

Decision Processes Colloquia

Monday, October 7, 2019

Where: 370 JMHH

When: 12:00 – 1:20 pm

Alison Wood Brooks

Associate Professor, Business Administration
Harvard Business School

The Psychology of Conversation

ABSTRACT:

Conversation is ubiquitous, important, and uniquely human. A remarkable yet fraught coordination task, conversation requires individuals to take turns speaking (and letting others speak). Though we get tons of practice conversing with others, most people make (often-predictable) mistakes. In this seminar, Prof. Alison Wood Brooks (Harvard Business School) will share findings from thousands of conversations (in face-to-face, online, observational, and experimental settings) that describe how people tend to converse and offer prescriptions that can help people interact more effectively. Though her work on humor, laughter, listening, flattery, and emotional expression is likely to come up, the seminar will primarily focus on two pervasive conversational decisions: asking questions and choosing topics

