



UNIVERSITÀ

LUM

GIUSEPPE
DEGENNARO

Curriculum Vitae Europass

Prof. Dott. Francesca Grippa
Professoressa di Strategia Aziendale
Direttrice del corso di Laurea in
Management
Capo Dipartimento "Global and Social
Enterprise"
College of Professional Studies
D'Amore McKim School of Business
Northeastern University
360 Huntington Ave, Boston, MA 02115,
USA



Contatti

College of Professional Studies
Northeastern University
101 Belvidere Street/360 Huntington Ave, Boston, MA 02115, USA
Email: f.grippa@northeastern.edu
Web: <https://cps.northeastern.edu/faculty/francesca-grippa/>

Formazione e carriera

Luglio 2018 - Oggi

- Professoressa di Strategia Aziendale e Direttrice del corso di Laurea in Management
- Capo Dipartimento "Global and Social Enterprise", con supervisione di due Lauree di primo livello (BS in Finance and Accounting, BS in Management) e tre Master di specializzazione (MS in Non Profit Management, MS Global Studies and International Relations, MS Commerce and Economic Development).

2017-2021: Professore Affiliato, Global Resilience Institute, Northeastern University, Boston, MA

Luglio 2014 – Giugno 2018: Professoressa Associata e Direttrice del corso di Laurea in Management - Business Strategy, Innovation, International Business

Luglio 2010 – Giugno 2014: Assistant Professor e Direttrice del corso di Laurea in Management - Business Strategy, Innovation, International Business, Leadership

Settembre 2009 – oggi: Professore a Contratto, D'Amore McKim School of Business, Northeastern University: Entrepreneurship, Strategy, Operation Management, Small Business Management, Innovation and Enterprise Growth

2008– 2010: Assistant Professor (Ricercatrice Confermata, ING-IND/35): Università del Salento, Dipartimento di Ingegneria dell'Innovazione, Lecce

2008: Professore a Contratto, Master's in "Management, Innovation and Services Engineering" Scuola Superiore Sant'Anna, Pisa

2007 – 2010: Professore a Contratto per 3 edizioni del Corporate Master's FHINK presso Leonardo S.p.A. (Finmeccanica), Roma

Esperienza professionale

2020-2021- Visiting Professor, Massachusetts Institute of Technology, Media Lab/Connection Science, Cambridge, MA.

2019-2020: Visiting Scholar. Progetto per l'analisi dei modelli di digital transformation in Puglia. Massachusetts Institute of Technology, Media Lab/Connection Science, Cambridge, MA



UNIVERSITÀ

LUM

GIUSEPPE
DEGENNARO

2018 – 2020: Lead Investigator sul progetto: “Optimization of a Collaborative Team: Measuring Social Capital of Healthcare Teams”, Mount Sinai Hospital, New York City, NY, USA

2019: Principal Investigator (co-PI) sul progetto: “Massachusetts Opioid Crisis: Data-driven Approaches for Community Resilience Initiatives”, Global Resilience Institute, Northeastern University, Boston, MA.

2018, 2019, 2020: Program Chair e componente del team di organizzazione di tre edizioni della Conferenza sulle “Collaborative Innovation Networks” in collaborazione con MIT (con sedi in USA, Cina, Polonia).

2016-2017: Ricercatrice sul progetto “Path of the Patient”, Cincinnati Children’s Hospital Medical Center, Cincinnati Ohio, USA

2016: Partecipazione come Advisory Board member, Invited Speaker e Panelist, al progetto europeo GEDII “Gender Diversity Impact - Improving research and innovation through gender diversity” (2015-2018), Barcellona, Spagna.

2009-Oggi: Componente di vari progetti di ricerca su “Intelligent Collaborative Knowledge Networks”, Massachusetts Institute of Technology, Center for Collective Intelligence, Cambridge, MA, USA

2010-2016: Ricercatrice su due progetti “Collaborative Chronic Care Network (C3N)” e “Supporting the development of four healthcare delivery teams”, Cincinnati Children’s Hospital Medical Center, Cincinnati Ohio, USA.

