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Education

Ph.D., Business Administration (Marketing), December 2012
Stephen M. Ross School of Business
University of Michigan, Ann Arbor, MI

MBA, Marketing, May 1998
Desautels Faculty of Management
McGill University, Montreal, QC

B.S. Cum Laude, Business Administration (Marketing), June 1995
Leeds School of Business
University of Colorado, Boulder, CO

Academic Appointments

Associate Professor, Marketing area, January 2019 – present
Schulich School of Business
York University, Toronto, ON

Associate Professor, Marketing area, July 2018 – December 2019
Assistant Professor, Marketing area, July 2012 – June 2018
Lazaridis School of Business & Economics
Wilfrid Laurier University, Waterloo, ON

Research Profile

My primary research examines the production and consumption of language in the marketplace to advance psychological theories pertaining to motivation, social perception, and persuasion. My work employs a combination of laboratory experiments, natural language processing and text analysis methods, and analysis of field data using a variety of quantitative techniques (e.g., multi-variate regression, panel estimators, topic modeling, network analysis).

This work offers insights for marketers and consumers who want to understand the consumption-related information people share through social media, online reviews, email, and in service conversations. It can also help marketers improve how they “speak” with, and to, consumers. Finally, my research examines how language itself is consumed as a product (e.g., song lyrics).

Refereed Journal Articles

(*Financial Times* 50 publications indicated by *)

1. McFerran, B., Moore, S. G., and **Packard, G.** (2019), "How Should Companies Talk to Customers Online?," *MIT Sloan Management Review*, 60(2), 68-71.*
2. Berger, J. and **Packard, G.**, (2018), "Are Atypical Things More Popular?," *Psychological Science*, 29(7), 1178-1184.
 - Selected media coverage: *Knowledge@Wharton, Psychology Today*
3. **Packard, G.**, Moore, S. G., and McFerran, B. (2018), "(I'm) Happy to Help (You): The Impact of Personal Pronoun Use in Customer-Firm Interactions," *Journal of Marketing Research*, 55(4), 541-555.*
 - Selected media coverage: *CBC, The Globe and Mail, Harvard Business Review, Marketing Science Institute, Sirius XM Radio, The Wall Street Journal*
4. Lurie, N., Berger, J., Chen, Z., Li, B., Liu, B., Mason, C., Muir, D., **Packard, G.**, Pancras, J., Schlosser, A., Sun, B., and Venkatesan, R. (2018), "Everywhere and at All Times: Mobility, Consumer Decision-Making, and Choice," *Customer Needs and Solutions*, 5(1-2), 15-27.
5. **Packard, G.** and Berger, J. (2017), "How Language Shapes Word of Mouth's Impact," *Journal of Marketing Research*, 54(4), 572-588.*
 - Selected media coverage: *The Keller Report, Marketing Science Institute*
6. **Packard, G.**, Gershoff, A., and Wooten, D. B. (2016), "When Boastful Word of Mouth Helps Versus Hurts Social Perceptions and Persuasion," *Journal of Consumer Research*, 43(1), 26-43.*
 - Selected media coverage: *CBC, MarketWatch, Metro News, Vocativ*
7. **Packard, G.**, Aribarg, A., Eliashberg, J., and Foutz, N. Z. (2016), "The Role of Network Embeddedness in Film Success," *International Journal of Research in Marketing*, 33(2), 328-342.
8. Manchanda, P., **Packard, G.**, and Pattabhiramaiah, A. (2015), "Social Dollars: The Economic Impact of Consumer Participation in a Firm-Sponsored Online Customer Community," *Marketing Science*, 34(3), 367-387.*
 - Among top 1.5% most downloaded papers of all-time at SSRN
 - Selected media coverage: *strategy + business, Science Daily, ideasforleaders.com*
9. Klein, R. A. et al. [**Packard, G.** one of 47 second co-authors] (2014), "Investigating Variation in Replicability: A "Many Labs" Replication Project," *Social Psychology*, 45(3), 142-152.
 - Selected media coverage: *Discover Magazine, National Geographic, Nature, NPR, PLoS.org, Science, Scientific American, Science Now, Slate, The Economist*
10. **Packard, G.** and Wooten, D. B. (2013), "Compensatory Knowledge Signaling in Consumer Word-of-Mouth," *Journal of Consumer Psychology*, 23(4), 434-450.*
 - Winner, Best Competitive Paper Award, SCP Annual Conference, 2011
 - Selected media coverage: *The Globe and Mail, Exchange Magazine, Econbiz.de*

Invited Articles & Book Chapters

11. Moore, S., McFerran, B, and **Packard, G.** (2018), “The Words and Phrases to Use—and to Avoid—When Talking to Customers,” *Harvard Business Review*, October 4, available at <https://hbr.org/2018/10/the-words-and-phrases-to-use-and-to-avoid-when-talking-to-customers>
12. **Packard, G.** (2006), “Marketing Minute,” In Boone, L. E., Kurtz, D.L., MacKenzie, H.F., and Snow, K. (Eds.) *Contemporary Marketing*, 1st Canadian Edition, Scarborough: Thomson Nelson.
13. Behm, K., Byrne, J., and **Packard, G.** (1994). “The Advertising Industry,” In Hess, J. (Ed.) *Profiles in American Enterprise*, Boulder: University of Colorado Press.

