

Location

Wednesday, August 8

9:00am – 12:00pm **Doctoral Consortium (by invitation only)** A

11:30am – 1:00pm **Registration**

12:00pm – 1:00pm **Doctoral Consortium Lunch (by invitation only)**

1:00pm – 1:30pm **Opening Plenary Session (Session 1)** A

Facilitator: Neal M. Ashkanasy, Charmine Hartel, The University of Queensland, Wilfred J. Zerbe, Memorial University of Newfoundland

1:30pm – 3:00pm **Concurrent Sessions – Sessions 2A and 2B**

Track 2A :
Emotions, Stress and Burnout

A

Track 2B :
Happy, happy, happy

B

Facilitator:

Facilitator:

Papers:

Papers:

14

Two sides of the same coin: the job performance – burnout relationship
Catherine Prentice

27

Joyful Work: A Review of the Role of Positive Affect in Job Attitudes Research
Eugene Y. J. Tee and Audrey Y. L. Teh

3

Why Organizational Routines And Capabilities Eventually Burn Out
Yevgen Bogodistov and Jürgen Moormann

32

Gratitude Spiral: A Theoretical Framework of Gratitude in Workplace Relationships
Florencio Portocarrero

6

The Management of Secondary Trauma in Nonprofit Organizations
Anthony Silard and Jeffrey Brudney

9

A Valence and Arousal Examination of Affect and Creativity at Work
Hector Madrid and Malcolm Patterson

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:

22 Understanding Drivers of Coaching Relationship Quality: The Relationship between Relational Climate and Perceived Quality of Employee-Coaching Relationship
Jennifer Nash

8 Smoothing out the course of true love: The role of positive emotional climate in post-acquisition integration
Riikka Harikkala-Laihin

29 The role of angel investors' emotions in socially-situated investment opportunity evaluations
Kirsi Snellman

3:30pm – 5:00pm

Concurrent Sessions – Session 3A and 3B

Track 3A:

Symposium--Recent Advances in Research in Emotion in organizations

Chair: Neal M. Ashkanasy

Presentations:

37

The Relative Importance of Emotional Intelligence
Ronald H. Humphrey, Chao Miao, and Shanshan Qian

Students' Experiences of Faculty Incivility: The Role of Negative Emotions
Erin C. Gallagher and Marissa S. Edwards

The power of consumer emotional intelligence on odor-related decisions
Usha Pappu, Neal M. Ashkanasy, and Alastair G. Tombs

Track 3B : **Emotion and Individual Differences**

A

Facilitator:

Papers:

Can Competence And Compassion Coexist In Indian Doctors? A Study Of Emotional Intelligence From Gender Personality Perspective.

5 *Sunita Ramam Rupavataram*

Revised Emotional Intelligence Framework (EQF): An Integrative approach towards universal definition of EQ at Workplace

20 *Faryal Razzaq*

Entrained Engagement? Investigating if Work Engagement Follows a Predictable Pattern Across the Workweek and the Role of Personality in Shaping its Pattern

21 *Denisa Luta, Deborah Powell and Jeffrey Spence*

5:00pm – 7:00pm

Conference Reception

Thursday, August 9

9:00am – 10:30am

Concurrent Sessions – Sessions 4A and 4B

Track 4A :
Emotions in Interpersonal Relationships

A

Track 4B:
Consuming Feelings

B

Facilitator:

Facilitator:

Papers:

Papers:

30 Key Factors Influencing Quality Coaching Relationships
Jennifer Nash

25 Customer Gratitude and Behavioral Outcomes: Does Positive Emotions Mediate this Link?
Mahnaz Begum, Fauzia Syed and Saima Naseer

17 Can Interpersonal Conflict with Supervisor be Constructive? A Serial Mediation Model
Tasneem Fatima, Mehwish Majeed and Shazia Nauman

31 The Impacts of Emoticons on Satisfaction from Computer Mediated Service: Was the Customer Service Provider a Human?
Noy Krom, Dorit Treister, Arik Cheshin and Ella Glikson

12 Identifying with the In-Group Increases Aggressive Tendencies against the Outgroup: The Mediating Role of Schadenfreude
Raja Intan Arifah Binti Raja Reza Shah and Eugene YJ Tee

34 Emotions Sell Your Used Stuff: The Impact of Emotion in Consumer to Consumer E-Commerce
Hiba Rashed, Arik Cheshin and Ella Glikson

10:30am – 11:00am

Break

11:00am – 12:30pm

Concurrent Sessions – Session 5A and 5B

Track 5A : Emotions and Leadership

A

Track 5B :
Not so nice emotions

B

Facilitator:

Facilitator:

Papers:

Papers:

Leader Interpersonal Emotion Regulation and Innovation in Teams
Hector Madrid, Karen Niven and Cristian Vasquez

7
Personality as Moderator in the Relationship between Feeling Bored and Decision-Making Competence: A Study of Managers in the Retail Industry
Magda Du Preez, Drikus Kriek and Jeremy Albright

2

Blind at the Top? Work Stress Moderates the Role of Power for Emotion Recognition
Anna Faber and Frank Walter

36
Power and Emotion Display Rules for Anger and Pride in Organizations
Prisca Brosi and Marvin Schuth

19

Emotional Labor in Policing and Leadership Authenticity: Diary Investigation of a Traffic Police Cohort
Muhammad Ali Asadullah, Usman Abdullah, Siddiquei Ahmad and Iyad Alghoul

16
“Loneliness is Such A Sad Affair”: The Development of Workplace Loneliness
Sarah Wright and Anthony Silard

28

12:30pm – 1:30pm

Lunch

1:30pm – 3:00pm

Concurrent Sessions – Sessions 6A and 6B

Track 6A :
Leadership and identity

A

Track 6B :

Symposium--Emotion in Service: A Multi-Angle View of Customer Emotion and Emotional Labor

B

Facilitator:

Chair: Anat Rafaeli/Arik Cheshin.

Papers:

Presentations:

35 Feared or Desired Provisional Selves: Mixed Effects of Emotional Labor on Manager Well-being in Leader Identity Granting Processes
Phatcharasiri Ratcharak, Bernd Vogel and Dimitrios Spyridonidis

26 New Insights on Customer Sentiment in Web-Based Service Interactions
Daniel Altman, Galit Yom-Tov, Anat Rafaeli, Shelly Ashtar, Monika Westphal, Michael Natapov, Neta Barkay

Emotional and behavioral responses to gossip about the self
Elena Martinescu, Onne Janssen and Bernard Nijstad

13 Customers' Expectations for Emotional Labor: The Effects of Service Provider Type and Store Busyness
John Wu, Markus Groth, Daniel P. Mertens

Self-Uncertainty and Emotional Well-being Across Cultures: The Mediating Roles of Social Comparison
Hamidreza Harati, Neal Ashkanasy and Mahsa Amirzadeh

24 Emotions as Signals in 140 characters: Broadcasted quality in Twitter service encounters
Shelly Ashtar, David Spivak, Anat Rafaeli, Daniel Altman, Gilad Chen

3:00pm – 3:30pm

Break

3:30pm – 5:30pm

Research Incubator and Closing Plenary (Session 7)

Moderators:

Neal M. Ashkanasy, Charmine Hartel, 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