, 2018.

“The Value of the Two-Year MBA,” Bloomberg BusinessWeek, April 12, 2012.

“Leadership Gains from Diversity in Education,” Financial Times, March 4, 2012.

“Global Business Leaders Can Help Drive Positive Social Outcomes,” Huffington Post, October 18, 2010.

“Managing a New Commercial Role,” China Daily, June 21, 2010.

“A Force for Good,” Financial Times, January 25, 2010.

“Gaining Rapid Market Acceptance for New Products” (with Sabine Kuester and Elisa Montaguti), Financial Times, Mastering Marketing Series, 1998, pp. 7-9.

“In Praise of Revitalization,” Financial Times, Mastering Management Series, 1997, Part 8, pp. 9-10.

ACADEMIC RECORD

My research interests comprise four major streams of enquiry:

- Reimagining Retail. This involves a set of research interests on pop-up stores as an ephemeral phenomenon; live streaming as a new form of commerce; retail forecasting; returns as a managerial issue; retail loyalty programs; and resale
- Marketing Strategy and Competitive Behavior. This research interest is represented by conceptual writing on this topic, focused on the evolving retail industry. Current research focuses on forecasting retail sales and the role of popups in retail. Research funded by Marketing Science Institute studied competitive reaction to new product and pricing signals and the incidence and determinants of competitive “bluffing.”
- Diffusion of Innovation. This has been an active research interest since my 1971 book, Innovative Behavior and Communication. My research approach has been behavioral in nature, focused primarily on innovative decision processes and patterns of diffusion. My most recent research projects examine the diffusion of technological innovations at the organizational level of analysis and the incidence and value of “preannouncing” new products.
- Consumer Behavior. I have published texts and conducted research on multiple aspects of consumer behavior. This research has included assessment of the effects of advertising on children, as well as advertising effects under low- versus high-involvement decision processes. Published the Handbook of Consumer Behavior, a set of original papers focusing on leading-edge research contributions (edited with Professor Harold H. Kassirjian) for doctoral students and consumer behavior scholars.

Grants

- The Mack Institute: 2016-2017 (with Barbara Mellers and Lyle Ungar). Received a grant for a forecasting study in the retail industry combining management and consumer judgements across product categories.
- Markle Foundation: 1996-1998. Funding provided for research on interactive media and emerging technology to me and Patrick Barwise at London Business School.
- Marketing Science Institute: 1988-1995 and 1968-1970. Received funding for research on competitive signaling reactions and the diffusion of innovations.
- National Science Foundation: 1976-1980. Principal investigator for a research project on proprietary medicine advertising and children.
- National Science Foundation: 1974-1977. Awarded a grant to review and conceptualize the extant literature on effects of advertising on children and to recommend future research.

- Consortium Grant (Leo Burnett, Kellogg, Nestle, Mattel): 1972-1974. Provided funding to study the effects of advertising on children's holiday gift requests to parents.
- National Institute of Mental Health: 1969-1971. Participated in a grant to study the effects of advertising on children as part of the violence research program at NIMH.

Awards

- Newcomen Society. Honored by the American Newcomen Society in April 2002 for building Emory's Goizueta Business School into a preeminent international school.
- American Marketing Association. Best paper award at 1996 winter conference.
- European Marketing Academy. Best paper awarded at the 1995 annual conference.
- Planning Forum Award (1993). First place prize article in Planning Review for 1993 year of publication.
- The Maynard Award (1987). Awarded by the Journal of Marketing for the best theoretical article of the year.
- The Wharton School Outstanding Service Award. Awarded by Dean Russell Palmer in 1987 for my role in building executive education while Associate Dean.
- American Marketing Associate Dissertation Award. Presented at the 1966 Conference of the American Marketing Association for one of the three best Ph.D. dissertations of the year in the field of marketing.

Review Boards

- Prior role as reviewer for National Science Foundation.
- Member of editorial board, Journal of Marketing, 1978-1998.
- Member of advisory board, European Management Journal, 1993-1998.
- Section Editor, Journal of Marketing, 1981-1984.
- Member of editorial board, Journal of Consumer Research, 1982-1989.
- Consulting and contributing editor, Journal of Communication, 1979-1989.
- Occasional reviewer, Journal of Marketing Research, International Journal of Research in Marketing, Management Science, Public Opinion Quarterly, Communication Research, Journal of Experimental Child Psychology, and Journal of Consumer Research.

- Former academic editor for Random House-Knopf graduate-level series of marketing texts and monographs.
- Reviewer for conferences: Theory & Practice in Marketing, American Marketing Association, European Marketing Academy, Association for Consumer Research, and American Psychological Association.
- Advisor to International Encyclopedia of Communications.

