“Be reasonable, see it my way”: Dissent neglect in collaborative judgment

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Disagreement is a precious resource in judgment and decision-making. If divergent judgments are a result of different viewpoints and experiences, their errors are likely to be uncorrelated, and combining them will improve accuracy. Our work shows that individuals demonstrate dissent neglect. They systematically give greater weight to judgments that are similar to their own than to those that offer a different perspective.

We find that this phenomenon is caused by individuals’ belief that their own judgments are fundamentally more objective than those of others. We test several interventions for helping decision-makers overcome dissent neglect, including considering sources of bias in own as well as other’s judgments, and compromising on a set of joint judgments. We also address the moderating effects of expertise, long-term collaboration, and culture.