

# Annabelle R. Roberts

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## EDUCATION

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**University of Chicago Booth School of Business**, Chicago, IL Expected 2022

*Ph.D. Candidate, Behavioral Science*

Dissertation: What are you waiting for? Factors that influence patient decisions and experiences

Dissertation Committee: Ayelet Fishbach (Chair), Emma Levine, Ann McGill, Oleg Urminsky

**Tufts University**, Medford, MA 2016

*BA, Psychology (Minor in Political Science)*

Summa Cum Laude

High Thesis Honors

## RESEARCH INTERESTS

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Consumer behavior, judgment and decision making, patience, intertemporal choice, motivation, self-disclosure, trust

## PUBLICATIONS (Abstracts in the Appendix)

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**Roberts, Annabelle R.**, Franklin Shaddy, and Ayelet Fishbach (2021), "Love is Patient: People are More Willing to Wait for Things They Like," forthcoming at the *Journal of Experimental Psychology: General*.

**Roberts, Annabelle R.**, Emma E. Levine, and Ovul Sezer (2021), "Hiding Success," *Journal of Personality and Social Psychology*, 120 (5), 1261-1286.

**Roberts, Annabelle R.** and Ayelet Fishbach (2020), "When Wanting Closure Reduces Patients' Patience," *Organizational Behavior and Human Decision Processes*, 161, 85-94.

Levine, Emma E., **Annabelle R. Roberts**, and Taya R. Cohen (2020), "Difficult Conversations: Navigating the Tension Between Honesty and Benevolence," *Current Opinion in Psychology*, 31, 38-43.

**Roberts, Annabelle R.** and Ed O'Brien (2019), "Work Well-Being," In D. S. Dunn (Ed.), *Oxford Bibliographies in Psychology*. New York: Oxford University Press.

## WORKING PAPERS

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**Roberts, Annabelle R.** and Ayelet Fishbach, "Can't Wait or Won't Wait? The Two Barriers to Patience," invited revision at *Trends in Cognitive Science*.

**Roberts, Annabelle R.**, Alex Imas, and Ayelet Fishbach, "Can't Wait to Pay: The Desire for Goal Closure Increases Impatience for Costs," in preparation for the *Journal of Consumer Research*.

**Roberts, Annabelle R.** and Ayelet Fishbach, "Impatience Over Time," in preparation for the *Journal of Marketing Research*.

**Roberts, Annabelle R.**, Emma E. Levine, and Jane Risen, “Learning to Distrust: One Untrustworthy Experience Reduces the Expected Value of Trust,” in preparation for the *Journal of Experimental Psychology: General*.

## **SELECTED WORK IN PROGRESS**

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“Disclosing Shortcomings in Morality, Sociability, and Competence,” with Justin Landy and Emma E. Levine.

“Don’t Curb Your Enthusiasm: Expressing Emotion Improves Perceptions of Self-Promotion,” with Emma E. Levine, Alixandra Barasch, and Jonathan Z. Berman.

“Feeling Patient But Acting Impatient: When People are Willing to Wait Even Though it’s Hard to Do So,” with Ayelet Fishbach.

“Hedonic Advice to the Self and Others,” with Ed O’Brien.

“Too Impatient to Revise: Impatience Decreases Time Spent Revising Work,” with Ayelet Fishbach.

## **HONORS AND AWARDS**

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J. Michael Harrison Doctoral Prize for research that contributes to theory, Booth School of Business	2021
EMBA Award for Teaching Assistance, Booth School of Business	2019-2021
Graduate Student Travel Award, Society for Personality and Social Psychology	2019
Thomas Harrison Carmichael and Emily Leonard Carmichael Scholarship Prize, Tufts University	2016
Summer Scholar, Tufts University	2015

## **CONFERENCE PRESENTATIONS**

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### **Organized Symposia**

Roberts, Annabelle R. and Evan Weingarten (2019), “Time, Discounting, and the Consumer Experience,” Symposium co-chair at the *Association for Consumer Research (ACR)*, Atlanta, GA.

Roberts, Annabelle R. and Akshina Banerjee (2018), Symposium co-chair for the *Kellogg-Booth Student Symposium (KBSS)*, Chicago, IL.

### **Talks**

Roberts, Annabelle R., Alex Imas, and Ayelet Fishbach (2021), “Can’t Wait to Lose: The Desire for Goal Closure Increases Impatience to Incur Costs,” Talk to be presented at the *Society for Judgment and Decision Making (SJDM)*, San Diego, CA.

