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ACADEMIC POSITIONS

Tuck School of Business, Dartmouth College

Associate Professor of Business Administration (without tenure), July 2022 - Present

Daniel R. Revers T'89 Faculty Fellow, July 2022 – June 2023

Assistant Professor of Business Administration, July 2018-June 2022

Harvey H. Bundy III T'68 Faculty Fellow, July 2021- June 2022

EDUCATION

Katz Graduate School of Business, University of Pittsburgh

Ph.D., Marketing. 2018

Brandeis University

B.A., Cum Laude, Psychology (Highest Honors) and Anthropology. 2013

PUBLICATIONS: ACADEMIC JOURNALS (*equal authorship; additional information in appendix)

1. Herhausen, Dennis, **Lauren Grewal**, Krista Hill Cummings, Anne Roggeveen, Francisco V. Ordenes, and Dhruv Grewal, "Complaint Deescalation Strategies on Social Media," Forthcoming at the *Journal of Marketing*.
2. **Grewal, Lauren**, Eugenia C. Wu, and Keisha M. Cutright (2022), "Loved As-Is: How God Salience Lowers Interest in Self-Improvement Products," *Journal of Consumer Research*, 49 (1), 154-174.
3. *Appel, Gil, ***Lauren Grewal**, *Rhonda Hadi, and *Andrew T. Stephen (2020), "The Future of Social Media in Marketing," *Journal of the Academy of Marketing Science*, 48 (1), 79 - 95.
AMS Sheth Foundation Best Paper Award Finalist
4. **Grewal, Lauren** and Andrew T. Stephen (2019), "In Mobile We Trust: The Effects of Mobile Versus Non-Mobile Reviews on Consumer Purchase Intentions," *Journal of Marketing Research*, 56 (5), 791-808.
5. **Grewal, Lauren**, Andrew T. Stephen, and Nicole Verrochi Coleman (2019), "When Posting About Products in Social Media Backfires: The Negative Effects of Consumer Identity-Signaling on Product Interest," *Journal of Marketing Research*, 56 (2), 197 - 210.
AMA-MRSIG Don Lehmann Award Runner Up, 2020
6. ***Grewal, Lauren**, *Jillian Hmurovic, Cait Lamberton, and Rebecca Walker Reczek (2019), "The Self-Perception Connection: Why Consumers Devalue Unattractive Produce," *Journal of Marketing*,

83 (1), 89 – 107.

AMA-EBSCO Responsible Research in Marketing Award, Finalist, 2020-21

7. Gutchess, Angela H., Rebecca Sokal, Jennifer A. Coleman, Gina Gotthilf, **Lauren Grewal**, and Nicole Rosa (2015), “Age Differences in Self-referencing: Evidence for Common and Distinct Encoding Strategies.” *Brain Research*, 1612, 118-127.

PUBLICATIONS: RESEARCH REPORTS AND BOOK CHAPTERS (*equal authorship)

8. **Grewal, Lauren** and Andrew T. Stephen (2019), “Identity in the digital age,” Handbook of Research on Identity Theory in Marketing, A. Reed and M. Forehand. Pages 388 – 403.
9. ***Grewal, Lauren**, *Jillian Hmurovic, Cait Lamberton, and Rebecca Walker Reczek (2018), “Ugly Food, Negative Feelings: Why Consumers Won’t Pay More for Unattractive Produce.” MSI Research Report, 18-123-08.

RESEARCH UNDER REVIEW (*equal authorship)

10. **Grewal, Lauren**, Andrew T. Stephen, and Yakov Bart, “Managing Online Venting: The Impact of Temporal Distance on the Perception of Negative Online Reviews.” Invited revision at the *Journal of Marketing Research*.
11. **Grewal, Lauren**, Prasad Vana, and Andrew T. Stephen, “Brands In Unsafe Places: Effects of Brand Safety Incidents on Consumers’ Brand Attitudes.” Invited revision at the *Journal of Marketing Research*.
12. ***Grewal, Lauren** and *Helen Van der Sluis, “On Disability Accessibility: A Consideration of Perceived Marketplace Tradeoffs and Research Opportunities” Invited revision at the *Journal of Consumer Research*.
13. Stephan Ludwig, **Lauren Grewal**, Francisco V. Ordenes, Dennis Herhausen, Dhruv Grewal, and Tim Bohling, “Complaint Resolution in Digital Text-Based Channels: How Employee Assertiveness and Linguistic Style Matching Can Offset Negative Customer Sentiment.” Invited revision at the *Journal of Marketing Research*.

