



University of  
**Nottingham**

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**Online Panel Event: "COVID-19 and Economics"**

**Thursday 23<sup>rd</sup> July 2020**

**7pm to 8.30pm BST**

***To register, please complete this form and make a note of the  
Zoom join details***

**Format:**

- 19.00 Todd Landman: Introduction to the University and School of Economics
- 19.10 Self-introductions: panel members
- 19.15 John Gathergood: COVID-related research
- 19.25 Q&A
- 19.35 Paul Mizen: Survey Evidence on the Business Impact of COVID-19
- 19.45 Q&A
- 19.55 Silvia Sonderegger: COVID and social norms
- 20.05 Q&A
- 20.15 General Q&A
- 20.30 Close

## Panel Members:



**Professor Todd Landman** (*Chair*), Faculty Pro-Vice-Chancellor for Social Sciences and Executive Director of the University Rights Lab.

Todd Landman is a Professor of Political Science and Pro Vice Chancellor of the Faculty of Social Sciences at the University of Nottingham in the United Kingdom. He researches, teaches, and publishes on significant problems and methods associated with development, democracy and human rights. His current focus is on measuring, analysing, and evaluating interventions to combat contemporary forms of slavery. He is Executive Director of the Rights Lab Beacon of Excellence. He has carried out a large number of international consultancies for DFID, the FCO, the European

Commission, the United Nations Development Programme, the International Institute for Democracy and Electoral Assistance, the Ministry of Foreign Affairs of the Netherlands, the Swedish International Development Agency, the Canadian International Development Agency, and Amnesty International.



**Professor John Gathergood**, Faculty Associate Pro-Vice-Chancellor for Research and Knowledge Exchange and Professor of Economics

John Gathergood is Professor of Economics and Co-Investigator of the ESRC Network for Integrated Behavioural Science. His research focuses on understanding consumer behaviour in financial markets.

He teaches courses in Financial Conduct Regulation and Household Finance at postgraduate level and to professional audiences. He has served as an expert adviser to the Bank of England, Financial Conduct Authority and the UK Treasury on topics related to

Household Finance. Much of his research involves collaboration with firms and policymakers.



**Professor Paul Mizen**, Professor of Monetary Economics

Paul Mizen has been a member of the faculty in the School of Economics at the University of Nottingham since 1992 and is currently Professor of Monetary Economics and Director of the Centre for Finance, Credit and Macroeconomics. He has previously taught at the European University Institute, Florence; Princeton University; and University of Vienna. He has a wide interest in matters related to monetary policy, central banking, financial markets, corporate investment and productivity. Professor Mizen is a consultant to the Bank of England and has been a visitor to the Bank for International Settlements, the European Central Bank, the

International Monetary Fund, the U.S. Federal Reserve, and a number of other institutions. He was the inaugural 200th Anniversary Visiting Professor at the Central Bank of Austria in 2016. He is the Chairman of the Money, Macro and Finance Research Group, a Fellow of the Royal Society of Arts, the Academy of Social Sciences and the Office for National Statistics. He is Principal Investigator on the ESRC funded Decision Maker Panel in collaboration with Bank of England and Stanford University and the Management and Expectations Survey projects in collaboration with the Bank of England, ESCoE and ONS. He has published 7 books and more than 120 articles on various aspects of economics. His work has been translated into Chinese, Japanese, Korean and Spanish.



**Professor Silvia Sonderegger, Professor of Economics**

Silvia Sonderegger obtained her PhD from the London School of Economics and Political Science and is currently a Professor of Economics at the University of Nottingham, where she is a member of the Centre for Decision Research and Experimental Economics (CeDEx) and Director of the Economics PhD programme.

Her research and teaching interests lie in microeconomics, especially applied game theory, and she has published in a number of different areas including Economic Theory, Behavioural Economics, Financial Economics and Industrial Economics. Her current research focus is on social norms and in particular the analysis and understanding of how norms develop, persist and unravel using game theoretic tools.

Although formed as a theorist, her most recent work complements theoretical analysis with field and experimental data. A recent example is her work on the normative effect of the Brexit referendum as well as her work on the role of motivated beliefs when norms are uncertain.

She has acted as a consultant for the UK government and governmental organisations on cartel detection and behavioural aspects on incentives in organizations, among others.



**Mr Richard Owen, CED, OCX Cognition**

Richard Owen is the founder and CEO of OCX Cognition, a consulting and data science company using machine learning to create breakthrough customer experience insights.

Richard has enjoyed a 30-year career centered around the use of technology to transform business operations. As an executive at Dell Computer Corporation, he oversaw the re-engineering of the companies supply chain operations, the growth of Dell's consumer business in Japan and, as VP of Online, the scaling of the world's largest electronic commerce business of the 1990s. He has led two software companies to successful exits, with AvantGo (mobile enterprise software) achieving a public listing on the Nasdaq and Satmetrix, the cloud software co-creator of NPS, sold to NICE Systems. Richard has held several board positions in both public and private companies and has served on compensation, audit and special board committees.

He is one of the best-known thought leaders in the Customer Experience industry. While CEO at Satmetrix, his team led the development of the Net Promote Score methodology with Fred Reichheld, which created the most widely used approach to measuring customer experience in the world. Together with Dr Laura Brooks he co-authored "Answering the ultimate question" which quickly became the "how to" guide for NPS practitioners.

Richard launched netpromoter.com which was supported by over 20,000 subscribers; the NPS Certification program with over 6,000 companies taking part and a conference series that ran for 10 years and 20 conferences.

An active venture investor, he most recently joined the board of Ajua, an innovative pioneer in customer data based in Nairobi, Kenya. Having lived in Japan, the UK and the USA, he is a true international business thinker and Africa is a new and exciting passion for him.

Richard holds an undergraduate degree in Mathematics and Economics from the University of Nottingham, England, and an MBA From the MIT Sloan School of Management. He lives with his wife Susan and son Alex in Scottsdale, Arizona and in London, England.