
NATHAN GOATES

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Education

Ph.D. (2008), Owen Graduate School of Management, Vanderbilt University. Management (Organization Studies).

M.B.A. (2001), David Eccles School of Business, University of Utah. Emphasis in Finance and General Management.

B.S. (1999), Brigham Young University. Recreation Management.

Research Interests

Negotiation and conflict management; trust; social cognition; emotional decision-making; collective memory and memory-making in organizations; culture; ethical sensemaking.

Teaching Interests

Organizational behavior. Negotiation. Leadership.

Articles and Chapters

Taylor, V. & Goates, N. (2017). Rope or elephant's tail: Different frames of culture. *Organization Management Journal*, 14(2).

Brett, J., Olekalns, M., Goates, N., Friedman, R., & Anderson, C. (2007). Sticks and stones: Language, face, and online dispute resolution. *Academy of Management Journal*, 50(1): 85-99.

Barry, B., Fulmer, I., & Goates, N. (2006). Bargaining with feeling: Emotionality in and around negotiation. In A. Kruglanski & J. Forgas. (Eds.) *Frontiers in Social Psychology: Negotiation*. New York: Psychology Press.

Friedman, R., Anderson, C., Brett, J., Olekalns, M., Goates, N., & Lisco, C. (2004). The positive and negative effects of anger on dispute resolution: Evidence from electronically-mediated disputes. *Journal of Applied Psychology*, 89(2): 369-376.

Conference Papers and Presentations

Goates, N. & Hargrove M.B. (2017). Conflict as icebreaker: Using the prisoner's dilemma to highlight the relevance of building social capital when participating in group project work. Paper presented at the 2017 Annual Conference of the Eastern Academy of Management. Baltimore, Maryland.

Goates, N. (2016). Understanding Theory with Help from Stephen Hawking's A Brief History of Time. Paper presented at the 2016 annual conference of OBTS, Teaching Society for Management Educators.

Goates, N. (2016). Two Tiers of Culture. Paper presented at the 2016 Annual Conference of the Eastern Academy of Management. New Haven, Connecticut.

Goates, N. & Stachel, S. (2015). When Managers Do Memory: Managing Collective Memory within Organizations. Paper presented at the 2015 International Conference of the Association of Global Management Studies. New York City, New York.

Riley, S., Greenberg, H., Hargrove, M.B., McCann, R., & Goates, N. (2015). Quantitative Analysis of Hydrocortisone Levels in Human Saliva Due to the Effects of Positive and negative Stressors, American Chemical Society's National Meeting. Denver, Colorado.

Taylor, V. & Goates, N. (2011). The Simultaneous Experience of Integrative, Differentiated, and Fragmented Organizational Culture. Paper presented at the Annual Conference of the Academy of Management. San Antonio, Texas.

Goates, N. (2008). How Social Information and Trustor Emotional State Influence Trusting Behavior. Paper presented at the Annual Conference of the Academy of Management. Anaheim, California.

Goates, N. (2007). Reputation's Two Subconstructs: Experiential versus hearsay reputation. Paper presented at the Annual Conference of the Academy of Management. Philadelphia, Pennsylvania.

Goates, N. & Friedman, R. A. (2006). Under representation: Concession-making in negotiation when not negotiating for oneself. Paper presented at the annual conference of the Academy of Management. Atlanta, Georgia.

Barry, B., Carrico, A., Goates, N., & Smith, W. (2006). Ethics across the boundaries of social identity: The role of intergroup bias in the perception of unethical behavior. IACM 19th Annual Conference. Montreal, Canada. <http://ssrn.com/abstract=913646>

Friedman, R. A., & Goates, N. (2005). The Matter of Constituents' Behavior when Negotiating through Agents: An Empirical Investigation. IACM 18th Annual Conference. Seville, Spain. <http://ssrn.com/abstract=728445>

Brett, J. M., Olekalns, M., Goates, N., Friedman, R. A., & Lisco, C. C. (2004). Tortoise or Hare? A Study of the Speed to Resolution in On-Line Disputes. IACM 17th Annual Conference. Pittsburg, PA. <http://ssrn.com/abstract=602021>

Barry, B., Fulmer, I., & Goates, N. (2004). Bargaining with feeling: The role of emotion in negotiation. Paper presented at the conference for the Frontiers in Social Psychology: Negotiation. Chicago, Illinois.

