



# CONFERENCE PROGRAM

## Sponsors



## Conference Program

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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

| <b>Time</b>             | <b>Description</b>  | <b>Location</b> |
|-------------------------|---|-----------------|
| <b>9:00am – 12:00pm</b> | <b>Doctoral Consortium (by invitation only)</b><br>The Doctoral Consortium is proudly hosted by:<br>Dr. Aino Tenhiälä and Dr. Timo Vuori  | <b>A-305</b>    |
| <b>11:30am – 1:00pm</b> | <b>Registration</b>   |                 |
| <b>12:00pm – 1:00pm</b> | <b>Doctoral Consortium Lunch (by invitation only)</b><br>Restaurant Proffa at Aalto University School of<br>Economics   |                 |
| <b>1:00pm – 1:30pm</b>  | <b>Opening Plenary Session (Session 1)</b><br><br>Facilitators:<br><i>Neal M. Ashkanasy, The University of Queensland</i><br><i>Wilfred, J. Zerbe, Memorial University of</i><br><i>Newfoundland</i>  | <b>A-301</b>    |
| <b>1:30pm – 3:00pm</b>  | <b><u>Concurrent Sessions – Sessions 2A and 2B</u></b>  |                 |
|                         | <b>Emotions in Service Performance (2A)</b><br><br>Facilitator: <i>Wilfred, J. Zerbe, Memorial University of</i><br><i>Newfoundland</i><br><br><u>Papers:</u><br><br>Antecedents and consequences of impulsive buying:<br>Can impulsive buying be understood as dysfunctional<br>emotion regulation?<br><i>Mark Fenton-O’Creivy, Adrian Furnham, Sally Dibb</i><br><i>and Gareth Davies</i> | <b>A-304</b>    |

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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)**

**A-305**

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**

**9:00am – 10:30am**      **Concurrent Sessions – Sessions 4A and 4B**      **A-304**

**Emotions and HRM Practices (4A)**

Facilitator: *Mark Fenton-O'Creevy, The Open University*

Papers:

Organizational consequences of supervisor-subordinate age differences: A study on the role of emotions  
*Florian Kunze and Jochen Menges*

Gender and person/role conflict in management: A study of gender, management position and dissonance amongst managers in a Scandinavian setting  
*Hulda Mjöll Gunnarsdóttir*

Affective reactions to pay system reform and their impact on employee behaviour  
*Aino Tenhiälä and Robert B. Jr. Lount*

**The Emotions of Identity (4B)**      **A-305**

Facilitator: *Marina Biniari, University of Strathclyde*

Papers:

Shared well-being in a work community – Exploring well-being generating relational systems  
*Frank Martela*

Emotional sensegiving  
*Timo Vuori and Quy Huy*

Understanding employee responses to corporate social responsibility: The moderating role of social axioms  
*Bettina West, Kevin Money and Carola Hillenbrand*

**10:30am – 11:00am**      **Break**

**11:00am – 12:30pm**      **Concurrent Sessions – Session 5A and 5B**      **A-304**

**Emotions, engagement and entrepreneurship (5A)**

Facilitator: *Dirk Lindebaum, University of Liverpool*

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*

**A-305**

**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**

**A-304**

**Anger and Aggression (6A)**

Facilitator: *Deanna Geddes, Templer 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 Quiñ-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: Liikesivistysrahasto,  
Foundation for Economic Education