2007 – 2010: Ricercatrice sul progetto “Supporto e Valutazione delle Comunità Mindsh@re” presso Leonardo S.p.A. (Finmeccanica), Roma

Istruzione e formazione

- 2007 Ph.D. (with honors) in e-Business Management, Università’ del Salento, Lecce
- 2006 Visiting PhD Student al MIT Center for Collective Intelligence and Center for Digital Business
- 2003 Master di specializzazione in e-Business Management, Università’ del Salento, Lecce
- 2002 Laurea in Scienze della Comunicazione, indirizzo aziendale, 110/110 e lode, Università’ di Siena

Lingue

Italiano Madrelingua
Inglese Proficient

**Capacità e competenze
tecniche**

L'attività professionale e di ricerca scientifica è stata da sempre improntata su alcuni principali filoni, quali: a) strategie di cambiamento organizzativo; 2) modelli organizzativi e di leadership a supporto dell'innovazione; 3) reti strategiche collaborative a favore dell'innovazione e dell'imprenditorialità.

Le attività di ricerca e consulenza, svolte in modo continuativo negli anni, sono risultate in pubblicazioni internazionali con specifico impatto entro le comunità scientifiche di riferimento. Oltre alle pubblicazioni riportate nella sezione seguente, i temi di ricerca sono stati discussi e pubblicati su riviste ad ampio raggio tra cui:

- Harvard Business Review "A Novel Way to Boost Client Satisfaction" (April 2019)
- Psychology Today "The 5 Worst Email Mistakes and the 5 Best Ways to Avoid Them" (Maggio 2017).
- New Scientist "Web tool predicts election results and stock prices", Issue 2642 (Febbraio 2008).

Il profilo completo è consultabile al seguente url:

<https://scholar.google.com/citations?user=QXBm7YcAAAAJ&hl=en>

**Ulteriori informazioni
Principali pubblicazioni
scientifiche****Libri**

1. **Grippa F.**, Leitão J., Gluesing J., Riopelle K., Gloor P., (2018) "Collaborative Innovation Networks. Building Adaptive and Resilient Organizations", Edited book, Springer Series "Studies on Entrepreneurship, Structural Change and Industrial Dynamics", DOI: 10.1007/978-3-319-74295-3.
2. Song, Y., **Grippa, F.**, Gloor, P. A., Leitão, J. (2019) Collaborative Innovation Networks. Latest Insights from Social Innovation, Education, and Emerging Technologies Research, Edited book, ISBN 978-3-030-17238-1
3. Przegalinska A., **Grippa F.**, Gloor P. (2020) Digital Transformation of Collaboration, Edited book, Springer Nature, ISBN 978-3-030-48993-9

Capitoli di libri Internazionali

1. Robinson C., Wood M., **Grippa F.**, Avalon E. (2020) *Combining Social Capital and Geospatial Analysis to measure the Boston's Opioid Epidemic*, In A. Przegalinska, F. Grippa, & P. A. Gloor (Eds.), Digital Transformation of Collaboration (p. in press). Springer International Publishing.
2. Fronzetti Colladon, A., & **Grippa, F.** (2020). Brand Intelligence Analytics. In A. Przegalinska, F. Grippa, & P. A. Gloor (Eds.), Digital Transformation of Collaboration (p. in press). Springer International Publishing.
3. Gloor P. and **Grippa F.** (2018). Creating Collaborative Innovation Networks to Reduce Infant Mortality, in Grippa F., Leitão J., Gluesing J., Riopelle K., Gloor P., (Eds) Collaborative Innovation Networks. Building Adaptive and Resilient Organizations, DOI: 10.1007/978-3-319-74295-3.
4. De Maggio, M., **Grippa, F.** (2012). *An Integrated Methodology to Detect the Evolution of Virtual Organizational Communities*, In C. El Morr, and P. Maret (Eds.), *Virtual Community Building and the Information Society: Current and Future Directions* (pp. 50-74). Hershey, PA: Information Science Reference.
5. **Grippa, F.**, De Maggio, M., & Corallo, A. (2012). *Observing the Evolution of a Learning Community Using Social Network Analysis*. In M. Safar, & K. Mahdi (Eds.), *Social Networking and Community Behavior Modeling: Qualitative and Quantitative Measures* (pp. 215-231). Hershey, PA: Information Science Reference.
6. **Grippa F.**, Elia G. (2011) *Recognizing innovation through Social Network Analysis: the Virtual eBMS case*, in L. Uden and E. Eardley (Eds), *Innovative Knowledge Management:*



