CONFEREECE
PROGRAM

Sponsors

Emerald

UQ BUSINESS SCHOOL

THE UNIVERSITY OF QUEENSLAND AUSTRALIA

MEMORIAL UNIVERSITY

FACULTY OF BUSINESS ADMINISTRATION

HANKEN
Conference Program

All conference activities (with the exception of the Lunch on Tuesday and Dinner Cruise on Tuesday) will take place at:

Aalto University
School of Economics
Runeberginkatu 14-16
Helsinki, FI-00076 Aalto, Finland
Local Conference Coordinator: Dr Aino Tenhiälä
Phone: +358 9 47001

Monday, July 2

<table>
<thead>
<tr>
<th>Time</th>
<th>Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00am – 12:00pm</td>
<td>Doctoral Consortium (by invitation only)</td>
<td>A-305</td>
</tr>
<tr>
<td></td>
<td>The Doctoral Consortium is proudly hosted by:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dr. Aino Tenhiälä and Dr. Timo Vuori</td>
<td></td>
</tr>
<tr>
<td>11:30am – 1:00pm</td>
<td>Registration</td>
<td></td>
</tr>
<tr>
<td>12:00pm – 1:00pm</td>
<td>Doctoral Consortium Lunch (by invitation only)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Restaurant Proffa at Aalto University School of Economics</td>
<td></td>
</tr>
<tr>
<td>1:00pm – 1:30pm</td>
<td>Opening Plenary Session (Session 1)</td>
<td>A-301</td>
</tr>
<tr>
<td></td>
<td>Facilitators:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Neal M. Ashkanasy, The University of Queensland</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Wilfred, J. Zerbe, Memorial University of Newfoundland</td>
<td></td>
</tr>
<tr>
<td>1:30pm – 3:00pm</td>
<td>Concurrent Sessions – Sessions 2A and 2B</td>
<td>A-304</td>
</tr>
<tr>
<td></td>
<td>Emotions in Service Performance (2A)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Facilitator: Wilfred, J. Zerbe, Memorial University of Newfoundland</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Papers:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Antecedents and consequences of impulsive buying:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Can impulsive buying be understood as dysfunctional emotion regulation?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mark Fenton-O’Creery, Adrian Furnham, Sally Dibb and Gareth Davies</td>
<td></td>
</tr>
</tbody>
</table>
The vicious cycle: The interplay between customer and employee emotions before, during, and after service transactions, and the role of emotional labor  
Xiao-Yu Liu and Yongmei Liu

Service employees’ trait authenticity and customer satisfaction  
**Best Paper**  
Dana Yagil and Hana Medler-Liraz

**Emotions in Leadership (2B)**

Facilitator: Neal Ashkanasy, The University of Queensland

Papers:

Some ethical reflections on using neuroscience in leadership research  
Dirk Lindebaum

Emotional intelligence and leadership: A model of context-sensitive leader scripts and emotional labor  
Dirk Lindebaum and Peter J. Jordan

To be one of us, you have to feel like one of us: How leaders’ expressed emotions influences followers’ perceptions of leader self-sacrifice intentions and effectiveness in a crisis situation  
Eugene Tee, Yin Ly Ng and Neil Paulsen

**3:00pm – 3:30pm**  
**Break and Poster Presentations**

During each conference break poster presentations can be viewed in the break area. Poster authors will be available to allow conference participants to discuss poster presentations and authors can be approached at other times as and when they are available.

Papers accepted to the conference were organized into sessions based on their grouping with others of a similar theme. Papers chosen as poster presentations were those that represented unique or singular topics/approaches.

**Posters:**

Nine months of emotions: A phenomenological exploration of Cypriot academics’ emotionality  
Marilena Antoniadou, and Peter John Sandiford

The role of positive emotions in the creation of positively deviant business-to-business services  
Merja Fischer
3:30pm – 5:00pm  Concurrent Sessions – Session 3A and 3B

Emotional Intelligence and Performance (3A)  A-304

Facilitator: Peter Jordan, Griffith University

Papers:

The wisdom of letting go: Emotions and performance at work
Janaki Gooty, Mark Gavin, Neal M. Ashkanasy and Jane Shumski

Ability emotional intelligence predicts suicidal ideation beyond personality, affectivity and cognitive intelligence
Jahanvash Karim, Robert Weisz and Haider Shah

A model linking emotional intelligence to deviance from normative control
Dirk Lindebaum and Marie T. Dasborough

Emotions and Innovation (3B)  A-305

Facilitator: Nicholas Clarke, The University of Southampton

Papers:

Managing envy to foster organizational innovation
Marina Biniari and Quy N. Huy

Emotion regulation and ideation
Carina Lomberg and Tobias Kollman

Innovative work behavior engagement: The role of high-activated positive moods, support for innovation and openness to experience
Hector Madrid, Kamal Birdi, Malcolm Patterson, Pedro Leiva and Edgar Kausel

5:00pm – 7:00pm  Conference Reception

Lobby of Aalto University School of Economics
Proudly sponsored by: Liikesivistysrahasto, Foundation for Economic Education
**Tuesday, July 3**

