

Title: Establishing Trust and Trustworthiness in Global Businesses.

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Abstract: In this presentation, we will discuss when, how, and why the behavioral motives of trust and trustworthiness arise to support cooperation within and across businesses. We identify four building blocks of trust and trustworthiness: personal values and norms, market environment, business infrastructure, and business process design. We will elaborate on these building blocks and offer tangible insights about how to establish trusting and cooperative business relationships. To do so, we will provide a high level summary of some research results and case studies from across industries.

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Biography: [Özalp Özer](#) is George and Fonsa Brody Chair Professor of Management Science at The University of Texas at Dallas, Jindal School of Management. He spent his 2013-14 sabbatical as a Visiting Professor at MIT Sloan School of Management. Previously he was a faculty member at Columbia University and Stanford University. His areas of specialty include end-to-end management and coordination of global supply chains, strategic investment decisions, capacity and inventory planning, market timing, distribution channel management, procurement contract design, retail and pricing management. Besides scuba diving, he is passionate about working with researchers and practitioners on the next new 'think' that calls for the exciting opportunity to explore, learn, define, solve, and contribute. Professor Özer is a recipient of the Wickham Skinner Early-Career Research Accomplishment Award from POM Society, the Hellman faculty fellowship, the Morgenthaler II faculty fellowship, and the Eugene Grant Teaching Award at Stanford by vote of students in 2003 and 2004 and teaching awards at Columbia in 2009 and at MIT in 2014. PoetsandQuants.com recently announced him to be named as a Favorite Professor by Top Executive MBA program students. Professor Özer is also an editor of The Oxford Handbook of Pricing Management published by OUP in 2012. His articles have appeared in journals such as *Management Science*, and *Operations Research*. He is currently serving as an associate editor for *Management Science*, *M&SOM*, *Operations Research*, and *Production and Operations Management*. He is an active consultant to industry and has consulted companies including General Motors, Hitachi GST, Hewlett Packard, Neiman Marcus and University Hospitals. He received his Ph.D. and M.S. degrees from Columbia University.