SELECTED WORKING PAPERS (*equal authorship)

14. *Wu, Freeman, ***Lauren Grewal**, Helen Van der Sluis, and Aradhna Krishna, “Grid or Story? Understanding How Public Stance Placement on Social Media Impacts Firms’ Perceived Commitment to Political Advocacy.”
15. Hughes, Christian, **Lauren Grewal**, and J. Jeffrey Inman, “Normative Effects in Sequential Group Decisions: The Role of the First Follower.”
16. *Schroll, Roland, ***Lauren Grewal**, and Dhruv Grewal, “Bored Out of Your (Human) Mind: When and Why Boredom Decreases Prosocial Behavior.”
17. **Grewal, Lauren**, Peggy J. Liu, and Cait Lamberton “You are What (and How, and with Whom) You Eat: Consumer Food Identity.”

SELECTED RESEARCH IN PROGRESS (listed in order of completeness)

18. “The Role of Parasocial Interactions When Considering Social Media Influencers” with Jared Watson and Shoshana Segal
19. “Mobile Technology: The Role of Apps in Goal Setting and Child Financial Literacy” with Carl-Philip Ahlbom and Dhruv Grewal
20. “When Giving Thanks Means More: A Giver-recipient Mismatch in Preferences for Public or Private Expressions of Gratitude” with Mary Steffel and Dhruv Grewal

AWARDS AND HONORS

- AMS Sheth Foundation Best Paper Award Finalist, 2020
- AMA-EBSCO Responsible Research in Marketing Award Finalist, 2020-21
- AMA-MRSIG Don Lehmann Award, Honorable Mention for best dissertation-based paper in the Journal of Marketing or the Journal of Marketing Research in 2019
- Invited Marketing Strategy Consortium Fellow, 2020
- John A. Howard AMA Doctoral Dissertation Award Honorable Mention, 2018
- AMA-Sheth Foundation Doctoral Consortium Fellow, 2017
- Ben L. Fryrear Competitive Student Fellowship for 5th Year Funding, 2017-2018
- MSI Research Grant for \$4,000, 2017
- Robert Perloff Doctoral Student Award, 2017
- MSI Alden G. Clayton Dissertation Proposal Honorable Mention, 2016
- AMA CBSIG Rising Star Award, 2016-2017
- University of Pittsburgh Honors College: Student Honoree, 2015
- Women in Marketing Leadership Conference – invited participant, 2015
- Qualtrics Behavioral Research Grant, 2015
- Sheth Fund Recipient, 2015, 2016, 2017
- Roger S. Albrandt Sr. Fellowship Award, 2013 – 2017
- Small Dean's Research Grants, University of Pittsburgh, 2013, 2014, 2015, 2016, 2017
- Research Circle on Democracy and Cultural Pluralism Grant, Brandeis University, 2013

CONFERENCE PRESENTATIONS (*presenter)

“Complaint Deescalation Strategies on Social Media”

- **Association for Consumer Research Conference* in Denver, Colorado (Scheduled October 2022)

“Grid or Story?”

- *Association for Consumer Research Conference* in Denver, Colorado (Scheduled October 2022)

“Accessibility and Sustainability Trade-offs”

- *Society of Consumer Psychology Conference* (Virtual; Feb 2021; *Session Moderator*)

“Social Media Influencers”

- *Association for Consumer Research Conference* (Virtual; October 2020)

- *Society of Consumer Psychology Conference* in Huntington Beach, CA. (March 2020)

“Managing Online Venting”

- **Association for Consumer Research Conference* in Atlanta, GA. (October 2019)
- **CBSig Conference* in Bern, Switzerland. (July 2019)
- **Society of Consumer Psychology Conference* in Savannah, GA. (February 2019; *Session Chair*)

