

ELIZABETH LONG LINGO

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CURRENT EMPLOYMENT

Vanderbilt University, Nashville, Tennessee
Director, Curb Programs in Creative Enterprise and Public Leadership, The Curb Center for
Art, Enterprise and Public Policy

Adjunct Assistant Professor of Management, Owen Graduate School of Management

EDUCATION

Harvard University, Cambridge, Massachusetts
Ph.D., Organizational Behavior, November 2005

Harvard University, Cambridge, Massachusetts
A.M., Sociology, November 2002

University of Massachusetts, Amherst, Massachusetts
Bachelor of Business Administration, Finance, Summa Cum Laude, May 1993

RESEARCH

Publications

Long Lingo, Elizabeth and Steven Tepper, "Time for a C-Change." Forthcoming (2010) in *The Chronicle of Higher Education*.

Long Lingo, Elizabeth and Siobhan O'Mahony. 2010. "Nexus work: Brokerage on creative projects." *Administrative Science Quarterly*, 55: 47-81.

Long Lingo, Elizabeth. 2010. "The creative foil: Managing multi-disciplinary expertise." 2010. In Kimberly D. Elsbach and Beth A. Bechky (Eds.), *Qualitative Organizational Research*, Charlotte, North Carolina: Information Age Press.

Long Lingo, Elizabeth. 2009. *2008 National Performing Arts Convention: Assessing the Capacity for Collective Action in the Performing Arts Field*. Curb Center for Art, Enterprise and Public Policy at Vanderbilt.

Long Lingo, Elizabeth. 2007. *Nashville Arts Summit: Synthesis of Discussion*. Curb Center for Art, Enterprise and Public Policy at Vanderbilt.

Long Lingo, Elizabeth. 2005. *Negotiations and Lovesongs: Nexus Work in Market-Based Creative Industry Projects*. Doctoral Dissertation. Harvard University: Cambridge, MA .

McGinn, Kathleen L., Elizabeth Long Lingo, and Karin Ciano. 2004. "Transitions through out-of-keeping acts." *Negotiation Journal* 20, no. 2 (April): 171-184.

Long, Elizabeth. 1998. "The Promus Hotel Corporation's 100% Satisfaction Guarantee," In Hart, C. W. *Extraordinary Guarantees, Achieving Breakthrough Gains in Quality and Customer Satisfaction*.

Working Papers

Long Lingo, Elizabeth. "Bracketing practices: The paradox of positive community in creative projects."

Long Lingo, Elizabeth. "Working in the core and periphery: Managing ambiguity and opportunity structures in the freelance career system."

Long Lingo, Elizabeth, Colin Fisher and Kathleen McGinn. "Teams, agents and individuals: Structure, negotiation improvisation and outcomes."

Long Lingo, Elizabeth and Caroline Lee. "Got Art? Reassessing the Value of Art in Movements."

Detert, James R. and Elizabeth Long Lingo. "Got guts? Perceptions about the role of courage in acts of organizational voice and silence."

Business Cases and Notes

Kathleen Valley and Elizabeth Long Lingo. (2002). "*Power and Influence: Achieving Your Objectives in Organizations*," Harvard Business School Class Note

Shaded Glen Logging Company and The Town of Silva, negotiation case

Chris Hart and Elizabeth Long. (1996). "*MONY (A): A Customer Intimacy Strategy*" and "*MONY (B): Evaluation of Two Alternatives: Customer Satisfaction versus Customer Retention*." Includes accompanying teaching note, video material, overheads/slides, breakout-session assignment, and class handouts. For use in University of Michigan "Linking Customer Satisfaction, Quality, and Financial Performance" Executive Education program.

AWARDS AND HONORS

Best Paper, Davis Conference for Qualitative Research, UC Davis, March 2006
Program on Negotiation Research Fellow, Harvard Law School, 2003-2004
Doctoral Fellowship, Harvard Business School, 1998-2004

TEACHING EXPERIENCE AND COURSE DEVELOPMENT

Vanderbilt University Owen Graduate School of Management
Adjunct Assistant Professor, 2006 - present (Negotiations, Organizational Design)
Graduate Student Adjunct Professor, 2004 (Negotiations)

Camp Start Up
Instructor, Developed curriculum and taught course in entrepreneurship for college and high-school aged women. 2002

Harvard Business School
Teaching Assistant, MBA core Negotiations class. 2002

First-Step Program,
Instructor, Life entrepreneurship workshops for inner-city youth. 1999- 2000