Brett, J., Olekalns, M., Goates, N., Friedman, R., Anderson, C., & Lisco, C. (2004). Of tortoises and hares: Predicting the temporal resolution rate of electronically-mediated disputes. Paper presented at the 13th Annual Symposium on Conflict Resolution. Ottawa, Ontario.

Friedman, R., Anderson, C., Brett, J., Olekalns, M., Goates, N., & Lisco, C. (2003). Emotions and rationality in mediation: Evidence from electronically-mediated disputes. Paper presented at the annual conference of the Academy of Management. Seattle, Washington.

Goates, N., Barry, B., & Friedman, R. A. (2003). Good Karma: How Individuals Construct Schemas of Reputation in Negotiation Contexts. 16th Annual IACM Conference. Melbourne, Australia.
<http://ssrn.com/abstract=400960>

Friedman, R., Anderson, C., Brett, J., Olekalns, M., Goates, N., & Lisco, C. (2002). Affect, reputation, and mediator strategy: A study of on-line mediation. Paper presented at the 15th Annual Conference of the International Association for Conflict Management. Park City, Utah.

Work in Progress

Analysis of the Student Experience: Determining Student Satisfaction in a Lecture-Lab Management Classroom (w/ Audrey Mcgarrell & Josh Varone)

Analysis of Student Learning: Determining the Effectiveness of a Lecture-Lab Classroom Model in Management (w/ Josh Varone & Audrey Mcgarrell)

White and Black Sheep: Attribution Bias Among Students and Faculty in the Student Grade Appeal Process

As the Romans Do: A Leadership Case Study

Teaching Experience

Shippensburg University (2006 - present):

- MGT305 – Organizational Behavior
- MGT305 – Organizational Behavior (honors)
- MGT394 – Leadership & Decision-Making
- MGT450 – Negotiation
- MGT340 – Human Resource Management
- MGT513 – Marketing & Organizational Behavior (team taught; I cover the OB)
- MGT557 -- Negotiation

The State University of New York, Buffalo, in Singapore (2012):

- Negotiation (Executive MBA)

Vanderbilt University (2002 – 2005):

- Negotiation (MBA)

Small Business Development Center, Salt Lake Community College (2000-2001)

- Business Planning for Entrepreneurs (adult education)
- Financial Accounting for Small Business Owners (adult education)

Consulting and Training

Leadership Training. Overcoming Our Psychological Biases in Decision-Making. Dickinson College. Carlisle, PA (2016).

Leadership Training. Team-Building and Cultural Management. Wilson College. Chambersburg, PA (2015).

Leadership Training. Employee Motivation, Mulkey Engineers & Consultants, Raleigh, NC (2015).

Leadership Training. Cross-Generational Communication, Volvo Americas Leadership Conference, Gettysburg, PA (2014).

Management Consulting, Sunrise Computer & Electronics, Chambersburg, PA (2011-2012).

Professional Training

Applied Assessment Seminar. AACSB. June, 2011. Tampa, FL.

“Getting Started with Student Assessment” with Linda Suskie. Middle States Commission on Higher Education. September, 2010. Philadelphia, PA.

Assessment Conference. AACSB. March, 2010. New York, NY.