“Grateful for What God Gave Me”

- **Association for Consumer Research Conference* in Atlanta, GA. (October 2019; *Session Chair*)
- **Marketing Science Conference* in Rome, Italy. (June 2019)

“Goal Pursuit Recommendations and Self-Conscious Emotions”

- *Association for Consumer Research Conference* in Atlanta, GA. (October 2019)
- **Society of Consumer Psychology Conference* in Savannah, GA. (February 2019)

“Dialogue Dynamics in Online Service Resolution”

- *Association for Consumer Research Conference* in Atlanta, GA. (October 2019)
- *American Marketing Association Winter Educators’ Conference* in Austin, TX. (February 2019)
- *American Marketing Association Winter Educators’ Conference* in New Orleans, LA. (February 2018)

“The Self-Perception Connection”

- **Association for Consumer Research Conference* in Dallas, TX. (October 2018)
- *Society for Consumer Psychology Conference* in Denver, CO (August 2017)
- **Marketing Academic Research Colloquium* in College Park, MD. (May 2016; *Poster*)
- **Society for Consumer Psychology Conference* in St. Pete Beach, FL. (February 2016; *Poster*)

“In Mobile We Trust”

- **Society of Consumer Psychology Conference* in Dallas, TX. (February 2018; *Special session co-organizer and chair*)
- **Association for Consumer Research Conference* in San Diego, CA. (October 2017)
- *SCP - JACS Collaborative Conference* in Tokyo. (May 2017)
- **Society for Consumer Psychology Conference* in St. Pete Beach, FL. (February 2016)
- *Association for Consumer Research Conference* in New Orleans, LA. (October 2015)

“How Shall I Thank Thee?”

- **Association for Consumer Research Conference* in San Diego, CA. (October 2017)
- *Society of Consumer Psychology Conference* in San Francisco, CA. (February 2017)
- **Society of Judgment and Decision-Making Conference* in Boston, MA. (November 2016; *Poster*)
- **Association for Consumer Research Conference* in Berlin, Germany. (October 2016; *Poster*)

“Consumer Food Identity”

- **Society for Consumer Psychology Conference* in Huntington Beach, CA. (March 2020)
- **Association for Consumer Research Conference* in New Orleans, LA. (October 2015)
- **Marketing Academic Research Colloquium* in Charlottesville, VA. (May 2015; *Poster*)
- **Society for Consumer Psychology Conference* in Phoenix, AZ. (February 2015; *Poster*)

“When Posting About Products in Social Media Backfires”

- *Marketing Academic Research Colloquium in Pittsburgh, PA. (May 2017; Poster)
- *Boston JDM Conference at Boston College, Boston, MA. (November 2016; Poster)
- *Association for Consumer Research Conference in New Orleans, LA. (October 2015)
- *Society for Consumer Psychology Conference in Phoenix, AZ. (February 2015)
- *Association for Consumer Research Conference in Baltimore, MD (October 2014; Poster)

CONFERENCE PANELS

- Chair (2021), “Competitive Papers Roundtable Discussion: Digital Influencers and Social Media,” *Association for Consumer Research Conference* (Virtual)
- Panelist (2019), “Interpersonal Decision Making and Consumption: Developing Ideas and Fostering Collaborations,” *Association for Consumer Research Conference* in Atlanta, GA.
- Presenter (2019), “Belonging in the Journals,” *The PhD Project Conference* in Chicago, IL.
- Co-chair (2019), “The Future is Omni-Social: How Consumer Behavior Researchers can Address Emergent Trends in Digital, Mobile, and Social Media Marketing,” *American Marketing Association Winter Educators’ Conference* in Austin, TX.
- Panelist (2019), “New Findings in Social Media and Influencer Marketing,” *American Marketing Association Winter Educators’ Conference* in Austin, TX.