Roberts, Annabelle R., Alex Imas, and Ayelet Fishbach (2021), “Can’t Wait to Lose: The Desire for Goal Closure Increases Impatience to Incur Costs,” Talk to be presented at the *Association for Consumer Research (ACR)*, Virtual Conference.

Roberts, Annabelle R., Alex Imas, and Ayelet Fishbach (2021), “Can’t Wait to Lose: The Desire for Goal Closure Increases Impatience to Incur Costs,” Talk presented at the *Society for Consumer Psychology (SCP)*, Virtual Conference.

Roberts, Annabelle R., Justin Landy, and Emma E. Levine (2021), “Disclosing Shortcomings in Morality, Sociability, and Competence,” Talk presented at the *Society for Consumer Psychology (SCP)*, Virtual Conference.

Roberts, Annabelle R., Emma E. Levine, Alixandra Barasch, and Jonathan Z. Berman (2021), “Don’t Curb Your Enthusiasm: Expressing Emotion Improves Perceptions of Self-Promotion,” Talk presented at the *Society of Personality and Social Psychology (SPSP)*, Virtual Conference.

Roberts, Annabelle R. and Ayelet Fishbach (2020), “When Wanting Closure Reduces Patients’ Patience,” Talk presented at the *Society for Judgment and Decision Making (SJDM)*, Virtual Conference.

Roberts, Annabelle R. and Ayelet Fishbach (2020), “When Wanting Closure Reduces Patients’ Patience,” Talk presented at the *Association for Consumer Research (ACR)*, Virtual Conference.

Roberts, Annabelle R., Franklin Shaddy, and Ayelet Fishbach (2020), “Love is Patient: People are More Willing to Wait for Things They Like,” Talk presented at the *Society for Consumer Psychology (SCP)*, Huntington Beach, CA.

Roberts, Annabelle R., Franklin Shaddy, and Ayelet Fishbach (2020), “Love is Patient: People are More Willing to Wait for Things They Like,” Talk presented at the *Association for Consumer Research (ACR)*, Atlanta, GA.

Roberts, Annabelle R., Franklin Shaddy, and Ayelet Fishbach (2020), “Love is patient: People are more willing to wait for things they like,” Talk presented at the *Society for Judgment and Decision Making (SJDM)*, Montreal, Canada.

Roberts, Annabelle R., Franklin Shaddy, and Ayelet Fishbach (2020), “Love is Patient: People are More Willing to Wait for Things They Like,” Talk presented at *Booth School of Business, Behavioral Science Brownbag Series*, Chicago, IL.

Roberts, Annabelle R., Franklin Shaddy, and Ayelet Fishbach (2020), “Love is Patient: People are More Willing to Wait for Things They Like,” Talk presented at the *Society for the Science of Motivation (SSM)*, Washington, DC.

Roberts, Annabelle R., Franklin Shaddy, and Ayelet Fishbach (2020), “Love is Patient: People are More Willing to Wait for Things They Like,” Talk presented at the *Kellogg Booth Student Symposium (KBSS)*, Chicago, IL.

Roberts, Annabelle R., Emma E. Levine, and Ovul Sezer (2019), “Hiding Success,” Talk presented at the *Society for Consumer Psychology (SCP)*, Savannah, GA.

Roberts, Annabelle R., Emma E. Levine, and Ovul Sezer (2019), “Hiding Success,” Talk presented at the *Society for Judgment and Decision Making (SJDM)*, New Orleans, LA.

Roberts, Annabelle R., Emma E. Levine, and Ovul Sezer (2019), “Hiding Success,” Talk presented at the *Booth School of Business, Behavioral Science Brownbag Series*, Chicago, IL.

## Posters

Roberts, Annabelle R., Emma E. Levine, and Ovul Sezer (2019), "Hiding Success," Poster presented at the *Society for Personality and Social Psychology*, Portland, OR.