Professional Service

Academic Service

Reviewer, Academy of Management

System (PASSHE) Service

Learning Management System Task Force, Pennsylvania State System of Higher Education (2008-2009)

University Service

University Professional Affairs – Tenure, Shippensburg University (2017-2018)

University Web Advisory Committee, Shippensburg University (2014 – 2016)

University Curriculum Committee, Shippensburg University (2011 – 2013)

Academic Affairs Assessment Team, Shippensburg University (2009 – 2015)

University Forum, Shippensburg University (2009 – 2011)

University Student Academic Planner Committee, Shippensburg University (2008 – 2011)

University Planning and Budget Counsel, Shippensburg University (2009 – 2010)

University Professional Affairs -- Sabbatical Leave, Shippensburg University (2008 – 2010)

University Disciplinary Board, Shippensburg University (2007 – 2009)

Ad-Hoc Committee of the University Forum on Faculty Searches (2007 – 2008)

College Service

Co-Chair, College of Business Assurance of Learning Committee (2010 – 2012)

College of Business Assurance of Learning Committee (2009 – 2012)

Department Service

Chair, Undergraduate Student Grade Appeal Committee (2015).

Department Professional Affairs Committee, Management and Marketing Department, Shippensburg University (2006 – present)

Human Resource Management Major Revision Committee (2012 – 2013)

Management Major Revision Committee (2009 – 2010)

Faculty Search Committees, Management and Marketing Department, Shippensburg University (2006-2012)

University Clubs and Organizations

Faculty Advisor/Coach/Director, Shippensburg University Cycling, Shippensburg University (2007 – present).

Faculty Advisor, Ski & Snowboard Club, Shippensburg University (2016 – present).

Faculty Advisor, Rotaract (student service organization associated with Rotary International), Shippensburg, University (2007 – 2012).

Faculty Co-Advisor, Society for Human Resource Management, Shippensburg University Chapter (2007 – 2009)

Community

School Director (elected), Shippensburg Area School District School Board (2017 – present).

Member (political appointment), Board of Administration, Shippensburg Area Community Parks and Recreation (2016 – present).

Member, Enterprise Zone Loan Committee, Borough of Shippensburg (2012 – present)

Member, Industrial Development Authority, Borough of Shippensburg (2012 – present)

Member, Board of Directors, Youth Bike Project, Harrisburg Police Athletic League (2012 – 2013)

Academic Appointments

Assistant Professor of Management, Shippensburg University (2006 – present).

Visiting Professor of Management, The State University of New York, Buffalo (2012).

Graduate Teaching Scholar, Owen Graduate School of Management, Vanderbilt University (2003 – 2006).

Instructor / Research Assistant, Owen Graduate School of Management, Vanderbilt University (2002 – 2003).

Awards and Honors

Management Professor of the Year, presented by Alpha Kappa Psi, Shippensburg University (2016).

Academic Mentorship Award, Shippensburg University (2015-2016).

Grove Summer Fellowship Award (w/ Blake Hargrove), Shippensburg University (2015).

Management Professor of the Year, presented by Alpha Kappa Psi, Shippensburg University (2014).

Ronald G. Gipe & Martin's Famous Pastry Shoppe, Inc. Dean's Award, presented by Beta Gamma Sigma and the College of Business, Shippensburg University (2008-2009).

Management Professor of the Year, presented by Alpha Kappa Psi, Shippensburg University (2007).

Nominated for best paper, Conflict Management Division, Academy of Management (2006).

Vanderbilt representative to OB doctoral consortium, Academy of Management (2005).

Finalist, Dwight D. Eisenhower / Clifford Roberts Graduate Fellowship (2005).

Graduate Student Council Representative, Vanderbilt University (2002-2005).

Professional Affiliations

Academy of Management
International Association for Conflict Management (IACM)

Other Work Experience

Small Business Consultant / Instructor, Small Business Development Center, Salt Lake City, Utah (2000-2001).

Business Analyst, First Security Bank New Venture Program, Salt Lake City, Utah (2000).

Software Engineer, InsurQuote Systems, Provo, Utah (1997-1999).

Assistant Manager, Mack's Inn Resort, Mack's Inn, Idaho (1998).

Wilderness Guide, Timber Ridge Adventures, Frisco, Colorado (1996-1997).

Sales / Marketing Contractor and Team Leader, Newspaper Agency Corporation, Salt Lake City, Utah (1995-1996).