INVITED TALKS

- University of St. Gallen, Virtual, May 2021
- Marketing Camp Speaker, Tuck School of Business, Virtual, May 2021
- King’s College London, King’s Business School, Virtual, February 2021
- New York University, Stern School of Business, April 2020 (Postponed due to COVID19)
- UCLA, Anderson School of Management, BDM Seminar, March 2020
- MSI Annual State of Marketing Science Summit, February 2020
- Junior Faculty Workshop, Emory University, January 2020
- University of Cincinnati, Carl H. Lindner College of Business, September 2019
- Southern Methodist University, Cox School of Business, November 2017
- Georgetown University, McDonough School of Business, November 2017
- University of South Florida, Muma School of Business, October 2017
- University of Arkansas, Walton College, October 2017
- Notre Dame, Mendoza College of Business, October 2017
- Columbia University, Columbia Business School, October 2017
- University of Miami, School of Business Administration, October 2017
- University of Washington, Foster School of Business, October 2017
- Dartmouth College, Tuck School of Business, September 2017

- University of Minnesota, Carlson School of Management, September 2017
- University of Illinois at Chicago, UIC Business, September 2017

TEACHING

Tuck School of Business, Dartmouth College

- Digital and Social Media Marketing (Graduate), Winter 2020, 2021
- Diversity in Digital Excellence Program (Exec Ed), Fall 2019
- Principles of Marketing (Undergraduate), Fall 2018, 2019, 2020, 2021

University of Pittsburgh

- Introduction to Marketing (Undergraduate)
 - *Instructor*: Summer 2016, Spring 2017
 - *Teaching Assistant*: Fall 2014, Spring 2015, Fall 2015, Spring 2016, Fall 2016

SERVICE

Reviewing: Journals

- Journal of Consumer Research
 - Editorial Review Board Member July 2022 - Present
 - Reviewer August 2018 – Present
 - Trainee Reviewer August 2016 – July 2018
- Journal of Marketing Research September 2018 - Present
- Journal of Marketing September 2018 - Present
- Journal of Retailing October 2021 - Present
- Journal of the Academy of Marketing Science April 2020- Present
- Journal of Consumer Psychology May 2019 – Present
- International Journal of Research in Marketing January 2019 – Present
- Journal of Public Policy and Marketing September 2016 - Present

Reviewing: Conferences

- CBSig Conference on Managerially Relevant Consumer Insights 2019
- American Marketing Association 2018 – Present
 - Track Co-Chair Digital and Social Media Marketing 2022
- Association for Consumer Research 2016 - Present
- Society for Consumer Psychology 2015 - Present

Reviewing: Grants and Awards

- Shankar-Spiegel Award Competition 2021-2022
- SCP Dissertation Proposal Competition 2020-2021, 2021-2022
- MSI Alden G. Clayton Dissertation Proposal Award 2019
- Foundation for Food and Agriculture Research 2018

Dissertation Committees (External Committee Member)

- Esther Uduehi, Wharton (Ph.D. 2021, placed at University of Washington)

Conference Writing

- “The Customer Experience and Lifetime Journey in Retailing: When and How Retailers Need to Embrace Technology Intelligently to Succeed.” Baker Retailing Center, Disruption in Retail: How Technology and Data are Transforming the World of Shopping, 13- 22. (2017)
- MSI; “Knowledge Generation Initiative on Digital and Social Media Meeting” (Scribe: 2016)

Leadership Positions

- PhD Representative for the SCP Executive Committee Fall 2016 – Spring 2018
- PhD Representative to the Katz Planning and Budget Committee 2016 - 2017
- Katz Doctoral Student Organization President 2015 – 2017

PROFESSIONAL AFFILIATIONS

- American Marketing Association (AMA)
- Association for Consumer Research (ACR)
- Society for Consumer Psychology (SCP)

APPENDIX: PUBLISHED PAPER ABSTRACTS AND DATA COLLECTION INFORMATION

1. Herhausen, Dennis, **Lauren Grewal**, Krista Hill Cummings, Anne Roggeveen, Francisco V. Ordenes, and Dhruv Grewal, “Complaint Deescalation Strategies on Social Media,” Forthcoming at the *Journal of Marketing*.