## TEACHING EXPERIENCE

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Teaching Assistant Positions at the University of Chicago Booth School of Business

*Managing in Organizations* (BUSN 20701) with Ayelet Fishbach, Spring 2021

*Marketing Management* (BUSN 37800) with Pradeep Chintagunta, Winter 2021

*Managing in Organizations* (BUSN 38001) with Ann McGill, Spring and Autumn 2020

*Managerial Psychology* (BUSN 38815) with Ann McGill, Summer 2019 and 2020

*Strategies and Processes of Negotiation* (BUSN 38803 and 38103) with Ayelet Fishbach, Summer 2018 and 2019

## PROFESSIONAL AFFILIATIONS

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Association for Consumer Research (ACR)

Society for Consumer Psychology (SCP)

Society for Judgment and Decision Making (SJDMM)

Society for Personality and Social Psychology (SPSP)

Society for the Science of Motivation (SSM)

## WORK EXPERIENCE

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Market Metrics, Boston, MA

2016 - 2017

Market Research Analyst

## REFERENCES

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Ayelet Fishbach (Dissertation Chair)

*Jeffrey Breakenridge Keller Professor of Behavioral Science and Marketing*

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## **APPENDIX: SELECTED ABSTRACTS**

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**Roberts, Annabelle R.**, Franklin Shaddy, and Ayelet Fishbach (2021), “Love is Patient: People are More Willing to Wait for Things They Like,” forthcoming at the *Journal of Experimental Psychology: General*.

How does liking of a target affect patience? One possibility is that the more people like a target the less patient they are for it, because it is more difficult to resist the attractive smaller-sooner option to wait for the larger-later option. However, across six studies ( $N = 2,774$ ), we found evidence for the opposite effect. Specifically, an increase in liking was correlated with an increase in patience (Study 1), and when people made decisions about a target they liked more, they were more willing to wait for a better quality version of it (Studies 2 and 3) and a larger amount of it (Study 4). This is because when people like a target more, they perceive a greater difference in subjective value between its smaller-sooner and larger-later versions. Thus, the perceived difference in subjective value mediated the effect of liking on patience (Study 5). Further, consistent with this proposed mechanism, we found that liking increased both willingness to wait for a better quality version of a target and willingness to pay to receive the target sooner (Study 6). These findings suggest that patience, in part, results from believing the larger-later reward is worth waiting for. These findings also offer practical recommendations for people struggling with impatience: Individuals may benefit from reminding themselves why they like what they are waiting for.

**Roberts, Annabelle R.**, Emma E. Levine, and Ovul Sezer (2021), “Hiding Success,” *Journal of Personality and Social Psychology*, 120 (5), 1261-1286.

Self-promotion is common in everyday life. Yet, across 8 studies ( $N = 1,687$ ) examining a broad range of personal and professional successes, we find that individuals often hide their successes from others and that such hiding has relational costs. We document these effects among close relational partners, acquaintances, and within hypothetical relationships. Study 1 finds that targets feel less close to and more insulted by communicators who hide rather than share their successes. Study 2 finds that hiding success harms relationships both when the success is eventually discovered and when it is not. Studies 3 and 4 explore the mechanism underlying these relational costs: Targets infer that communicators have paternalistic motives when they hide their success, which leads them to feel insulted. Studies 5–7 explore the contextual cues that elicit inferences of paternalistic motives, such as private (vs. public) settings (Study 5), direct (vs. indirect) questions (Study 6), and close (vs. distant) relationships (Study 7). Across our studies, we also explore the emotional and impression-management consequences of hiding success. Although the relational consequences of hiding success are universally negative, the emotional and impression-management consequences are mixed. Whereas previous research highlights the negative consequences of sharing one’s accomplishments with others, we find that sharing is superior to hiding for maintaining one’s relationships. Thus, we shed new light on the consequences of paternalism and the relational costs of hiding information in everyday communication.

**Roberts, Annabelle R.** and Ayelet Fishbach (2020), “When Wanting Closure Reduces Patients’ Patience,” *Organizational Behavior and Human Decision Processes*, 161, 85-94.

What makes patients impatient? We find that people both make impatient health decisions and experience impatience when waiting for healthcare partially because they are eager to achieve psychological closure on their goals. Across five preregistered studies ( $N = 1806$ ), we first document an increased preference for a worse health device (Study 1) and more painful treatment (Study 2) when they allow for earlier goal closure, even though they would not provide remedy sooner. We next find that because the desire to achieve closure increases with proximity to a goal, the experience of impatience increases closer to the completion of a medical checkup (Studies 3–5). We discuss the implications of people’s desire to reach goal closure on the pursuit of both health habits and health care.

Levine, Emma E., **Annabelle R. Roberts**, and Taya R. Cohen (2020), “Difficult Conversations: Navigating the Tension Between Honesty and Benevolence,” *Current Opinion in Psychology*, 31, 38-43.