Association Memberships (Past and Present)

- European Marketing Academy, Association for Consumer Research, Division of Consumer Psychology, American Psychological Association, American Marketing Association, American Sociological Association, Product Marketing Association and Academy of Management

Lectures at Other Universities

- United States: Berkeley, UCLA, University of Chicago, Claremont, Columbia, University of Massachusetts, Northwestern, Ohio State, Indiana, University of Oregon, University of Pittsburgh, Stanford
- Australia: Australian Business School, University of New South Wales
- India: Indian School of Business and India Institute of Management, Bangalore
- Singapore: Singapore Management University
- Europe: London School of Economics (UK), Martin Luther University Halle-Wittenberg (Germany), St. Petersburg (Russia), INSEAD and ESSEC (France), European Institute for Advanced Studies in Management (Belgium), Bocconi (Italy), Copenhagen Business School, Oslo Business School, University of Wales, Warwick (UK), University of Mainz (Germany), University of Mannheim (Germany), Erasmus (Netherlands) Stockholm School of Economics (Sweden).
- Japan: Keio University, Meiji University, Aichi Gakuin University
- China: Peking University, Beijing Jiaotong University, Shanghai Jiao Tong University, Tsinghua University
- Central America: INCAE (Costa Rica)

Conference Presentations

Papers presented at annual meetings of relevant professional associations. I have also chaired sessions and acted as a discussant at many conferences.

- Wharton Undergraduate Finance & Technology Group, Fireside Chat with Kevin Rudd, 26th Prime Minister of Australia (Moderator)
- European Institute for Advanced Studies in Management
- Association for Consumer Research
- Division of Consumer Psychology, American Psychological Association
- American Association for Public Opinion Research
- Rural Sociological Association
- TIMS/ORSA Marketing Science Conference
- Marketing Science Institute
- International Symposium on Forecasting
- European Marketing Academy

BUSINESS AND PROFESSIONAL RELATIONSHIPS

Active with major U.S., European, and Asian enterprises as a board member, consultant, speaker, and expert witness. Role usually has been in the formulation and implementation of marketing strategy, with a strong specialty in the marketing of new products and technologies.

- Corporate Boards. Serve on the Board of Directors of The Carlyle Group. Have served on the Boards of Directors of CRA International, PRG Schultz, Tranzonic International, and Acurid (a joint venture of SC Johnson and Rollins).
- Community and Professional Boards. Have taken an active role in organizations that serve to enhance university and community interests.
 - Advisor to the President of Sorbonne Universities, 2014 to present
 - Trustee, Singapore Management University, 2013-2016
 - Advisory Board, Responsible Research in Business Management, 2018-present
 - Served on the Advisory Boards of leading international schools on behalf of Wharton, including Peking University, Shanghai Jiao Tong University, and Tsinghua University
 - Advised London Business School on the selection of a new dean, 2016-17
 - Advised Queens College Business School (Belfast) on its internationalization strategy, 2016
 - Served on the Board of Advisors for the Atlanta Chamber of Commerce
 - Provided guidance to *The Carter Center* as a member of the Board of Counselors
 - Served on the Board of the Center for Market Oriented Management (Professor Christian Homburg) at University of Mannheim in Germany
 - Served on the Board of The Washington Campus, a consortium for public policy initiatives for business school students

- Served as a member of Marketing Council's Academic Advisory Board (UK)
- Served as a member of Marketing Science Institute's Strategies Steering Group
- Belonged to other organizations on behalf of Goizueta Business School:
 - Consortium for Graduate Study in Management (minority MBA focus)
 - Program for International Management
 - Forte Foundation (female MBA focus)
 - European Institute for Advanced Studies in Management
 - Atlanta Rotary Club.
- Expert Witness. Served as an expert witness for the Federal Trade Commission and for major clients on patent infringement and antitrust. Served on Procter & Gamble's behalf in largest patent settlement case to that time and in the U.S.-Japanese television receiver antitrust case.
- Consulting. Have provided counsel to a wide variety of international firms on marketing strategy, including Procter & Gamble, IBM, Roche Laboratories, Bridgestone, T. Rowe Price, Nestlé Findus, ScottishPower, Standard Life, Merck, British Airways, and Verizon.
- Executive Seminars. Have conducted executive seminars for international firms, such as IBM, Pfizer, Denstu (Japan), Siam Cement (Thailand), Schlumberger (France), Rolls-Royce (UK), and SCA (Sweden).

Cases Developed

- Loehmann's, 1989, Wharton
- Pan Am, 1983, Wharton
- Multiple Sclerosis Society, 1971, Harvard Business School
- Fisher-Price, 1971, Harvard Business School
- United Airlines, 1970, Harvard Business School
- The Breakfast Cereal Industry: Nutrition Controversy (A) and (B), 1970, Harvard Business School

Videotapes Developed

- September 2016. Produced (with Sam Lundquist) a video presentation on how to organize a fundraising function for universities in Afghanistan
- July 1990. Coordinated the development and production of *The Wharton Executive Videotape Series* consisting of four professionally filmed and edited videotapes on *Business Ethics, Managing People, Finance and Accounting for Non-Financial Managers, and Marketing Strategy*.

EDUCATIONAL AND PERSONAL DETAILS

Ph.D. Northwestern University	Marketing
M.A. Northwestern University	Sociology
M.A. University of Pennsylvania	Honorary
B.A. Wayne State University	Marketing

Born in Scotland. Dual citizenship in USA and UK. Three grown children. Wife, Professor Diana C. Robertson, is the Samuel A. Blank Professor of Legal Studies and Business Ethics and Vice Dean of the Undergraduate Program at the Wharton School.

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