- Concepts for Organizational Creativity and Collaborative Design* (pp. 264-285), IGI Global, Staffordshire University, U.K.
7. Bisconti C., Corallo A., De Maggio M., **Grippa F.**, Totaro S. (2011) *Using Quantum Agent-Based Simulation to Model Social Networks: An innovative interdisciplinary approach*, in M. Lytras, O.de Pablos E. Damiani (Eds), *Semantic Web Personalization and Context Awareness: Management of Personal Identities and Social Networking* (pp. 42-54), IGI Global.
 8. De Maggio M., Del Vecchio P., Elia G., **Grippa F.**, Secundo G. (2011) *An ICT-based Network of Competence Centres for Developing Intellectual Capital in the Mediterranean Area*, chapter 14 (pp 164-181), in Handbook of Research on E-Services in the Public Sector: E-Government Strategies and Advancements (Abid Thyab Al Ajeeli and Yousif A. Latif Al-Bastaki, eds.), IGI Global Hershey: New York.
 9. **Grippa F.**, Secundo G., De Maggio M. (2010), *A Learning Dashboard to Monitor an Open Networked Learning Community*, in G. Elia E. and Poce (Eds), *Open Networked "i-Learning"* (pp.111-131) Springer New York.
 10. **Grippa F.**, Di Giovanni A., Passiante G., (2009) *Fostering Innovation through Value-Creating Communities*, in A. Romano, *Open Business Innovation Leadership. The Emergence of the Stakeholder University* (pp. 109-169), Palgrave Macmillan, UK.
 11. Margherita A., **Grippa F.**, (2009) *Towards Open Business Innovation Leadership*, in A. Romano, *Open Business Innovation Leadership. The Emergence of the Stakeholder University* (pp.1-18), Palgrave Macmillan, UK.
 12. **Grippa F.**, Secundo G., Passiante G., (2009) *An Integrated Model to Monitor and Evaluate Web 2.0 Project-based Learning*, in M.D. Lytras et al. (Eds), *LNAI: Lecture Notes In Artificial Intelligence*, (pp. 50-59), Springer-Verlag Berlin, Heidelberg.
 13. Bisconti C., Corallo A., De Maggio M., **Grippa F.**, Totaro S., (2009) *Quantum modeling of social networks. The Q.NET project*, in M.D. Lytras et al. (Eds), *LNAI: Lecture Notes in Computer Science*, (pp. 70-77) Springer-Verlag, Berlin Heidelberg. DOI: 10.1007/978-3-642-04754-1
 14. Corallo A., De Maggio M., **Grippa F.**, Passiante G., (2008), *Evolving Mechanisms of Virtual Learning Communities. Lessons Learned from a case in Higher Education*, in M.D. Lytras et al. (Eds.), *LNAI Springer Lecture Notes in Computer Science*, (pp. 304-313) Springer-Verlag, Berlin Heidelberg.