Existing literature offers multiple suggestions for how to recover from service failures, though without explicitly addressing customers’ negative, high arousal states, evoked by the failure. The few studies that address ways to improve negative emotions after failures focus on face-to-face interactions only. Because most customers today prefer social media complaining, firms must learn how to effectively deescalate negative, high arousal emotions through text based exchanges to achieve successful service recoveries. With three field studies using natural language processing tools, and three preregistered controlled experiments, the current research identifies ways to mitigate negative arousal in text-based social media complaining, specifically, active listening and empathy. In detail, increasing active listening and empathy in the firm response evokes gratitude among customers in high arousal states, even if the actual failure is not (yet) recovered. These findings provide a new theoretical perspective on the role of customer arousal in service failures and recoveries, as well as managerially relevant implications for dealing with public social media complaints.

**The data collection for Study 1a and 2 was supervised by the first author, the data collection for Study 1b, 3a, and 3b was supervised by the second author, and the data collection for Study 4 was supervised by the fifth author. The first author analyzed the data for Study 1a, 2, and 4, and the first and second author independently analyzed the data for Study 1b, 3a, and 3b.*

2. **Grewal, Lauren**, Eugenia C. Wu, and Keisha M. Cutright (2022), “Loved As-Is: How God Salience Lowers Interest in Self-Improvement Products,” *Journal of Consumer Research*, 49 (1), 154-174.

Consumers often desire to become better versions of themselves. Reflecting this interest in self-improvement, the marketplace offers consumers a wide range of products and services that promise to improve or better the consumer in some way. But, in a world with unlimited opportunities to spend one’s time and money, what influences whether consumers will invest in products that enable self-improvement? We demonstrate that the degree to which God is salient has a negative effect on individuals’ preferences for consumption choices with self-improvement features compared to equally attractive options that do not include such features. We propose that this is because thoughts of God activate a greater sense of being loved for who you are (“loved ‘as-is’”), making self-improvement a lower priority. We demonstrate this basic effect across several experiments as well as archival data, provide process evidence through mediation and moderation, and address alternative explanations. We also identify important boundary conditions: God salience is less likely to decrease interest in self-improvement products when consumers do not believe in God, and when God is considered to be a punishing (vs. loving) entity.

**The first, second, and third authors all contributed to the collection of data. Studies 2, 3a, 3b, 4, 5, and the study in WA K were all preregistered with approval from all three authors and run using CloudResearch, MTurk, and Prolific Academic between September 2020 and September 2021. The study in Web Appendix J was collected in 2018 on MTurk. The first author collected and analyzed the data in all studies with input from the second and third authors. The pilot data were aggregated solely by a data scientist who is a full-time member of the first author’s school’s Research Computing Group. The first author subsequently analyzed this data. All experimental data is stored on Open Science Framework.*

3. *Appel, Gil, ***Lauren Grewal**, *Rhonda Hadi, and *Andrew T. Stephen (2020), “The Future of Social Media in Marketing,” *Journal of the Academy of Marketing Science*, 48 (1), 79 - 95.

Social media allows people to freely interact with others and offers multiple ways for marketers to reach and engage with consumers. Considering the numerous ways social media affects individuals and businesses alike, in this article, the authors focus on where they believe the future of social media lies when considering marketing-related topics and issues. Drawing on academic research, discussions with industry leaders, and popular discourse, the authors identify nine themes, organized by predicted imminence (i.e., the immediate, near, and far futures), that they believe will meaningfully shape the future of social media through three lenses: consumer, industry, and public policy. Within each theme, the authors describe the digital landscape, present and discuss their predictions, and identify relevant future research directions for academics and practitioners.

4. **Grewal, Lauren** and Andrew T. Stephen (2019), “In Mobile We Trust: The Effects of Mobile Versus Non-Mobile Reviews on Consumer Purchase Intentions,” *Journal of Marketing Research*, 56 (5), 791-808.

In the context of user-generated content (UGC), mobile devices have made it easier for consumers to review products and services in a timely manner. In practice, some UGC sites indicate if a review was posted from a mobile device. For example, TripAdvisor uses a “via mobile” label to denote reviews from mobile devices. However, the extent to which such information affects consumers is unknown. To address this gap, the authors use TripAdvisor data and five experiments to examine how mobile devices influence consumers’ perceptions of online reviews and their purchase intentions. They find that knowing a review was posted from a mobile device can lead consumers to have higher purchase intentions. Interestingly, this is due to a process in which consumers assume mobile reviews are more physically effortful to craft and subsequently equate this greater perceived effort with the credibility of the review.