<table>
<thead>
<tr>
<th>Time</th>
<th>Concurrent Sessions – Sessions 4A and 4B</th>
<th>A-304</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00am – 10:30am</td>
<td><strong>Emotions and HRM Practices (4A)</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Facilitator: <em>Mark Fenton-O’Creevy, The Open University</em></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Papers:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Organizational consequences of supervisor-subordinate age differences: A study on the role of emotions <em>Florian Kunze and Jochen Menges</em></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Gender and person/role conflict in management: A study of gender, management position and dissonance amongst managers in a Scandinavian setting <em>Hulda Mjöll Gunnarsdóttir</em></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Affective reactions to pay system reform and their impact on employee behaviour <em>Aino Tenhiälä and Robert B. Jr. Lount</em></td>
<td></td>
</tr>
<tr>
<td>10:30am – 11:00am</td>
<td><strong>The Emotions of Identity (4B)</strong></td>
<td>A-305</td>
</tr>
<tr>
<td></td>
<td>Facilitator: <em>Marina Biniari, University of Strathclyde</em></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Papers:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Shared well-being in a work community – Exploring well-being generating relational systems <em>Frank Martela</em></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Emotional sensegiving <em>Timo Vuori and Quy Huy</em></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Understanding employee responses to corporate social responsibility: The moderating role of social axioms <em>Bettina West, Kevin Money and Carola Hillenbrand</em></td>
<td></td>
</tr>
<tr>
<td>11:00am – 12:30pm</td>
<td><strong>Emotions, engagement and entrepreneurship (5A)</strong></td>
<td>A-304</td>
</tr>
<tr>
<td></td>
<td>Facilitator: <em>Dirk Lindebaum, University of Liverpool</em></td>
<td></td>
</tr>
</tbody>
</table>
Papers:

Who am I? Entrepreneurial role identity negotiation, passion and entrepreneurial effectiveness
*Maria Kakarika, Marina Biniari and Margarita Mayo*

Fools rush back? Attributions, learning and the motivation to re-enter self-employment after firm failure
*Anna Jenkins*

Putting emotion back: Exploring its role in the process of disengagement
*Ann Parkinson and Richard McBain*

**Technology Mediated Emotional Expression (5B)**

Facilitator: *Aino Tenhiälä, Aalto University*

Papers:

“Calling again…” – Relationships between customer repeat calls, hostility and service equality
*Tali Seger and Hana Medler-Liraz*

Vocal emotional expressions: Proxies for decision making in emergency calls?
*Martin Svensson and Erik Lindström*

@ the emotional verge: When enough is enough in email conversations
*Martin Svensson and Alf Westelius*

12:30pm – 1:30pm

**Lunch**

Hanken School of Economics

1:30pm – 3:00pm

**Concurrent Sessions – Sessions 6A and 6B**

**Anger and Aggression (6A)**

Facilitator: *Deanna Geddes, Temple University*

Papers:

*Mapping the terrain of aggression within the workplace context*
*Stacey Kent, Peter Jordan and Ashlea Troth*

How angry are you? The moderation role of justice climate in individuals’ negative emotional reactions to unfairness
*Yumi Seo*
Outcomes of anger expression in the workplace: The social interaction effect
*Angela Zenteno-Hidalgo*

**Emotions and Job Performance (6B)  A-305**

Facilitator: *Roy Smollan, Auckland University of Technology*

**Papers:**

How, when, and why do discrete emotions impact performance? Perceived control, coping, and emotional intelligence
*Janaki Gooty, Mark Gavin, Neal M. Ashkanasy and Jane Shumski*

Managing grief: A key to re-entry into self-employment after firm failure
*Anna Jenkins*

The Emotional Effort Construct: Development and Cross-National Validation of the Perceived Emotional Effort Scale
*Cristina Quíñ-García, Raquel Rodríguez-Carvajal and Nicholas Clarke*

3:00pm – 3:30pm  **Break**

3:30pm – 5:30pm  **Research Incubator and Closing Plenary (Session 7)  A-301**

Moderators:
*Neal M. Ashkanasy, The University of Queensland
Wilfred, J. Zerbe, Memorial University of Newfoundland*

Discussion of participant research ideas and projects
Report outs by tables
Full group discussion
Plenary and summary

6:30pm – 9:30pm  **Conference Dinner Cruise**

Starting from Kauppatori (m/s King Royal Line)
Proudly sponsored by: Liikesisivystysrahasto,
Foundation for Economic Education

**Maps**

**Conference Location**
Aalto University
School of Economics
(Main conference venue)

Hanken School of Economics
(Lunch Venue and EGOS pre-conference activities)
Dinner Cruise

The dinner cruise will depart from Kauppatori.

Boat: m/s King Royal Line

N.B. Ensure you are on time for the dinner cruise as the boat will leave on schedule and will not wait for late comers.

Contact Details

List: n.ashkanasy@uq.edu.au
Feedback: emonet@uq.edu.au
Phone: +617 3365 8006
Fax: +617 3365 6988
http://www.emotionsnet.org/
Notes