Articoli in riviste nazionali e internazionali con referaggio

1. Gloor, P., Fronzetti Colladon, A. & **Grippa F.** Measuring ethical behavior with AI and natural language processing to assess business success. *Sci Rep* 12, 10228 (2022). <https://doi.org/10.1038/s41598-022-14101-4>
2. Gloor P., Fronzetti Colladon A., **Grippa F.** (2020) The digital footprint of innovators: using E-Mail to detect the most creative people in your organization, *Journal of Business Research*, Elsevier, Volume 114, June 2020, Pages 254-264, <https://doi.org/10.1016/j.jbusres.2020.04.025>
3. Porter B., **Grippa F.** (2020) A Platform for AI-Enabled Real-Time Feedback to Promote Digital Collaboration, *Sustainability*, 12(24), Special Issue "Digital Technologies for Collaborative Knowledge Networks", <https://doi.org/10.3390/su122410243>
4. Gloor P., Fronzetti Colladon A., **Grippa F.**, Hadley B., Woerner S. (2020) The impact of social media presence and board member composition on new venture success: Evidences from VC-backed U.S. startups, *Technological Forecasting & Social Change*, Elsevier, August 2020, Volume 157, <https://doi.org/10.1016/j.techfore.2020.120098>
5. Fronzetti Colladon A., **Grippa F.**, Innarella R. (2020) Studying the Association of Online Brand Importance with Museum Visitors: an Application of the Semantic Brand Score, *Tourism Management Perspectives*, Elsevier, vol 33, January 2020, <https://doi.org/10.1016/j.tmp.2019.100588>
6. Greco, F., Riopelle, K., **Grippa F.**, Colladon, A. F., & Gluesing, J. (2020). Linguistic sleuthing for innovators. *Quality & Quantity*, 1-19, <https://doi.org/10.1007/s11135-020-01038-x>
7. Capodiecì A., **Grippa F.**, Elia G., Manetti L. (2019). A network-based dashboard for cultural heritage promotion in digital environments. *International Journal of*