Research in Progress

Kang, C., **Packard, G.**, and Wooten, D. B., “Beyond Truth and Lies: Evasion as an Alternative to Deception in Consumer Contexts,” (invited revision at *Journal of Consumer Psychology**)

Klein, R. A. et al. [**Packard, G.** one of 185 replication lab co-authors], “Many Labs 2: Investigating Variation in Replicability Across Sample and Setting,” (accepted registered report at *Advances in Methods and Practices in Psychological Science*)

Packard, G., and Berger, J., “How Second Person Pronouns Engage Listeners” (manuscript in final preparation for submission)

Packard, G., and Berger, J., “Conversation Dynamics” (three studies complete; manuscript in progress)

Iglesias, C., and **Packard, G.**, “A.I. Agent Language and Source Perceptions” (five studies complete; manuscript in progress)

Refereed Conference Presentations and Proceedings

1. “Linguistic Concreteness in Customer-Firm Conversations,” (with J. Berger), Society for Consumer Psychology Conference, Savannah, Feb. 2019 (competitive paper accepted for presentation).
2. “How Second Person Pronouns Engage Audiences,” (with J. Berger), Society for Consumer Psychology Conference, Savannah, Feb. 2019 (competitive paper accepted for presentation).
3. “Improving Customer Conversations,” (with J. Berger), Society for Consumer Psychology Conference, Savannah, Feb. 2019 (special session accepted for presentation).
4. “With or Without You: When Second Person Pronouns Engage Listeners,” (with J. Berger), Association for Consumer Research N. American Conference, Dallas, Oct. 2018.
5. “Trust and Distrust in Word of Mouth,” Invited Roundtable Participant, Association for Consumer Research N. American Conference, Dallas, Oct. 2018.
6. “Differentiation and Cultural Success,” (with J. Berger), Association for Consumer Research N. American Conference, San Diego, Oct. 2017.

7. "Wisdom from Words," Special Session Co-chair (with J. Berger), Association for Consumer Research N. American Conference, San Diego, Oct. 2017.
8. "Following the Blind: How Expertise and Endorsement Style Impact Word of Mouth Persuasion," (with J. Berger), Association for Consumer Research N. American Conference, New Orleans, Oct. 2015.
9. "Why Your Next Project Should use Textual Analysis," Invited Roundtable Participant, Association for Consumer Research N. American Conference, New Orleans, Oct. 2015
10. "Trust Me, I Know! The Impact of Source Self-Enhancement on Persuasion in Word-of-Mouth," (with A. Gershoff and D. B. Wooten), Association for Consumer Research N. American Conference, New Orleans, Oct. 2015.
11. "Following the Blind: How Expertise and Endorsement Style Impact Word of Mouth Persuasion," (with J. Berger), Society for Consumer Psychology Annual Conference, Phoenix, Feb. 2015.
12. "No Idle Boast: Consumer Responses to Self-Enhancing Sources of Product Information," (with A. Gershoff and D. B. Wooten), Society for Consumer Psychology Annual Conference, Miami, Mar. 2014.
13. "Putting the Customer Second," (with B. McFerran and S. G. Moore), Society for Consumer Psychology Annual Conference, Miami, Mar. 2014.
14. "No Idle Boast: Consumer Responses to Self-Enhancing Sources of Product Information," (with A. Gershoff and D. B. Wooten), Society for Judgment and Decision Making Annual Conference, Toronto, Nov. 2013.
15. "Putting the Customer Second," (with B. McFerran and S. G. Moore), Association for Consumer Research N. American Conference, Chicago, Oct. 2013.
16. "Compensatory Communication: Consumer Knowledge Discrepancies and Knowledge Signaling in Word-of-Mouth," (with D. B. Wooten), Association for Consumer Research N. American Conference, Chicago, Oct. 2013.
17. "Secrets and Lies: How Consumers Manage the Flow of Ego-Threatening Information," (with C. Kang and D. B. Wooten), Association for Consumer Research N. American Conference, Chicago, Oct. 2013.
18. "Secrets and Lies: How Consumers Manage the Flow of Ego-Threatening Information," (with C. Kang and D. B. Wooten), Society for Consumer Psychology Summer Conference, Honolulu, Aug. 2013.
19. "Network Power," (with A. Aribarg, N. Z. Foutz, J. Eliashberg), Marketing Science Annual Conference, Boston, June 2012
20. "Secrets and Lies: Gender Differences in Concealing Consumption Information," (with C. Kang and D. B. Wooten), Society for Consumer Psychology Annual Conference, Las Vegas, Feb. 2012
21. "Sharing (Less-Than-Ideal) Knowledge: Consumer Knowledge Discrepancy and Word-of-Mouth," (with D. B. Wooten), Society for Consumer Psychology Annual Conference, Atlanta, Feb. 2011