** The data for study 1a and 5 were collected by an independent organization under the supervision of, and analyzed jointly by, the first and second author. Studies 1b, 2a, 2b, 3, 4, and in the web appendix, were collected on Amazon’s Mechanical Turk between fall 2016 and spring 2018 by the first author. The analyses in the experiments were performed by the first author under the supervision of the second author.*

5. **Grewal, Lauren**, Andrew T. Stephen, and Nicole Verrochi Coleman (2019), “When Posting About Products in Social Media Backfires: The Negative Effects of Consumer Identity-Signaling on Product Interest,” *Journal of Marketing Research*, 56 (2), 197 - 210.

Consumers frequently express themselves by posting about products on social media. Because consumers can use physical products to signal their identities, posting about products on social media may be a way for consumers to virtually signal identity. The authors propose that there are conditions in which this action can paradoxically reduce a consumer’s subsequent purchase intentions. Five experiments demonstrate that posting products on social media that are framed as being identity-relevant can reduce a consumer’s subsequent purchase intentions for the same and similar products, as this action allows consumers to virtually signal their identity, fulfilling identity-signaling needs. Fortunately for retailers, the authors suggest theoretically and managerially relevant moderators that attenuate this negative effect on intent to purchase. These findings have important implications for how firms can conduct social media marketing to minimize negative purchase outcomes.

**The data for study 1, 3, and 4 were collected from undergraduate students at the University of Pittsburgh from fall 2016 to spring 2017. For studies 1, 3, and 4, data collection was conducted by research assistants working under the supervision of the behavioral lab manager and the first author. The data for studies 2, 5, and the web appendix were collected on Amazon’s Mechanical Turk between summer 2016 and summer of 2017 by the first author. The data from Pinterest in the web appendix was scraped by the first author during spring-summer 2017. The analyses in all studies were performed by the first author under the supervision of the second author. The third author was not involved in any data collection or analysis.*

6. *Grewal, Lauren, *Jillian Hmurovic, Cait Lamberton, and Rebecca Walker Reczek (2019), “The Self-Perception Connection: Why Consumers Devalue Unattractive Produce,” *Journal of Marketing*, 83 (1), 89 – 107.

This research investigates the mechanism by which the aesthetic premium placed on produce contributes to consumers’ rejection of safe, edible, yet aesthetically unattractive, fruits and vegetables, which results in both financial loss to retailers and food waste. Further, the authors identify a novel way in which the devaluation of such produce can be reduced. Five experiments demonstrate that consumers devalue unattractive produce because of altered self-perceptions: merely imagining the consumption of unattractive produce negatively affects how consumers view themselves, lowering their willingness to pay for unattractive produce relative to equivalently safe but more attractive alternatives. This discrepancy in willingness to pay for unattractive versus attractive produce can be reduced by altering the self-diagnostic signal of consumer choices and boosting consumers’ self-esteem. An experiment in the field demonstrates the effectiveness of using easily implementable in-store messaging to boost consumers’ self-esteem in ways that increase consumers’ positive self-perceptions and, subsequently, their willingness to choose unattractive produce. This research, therefore, suggests low-cost yet effective strategies retailers can use to market unattractive produce, potentially raising retailer profits while reducing food waste.

**The data for study 1 was collected during spring 2016 and the data for study 4b was collected during summer of 2018 by the co-first authors from Mechanical Turk. Study 2 was collected from undergraduate students at the Ohio State University during winter 2017 by research assistants working under the supervision of the fourth author. Study 3 data was collected from undergraduate students at the University of Pittsburgh in spring 2017 where collection was conducted by research assistants working under the supervision of the co-first authors. The data for study 4a was collected by an independent research consultant in a grocery store in Sweden. The analyses in all studies were performed by the co-first authors under the supervision of the third and fourth author.*