- Entrepreneurship and Small Business*. 36, 4 (Jan. 2019), 453–475.
<https://doi.org/10.1504/IJESB.2019.098987>
7. **Grippa F.**, Bucuvalas, J.; Booth, A.; Alessandrini, E., Fronzetti Colladon, A.; Wade, L.M. (2018) Measuring information exchange and brokerage capacity of healthcare teams, *Management Decision*, Vol. 56 Issue: 10, pp.2239-2251, <https://doi.org/10.1108/MD-10-2017-1001>
 8. Fronzetti Colladon A. & **Grippa** (2018). The Importance of Being Honest. Correlating Self-Report Accuracy and Network Centrality with Academic Performance. *The Journal of Psychology: Interdisciplinary and Applied*, 152(5), p. 304-324. <https://doi.org/10.1080/00223980.2018.1459443>
 9. Fronzetti Colladon, A., **Grippa**, F. Gloor P., Battistoni E., La Bella A. (2018) What Makes You Popular: Beauty, Personality or Intelligence? *International Journal of Entrepreneurship and Small Business*, Vol. 35, No. 2. <http://doi.org/10.1504/IJESB.2018.094967>
 10. Gloor, P.A., Colladon, A.F., **Grippa**, F. Budner P., Eirichet J. (2018) Aristotle Said “Happiness is a State of Activity” — Predicting Mood Through Body Sensing with Smartwatches, *Journal of Systems Science and Systems Engineering*, October 2018, Volume 27, Issue 5, pp 586–612, DOI <https://doi.org/10.1007/s11518-018-5383-7>
 11. Gloor, P. A., Colladon, A. F., **Grippa**, F., & Giacomelli, G. (2017). Forecasting managerial turnover through e-mail based social network analysis. *Computers in Human Behavior*, 71, 343-352. <https://doi.org/10.1016/j.chb.2017.02.017>
 12. Gloor, P., Colladon, A. F., Giacomelli, G., Saran, T., & **Grippa**, F. (2017). The impact of virtual mirroring on customer satisfaction. *Journal of Business Research*, Vol. 75, pages 67-76. <https://doi.org/10.1016/j.jbusres.2017.02.010>
 13. Grippa, F., Provost, S.M., Gloor, P.A. and McKean, M. and Thakkar, S., (2014) Recognizing Communication Patterns in Chronic Care Innovation Networks (August 15, 2014). Available at SSRN: <https://ssrn.com/abstract=2539920> or <http://dx.doi.org/10.2139/ssrn.2539920>
 14. Bucuvalas, J., Fronzetti Colladon, A., Gloor, P., **Grippa**, F., Horton, J., Timme, E. (2014) Increasing Interactions in Healthcare Teams through Architectural Interventions and Interpersonal Communication Analysis. *Journal of Healthcare Information Management*. vol 28, no 4, pp. 58-65.URL: http://www.jhimdigital.org/jhim/fall_2014
 15. **Grippa**, F (2014) Combining different components of intellectual capital within clinical teams, *Management Control*, Franco Angeli, Vol.2, pp. 95-119. DOI: 10.3280/MACO2014-002005
 16. Zhang X, Gloor P. A., **Grippa** F. (2013) Measuring creative performance of teams through dynamic semantic social network analysis. *International Journal of Organisational Design and Engineering*, 3(2): 165–184. <https://doi.org/10.1504/IJODE.2013.057014>
 17. **Grippa** F. (2012) Nurturing communities of innovation. Evidence from the aerospace industry, *International Journal of Innovation and Technology Management*, Vol. 9, N. 4, August 2012, pp. 1-20. <http://dx.doi.org/10.1142/S0219877012500290>
 18. **Grippa**, F., Gloor, P.A., Bucuvalas, J.C. and Palazzolo, M. (2012) Supporting development efforts of clinical care teams, *International Journal of Organisational Design and Engineering*, Vol. 2, No. 2, pp.149–166. <https://doi.org/10.1504/IJODE.2012.047572>
 19. Gloor P.A., **Grippa** F., Putzke J., Lassenius C., Fuehres H., Fischbach K., Schoder D. (2012) Measuring Social Capital in Creative Teams Through Sociometric Sensors, *International Journal of Organizational Design and Engineering*, Vol. 2, No. 4, pp. 380-401. <https://doi.org/10.1504/IJODE.2012.051442>
 20. **Grippa** F. (2011) *Interdepartmental networks*, in George A. Barnett and J. Geoffrey Golson (Editors), *Encyclopaedia of Social Networks*, Sage Publications.
 21. Palazzolo M., **Grippa** F., Booth A., Rechner S., Bucuvalas J., Gloor P. (2011) Measuring Social Network Structure of Clinical Teams Caring for Patients with Complex Conditions, *Procedia - Social and Behavioral Sciences*, Vol 26, pp. 17–29 <https://doi.org/10.1016/j.sbspro.2011.10.558>
 22. **Grippa** F., De Maggio M., Corallo A., Passiante G., (2010) Discovering the Hidden Dynamics of Learning Communities, *Journal of Information Technology Case and*



Application Research, Vol. 12, N. 3, p. 34.