22. "A Brand in Hand: Symbolic Props in Self-Presentation," (with A. Gershoff), Association for Consumer Research N. American Conference, Pittsburgh, Oct. 2009.
23. "Firm-sponsored Brand Communities," (with P. Manchanda and A. Pattabhiramaiah), Marketing Science Annual Conference, Ann Arbor, June 2009
24. "A Brand in Hand: Symbolic Props in Self-Presentation," (with A. Gershoff), Consumer Culture Theory Conference, Ann Arbor, June 2009

Invited Talks and Symposia

1. HEC Montreal, Nov. 2018
2. Schulich School of Business, York University, Mar. 2018
3. Fuqua School of Business, Duke University, Feb. 2018
4. The Wharton School, Behavioral Insights from Text, University of Pennsylvania, Jan. 2018
5. Rotman School of Business, University of Toronto, Oct. 2017
6. Haas School of Business, University of California, Berkeley, Nov. 2016
7. University of Alberta, Triennial Invitational Choice Symposium, May 2016
8. Schulich School of Business, York University, Mar. 2015
9. Ivey School of Business, Consumer Behavior Symposium, Western University, Jan. 2015
10. College of Business and Economics, University of Guelph, Oct. 2013
11. Ivey School of Business, Empirical and Theoretical Symposium, Western University, May 2013
12. Wilfrid Laurier University, SOBDR Symposium, May 2013
13. University of Michigan, Decision Consortium, Ann Arbor, Jan. 2011
14. Ivey School of Business, Consumer Behavior Symposium, Western University, Jan. 2011

Competitive Research Grants

SSHRC Insight Development Grant, Government of Canada, 2017

- \$61,100 over two years; principal investigator; proposal ranked #2 of 55 nationally

Lazaridis Institute Research Seed Grant, Wilfrid Laurier University, 2017

- \$6,900 over one year; principal investigator

Awards, Honors and Scholarships

Marketing Science Institute (MSI) Young Scholar, 2019

Junior Research Excellence Award, Lazaridis School, Wilfrid Laurier University, 2016

Merit Award for Excellence in Research, Wilfrid Laurier University, 2014, 2016

Dean's Commendation for Teaching Excellence, Wilfrid Laurier University, 2013

Best Competitive Paper Award, Society for Consumer Psychology Conference, 2011
Best Discussant Award, Haring Symposium, 2011
Haring Symposium Fellow, 2011
Kendrick Award, 2011 (academic and research achievement)
Excellence in Teaching Award, Rotman School of Management, 2009-2012
Rackham Early Candidacy Grant, 2009
Phelps Grant, 2007-2009
Leo Burnett Scholars Grant, 2009 (research excellence)
University of Michigan Doctoral Fellowship, 2007-2009
Best Speaker, AMA Annual Marketing Research Conference, 2006
Top 30 Marketers Under 30, *Marketing* magazine, 2002
McGill International Graduate Fellowship, 1996-1998
Beta Gamma Sigma, 1995 (academic excellence)
Reese Henry Fellowship (#1 business student), 1991-1995

Teaching Experience

Fundamentals of Behavioral Research (BU 800), Lazaridis School, Phd/MSc seminar, September 2016 – December 2018

- Instructor Rating (seven item mean over 3 sections): M = 6.6 of 7, SD = .18

Consumer Behavior (BU 842), Lazaridis School, doctoral seminar, social influence and word of mouth sessions, January 2018 – December 2018

Marketing Philosophy & Theory (BU 812), Lazaridis School, doctoral seminar, psychology theory sessions, January 2015 – April 2018

Marketing Strategy (BU 452), Lazaridis School, undergraduate, January 2013 – present

- Instructor Rating (over 3 sections): M = 6.7 of 7, SD = .17
- Course Coordinator, 2013-2018