Difficult conversations are a necessary part of everyday life. To help children, employees, and partners learn and improve, parents, managers, and significant others are frequently tasked with the unpleasant job of delivering negative news and critical feedback. Despite the long-term benefits of these conversations, communicators often approach them with trepidation, in part, because they perceive them as involving intractable moral conflict between being honest and being kind. In this article, we review recent research on egocentrism, ethics, and communication to explain why communicators overestimate the degree to which honesty and benevolence conflict during difficult conversations, document the conversational missteps people make as a result of this erred perception, and propose more effective conversational strategies that honor the long-term compatibility of honesty and benevolence. This review sheds light on the psychology of moral tradeoffs in conversation, and provides practical advice on how to deliver unpleasant information in ways that improve recipients’ welfare.

**Roberts, Annabelle R.** and Ayelet Fishbach, “Can’t Wait or Won’t Wait? The Two Barriers to Patience,” invited revision at *Trends in Cognitive Science*.

Getting larger-later rewards in life takes both the ability and the desire to wait. Thus, impatience results from believing that waiting is either too hard or not worth it. This paper explores these two barriers to patience and offers interventions that tackle each one. We propose that feeling impatient undermines the ability to wait, while failing to value the outcome of waiting undermines the desire to wait. Therefore, making it easier to wait increases patience when people are concerned with their ability to wait, while increasing the perceived value of an outcome increases patience when people are concerned waiting might not be worth it.

**Roberts, Annabelle R.**, Alex Imas, and Ayelet Fishbach, “Can't Wait to Pay: The Desire for Goal Closure Increases Impatience for Costs,” in preparation for the *Journal of Consumer Research*.

We identify a new source of consumer impatience: a desire for earlier goal closure. To provide evidence for this, we explore the puzzling finding where consumers prefer to work and pay more sooner rather than less later. A series of studies show that this seeming violation of positive discounting is driven by the prospect of earlier goal closure. People preferred to pay more money sooner over less money later (Studies 1-2) and complete more work sooner over less work later (Studies 3-5) when it allowed them to achieve their overall goal, more than when it did not. A desire for closure mediated the effect of having an opportunity to achieve a goal on impatience. These findings suggest that the desire to achieve goal closure is an important aspect of time preferences. Taking this desire into account can explain marketplace anomalies and inform interventions to reduce impatience.

**Roberts, Annabelle R.** and Ayelet Fishbach, “Impatience Over Time,” in preparation for the *Journal of Marketing Research*.

What makes consumers feel impatient while waiting? Across five studies, consumers felt more impatient as they got closer to the end of a wait, regardless of how long they had already been waiting. Using longitudinal studies that measured impatience for real world events, we first documented an increase in impatience closer to the weekend (Study 1), closer to getting a life-saving vaccine during a pandemic (Study 2), and closer to learning the results of the presidential election (Study 3). Follow up experiments (Studies 4-5) confirmed that a desire for closure underlies the effect. After waiting the same amount of time for a package delivery, consumers reported more impatience when the delivery was closer to arriving, and the desire for goal closure mediated this increase in impatience. Further, the time course of impatience has implications for both consumers and marketers. Consumers evaluated a service as worse if it was delayed closer to its arrival than farther from it.

**Roberts, Annabelle R.**, Emma E. Levine, and Jane Risen, “Learning to Distrust: One Untrustworthy Experience Reduces the Expected Value of Trust,” in preparation for the *Journal of Experimental Psychology: General*.

How does a single trust experience influence the decision to trust a new individual? Across seven main experiments ( $N = 4,535$ ), and seven supplemental studies ( $N = 3,998$ ; combined  $N = 8,533$ ), we find that a single experience with an untrustworthy partner causes people to be less trusting of a new partner in a subsequent interaction. People learn more from a single interaction with an untrustworthy partner than a trustworthy partner, regardless of whether they initially trust or distrust that partner. We find that untrustworthy behavior, but not trustworthy behavior, from a single trust interaction influences the expected value of trust by changing both the expected probability that an individual is trustworthy as well as the emotional value of trust. We also find that this process is unique to social trust interactions. People learn from a single interaction with an untrustworthy human partner, but not an equivalent interaction with a non-human entity (i.e., an algorithm). Our findings suggest that people rely on negative past experiences to guide trust decisions with new individuals, leading people to learn to distrust others.