<http://dx.doi.org/10.1080/15228053.2010.10856188>

23. Corallo A., De Maggio M., **Grippa F.**, Passiante G., (2010) A Methodological Framework to Monitor the Performance of Virtual Learning Communities, *Human Factors and Ergonomics in Manufacturing & Service Industries*, Wiley Periodicals, Vol. 20, N. 2, pp. 135–148. DOI: 10.1002/hfm.20205
24. Gloor P.A., **Grippa F.**, Borgert A., Colletti R.B., Dellal G., Margolis P., Seid M. (2010) Towards Growing a COIN in a Medical Research Community, *Procedia - Social and Behavioral Sciences*, Vol. 26, pp.3-16. <http://dx.doi.org/10.1016/j.sbspro.2011.10.557>
25. Bisconti C., Corallo A., De Maggio M., **Grippa F.**, Totaro S. (2010) Quantum modeling of social dynamics, *International Journal of Knowledge Society Research*, Volume 1, Issue 1, pp. 1-12, <https://www.igi-global.com/chapter/quantum-modeling-social-dynamics/70093>
26. **Grippa F.**, Gloor P.A., (2009) You are who remembers you. Detecting leadership through accuracy of recall, *Social Networks*, Elsevier, Vol. 31 Issue 4, pp. 255–261, <https://doi.org/10.1016/j.socnet.2009.07.001>
27. **Grippa F.**, (2009) A social network scorecard to monitor knowledge flows across communication media, *Knowledge Management Research & Practice*, Palgrave Macmillan, Vol. 7, No. 4, pp. 317-328, <https://doi.org/10.1057/kmrp.2009.24>
28. **Grippa F.**, Secundo G., (2009) Web 2.0 Project-Based Learning in Higher Education. Some preliminary evidence, *International Journal of Web Based Communities*, Vol. 5 No. 4, pp. 543-561, <https://doi.org/10.1504/IJWBC.2009.028089>
29. Secundo G., **Grippa F.**, De Maggio M., Del Vecchio P., (2009) Design of a Web 2.0 Learning Laboratory for developing managerial competencies, *International Journal of Continuing Engineering Education and Life-Long Learning*, Vol. 19, Nos. 2/3, pp. 206 -221, <http://www.inderscience.com/offer.php?id=25028>
30. Secundo G., **Grippa F.** (2009). Designing, Managing and Assessing a Web 2.0 Learning community to enhance Inquiry based Learning, *International Journal of Web Based Communities*, Vol.6, No.2, pp. 164 – 182, <https://www.inderscienceonline.com/doi/abs/10.1504/IJWBC.2010.032233>
31. Gloor, P.A., **Grippa F.**, Kidane, Y.H., Marmier, P., Von Arb, C. (2008) Location matters – measuring the efficiency of business social networking, *International Journal of Foresight and Innovation Policy*, Vol. 4, Nos. 3/4, pp.230–245, DOI: 10.1504/IJFIP.2008.017578

Award & Grants

1. 2021-2026 PI for the EDA's University Center Project: "Reinvigorating Inclusive, Equitable Innovation and Entrepreneurship (IE²) in New England" (\$1,019,230).
2. 2021-2022 Co-PI, Northeastern University seed grant "Promoting Supplier Diversity in Higher Education-Building the Northeastern Lab for Inclusive Entrepreneurship" (\$12,000).
3. Co-PI, Northeastern University Tier 1 Project "Building Entrepreneurial Resilience" (\$50,000)
4. 2016-2017 Co-PI of the Seed Grant: "Massachusetts Opioid Crisis: Data-driven Approaches for Community Resilience Initiatives" (\$10,000)
5. Faculty Funds through Northeastern University's College of Professional Studies on project related to "Resilience through Collaborative Innovation Networks" (\$8,000K).
6. 2020. Vincitrice della *Northeastern University Fellowship* (sabbatico) per svolgere ricerca al MIT Media Lab.
7. 2020. Vincitrice di un fondo di sviluppo professionale per il programma "MIT Digital Transformation: From AI and IoT to Cloud, Blockchain, and Cybersecurity" [\$2000].
8. 2019. Vincitrice di un *Seed fund* da parte del Global Resilience Institute, Northeastern University per il progetto "Data-driven community resilience initiatives for meeting the Massachusetts opioid crisis" [\$10,000].
9. 2017. Fondo Ricerca per il progetto "Resilience through Collaborative Innovation Networks" [\$5000].
10. 2017. Fondo Ricerca per il workshop "Symposium on Entrepreneurship and Innovation in Higher Education [\$1000].
11. 2017. Fondo Ricerca per il workshop "Scientific Symposium of the Institute for Healthcare Improvement (IHI) [\$1000].
12. 2016. Fondo Ricerca per il progetto "Associations between academic performance, creativity and personality traits [\$1000].
13. 2005-2006: Borsa di studio per trascorrere 8 mesi come Visiting PhD student il