Building and Managing Products, Services and Brands (BU 362), Lazaridis School, undergraduate, January 2013 – present

- Instructor Rating (over 7 sections): M = 6.6 of 7, SD = .29
- Course Coordinator, 2017-2018

Introduction to Marketing Management (BU 352), Lazaridis School, undergraduate, September 2012– December 2014

- Instructor Ratings (over 6 sections): M = 6.6 of 7, SD = .26

Principles of Marketing (RSM 250), University of Toronto (Rotman), undergraduate level, Sept 2009 to April 2012

- Instructor Ratings (over 5 sections): M range = 6.1 – 6.6 of 7
- Excellence in Teaching Awards: 2009 – 2012

Retail and Small Business Marketing, McGill University / Quebec Public Interest Research Group, Six-week course, January – March 1997

Profiles in American Enterprise (BADM 2850), University of Colorado (Leeds), lecture (~300 students) and recitation (18 students), January 1993 – April 1994

- Instructor Rating: 3.9 of 4

Academic Service: Reviewing

Journals: *Journal of Consumer Research*, *Journal of Consumer Psychology*, *Journal of Experimental Psychology: General*, *Journal of Marketing*, *Journal of Marketing Research*, *Marketing Letters*

Conferences: American Marketing Association Summer Marketing Educators' Conference (2013), Association for Consumer Research (2008-2011, 2013-present), Society for Consumer Psychology (2009-present)

Awards: Society for Consumer Psychology Doctoral Dissertation Competition (2013-2017), Society for Consumer Psychology Diversity Travel Scholarship (2015)

Academic Service: Graduate Student Advising

Co-supervisor, C. Iglesias, Ph.D. Management, Lazaridis School, WLU, 2017-present

Internal-external examiner, C. Lunt, M.A. Psychology, WLU, Jul. 2016

External examiner, M. Philp, Ph.D. Management, Queens U., Jun. 2016

Internal-external examiner, K. Schuett, M.A. Psychology, WLU, Sep. 2015

Academic Service: Other

Program Committee, Society for Consumer Psychology Conference, 2018

Program Committee, Association for Consumer Research Conference, 2018

Co-coordinator, Marketing Area PhD Program, Lazaridis School, 2018-present

Selection Committee, Social Sciences and Humanities OGS, WLU, 2017-present

Coordinator, Marketing Research Symposium, Lazaridis School, 2015-present

Co-coordinator, Human Subjects Research Panel, Lazaridis School, 2013-present

Ontario University Fair, Lazaridis School, 2013-present

Judge, ICE Case Competition, Lazaridis School, 2013-present

Petitions Committee, Lazaridis School, 2013-2016

Marketing Curriculum Planning Committee, Lazaridis School, 2015-2016

Marketing Area Journal Ranking Development, Lazaridis School, 2015

Marketing Area Research Committee, Lazaridis School, 2014-2015

Dean's Brand Task Force, Lazaridis School, 2013

Judge, Hawk's Den Case Competition, Laurier Marketing Association, 2013

Nominations Committee, Lazaridis School, 2013

Industry / Community Service

Treasurer, Board of Directors, Frankland Community Day Care, 2015-2017

Advisory board, Changents.com (cause-related social network), 2006-2012

Consultant, Canadian Executive Services Organization, 1997-1998

Industry Experience

Indigo Books & Music Inc. (retail brands: Chapters, Indigo, Coles, chapters.indigo.ca)

- Vice President, Loyalty Marketing & Customer Insight, 2005-2007
- Director, Loyalty Marketing, 2002-2005

Excite Canada (search engine/portal brands: www.excite.ca, Excite@Home)

- Director of Marketing, 2001-2002
- Senior Manager, CRM & Online Marketing, 2000-2001

BBDO Toronto (ad agency; clients: Excite, Gillette, Lavalife, Scotiabank)

- Account Supervisor (promoted from Manager), 1998-2000

DMB&B New York (ad agency; clients: Burger King, Citizen Watch, Kraft Foods)

- Media Planner (promoted from Assistant), 1995-1996

Professional Affiliations

American Marketing Association
Association for Consumer Research
Society for Consumer Psychology
Society for Judgment and Decision Making

Popular Press

Interviewed regarding consumer research, marketing, customer relationship management, mobile and online marketing for media including CBC (TV, radio, and online), CTV (TV and online), *Canadian Press*, *Global News*, *Huffington Post*, *Marketing*, *Maclean's*, *Strategy*, and *Toronto Star*. Media accounts of research Grant is involved in have appeared at *The Globe and Mail*, *Harvard Business Review*, *Nature*, *National Geographic*, *Science*, *Scientific American*, *strategy+business*, and *The Wall Street Journal*, among others.