## Maps

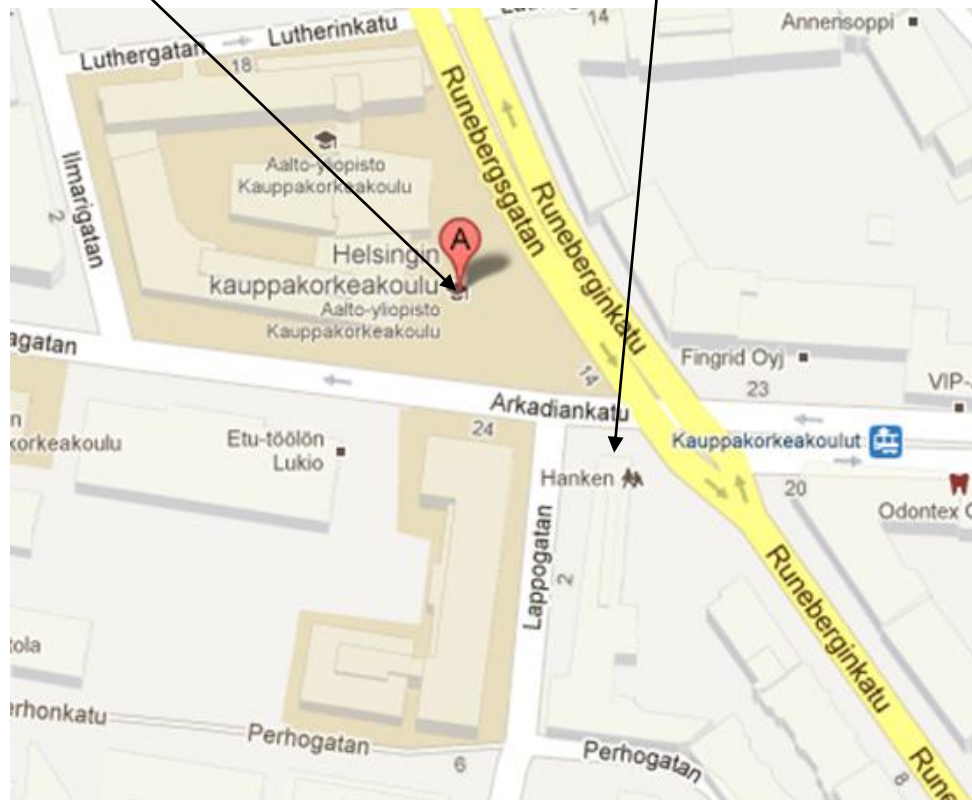
### Conference Location



**Aalto University**

School of Economics  
(Main conference venue)

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

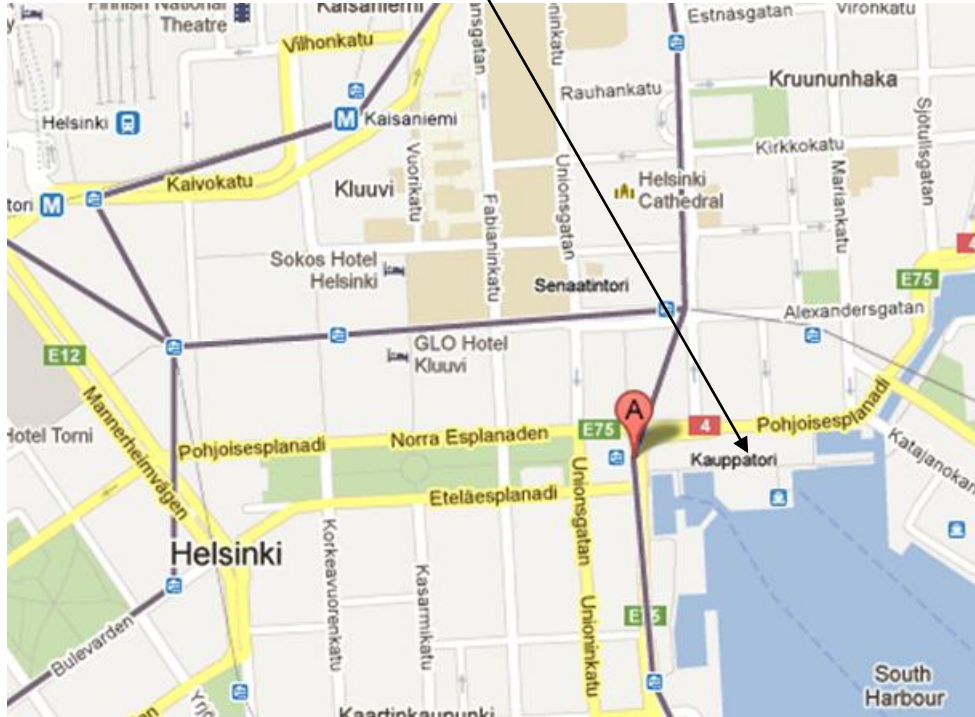




## Dinner Cruise

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

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## **Notes**