PROFESSIONAL EXPERIENCE, PRESENTATIONS, SERVICE

Employment

Assistant Director, Curb Center for Arts, Enterprise & Public Policy at Vanderbilt, Nashville, TN.
Conducted original research and developed cultural policy programming. 2008 - 2010

Post-Doctoral Research Fellow, Curb Center at Vanderbilt. Nashville, TN.
Conducted original research and developed cultural policy programming. Led multi-scholar interdisciplinary study of Nashville creative scene and the National Performing Arts Field.
2005 –2008

Independent Consultant, Insight Consulting. Cambridge, MA.
Consulted and conducted research focused on trust, organizational voice, risk taking, and change management. 2000 - 2004

Research Associate, Spire Group, Ltd. Brookline, MA.
Analyzed the alignment of various clients' hiring, training, and career-development processes with their customer satisfaction and trust-generation strategies. Assessed internal processes and created strategies to increase internal organizational trust and customer satisfaction, and enhance the market's perception of these firms. Developed teaching material for workshops and executive education courses. 1996 to 1998

Project Manager, Vestex Management, Inc. Lexington, MA.
Analyzed and created turnaround action plans for internal-control, human resource, and capital resource inadequacies of companies in the venture-capital investment portfolio. 1995 to 1996

Conference Presentations

Long Lingo, E. and Caroline Lee. (2010) "Ain't Got Art? Reconciling Lay Theories of Culture and Collective Action in Mobilization." American Sociological Association Annual Conference, Atlanta.

Long Lingo, E. (2009) "Emergent Creativity and Innovation in Organizations," at the 2009 Academy of Management Meeting, Chicago, Illinois.

Long Lingo, E. (2008) "Nexus Work: Managing Ambiguity in Network-Based Projects." American Sociological Association Annual Conference, Boston.

Long Lingo, E. (2008) "Developing a research agenda for the field." National Performing Arts Convention, Denver.

Long Lingo, E. (2007) "Nexus Work: Managing Ambiguity in Market-Based Creative Projects." Centennial conference on *Creativity, Entrepreneurship, and Organizations of the Future* at Harvard Business School.

Long Lingo, E. (2007) "Stuck in the Middle with You: Managing Market-Based Organizing through Nexus Work." Presented at the Academy of Management Annual Meeting, Philadelphia, PA.

Long Lingo, Elizabeth. *Nashville Arts Summit: Synthesis of Discussion* (2007). MNAC Cultural Executives Network Luncheon.

Long Lingo, E. (2006) "Managing Interdependencies in Creative Industry Projects: A Theory of Nexus Work." Presented at the 22nd Annual European Group for Organization Studies (EGOS) Conference, Bergen, Norway.

Long Lingo, E. (2006) "Negotiations and Lovesongs: Nexus Work in Market-Based Creative Industry Projects." Presented at the Davis Conference for Qualitative Research, Davis, CA.

Long Lingo, E. (2005). "Bracketing Practices: Maintaining and Leveraging Positive Community within the Nashville Country Music Production System." Presented at the Academy of Management Annual Meeting, Honolulu, Hawaii.

Lingo, Elizabeth and McGinn, K. (2004). "Teams, agents and Individuals: Negotiation Improvisations and Outcomes." Presented at the Academy of Management Annual Meeting, New Orleans.

Lingo, E. L. and Valley, K. (2002). "Breaking in on the Dance: Relational, Informational, and Procedural Acts in Negotiations." Presented at the Academy of Management Annual Meeting, Denver, Colorado.

University Service

Faculty Director, Culture and Creativity Workshop, The Curb Center for Art, Enterprise and Public Policy, Vanderbilt University, 2010-2011

Faculty Associate, Creative Campus Residential Experience, Vanderbilt University, 2009-2011
Creative Campus Task Force, The Curb Center for Art, Enterprise and Public Policy, Vanderbilt University, 2009-2011

Co-Director, Culture and Creativity Workshop, The Curb Center for Art, Enterprise and Public Policy, Vanderbilt University, 2007-2008

Founder and co-director, Qualitative Methods Working Group, Harvard Business School

Graduate student Co-director, Work and Organizations Workshop, Harvard Business School

Service to the Discipline and Memberships

Reviewer: *Work and Occupations*

Reviewer: *Organization*

Reviewer: Academy of Management Conference

Reviewer: European Group for Organization Studies conference

Member: Academy of Management, American Sociological Association