



The Asia-Pacific Symposium on Emotions in Worklife



MONASH University

PROGRAM

Venue: Room SG01, Menzies Building, Clayton Campus,
Monash University, Melbourne Australia

Sponsor: Social and Economic Interface Research Network (SEIRnet)
<http://www.buseco.monash.edu.au/mgt/research/seirnet/index.php>

8.30-9.00 Registration and poster set-up

9.00-9.20 Welcome and Scholarship presentations: Professor Charmine Härtel

9:20 - 10:15 Keynote Speaker: Dr. Grant Lester – Victorian institute of Forensic Mental Health, Presentation: Unreasonable Complainant Behaviour- A Psychiatric Perspective

10:15 – 10:45 Morning Tea (Viewing of Posters)

10:45 - 11:10 Presentation: 'The Emotions of Environmental Issues' Sally Russell (Scholarship winner)

11:10 - 11:30 Presentation: 'Examining the Retrospective Pre-test as a Useful Tool in Emotions Research' Jane Murray, Peter Jordan & Neal Ashkanasay

11:30 - 12:30 All Symposium Round Table Discussion: Emotions in Marketing

Chair: Dr. Tui McKeown

Discussant: Dr. Fiona Newton

1. 'Emotional Display Rules: Friend or Foe?' Pieter Van Dijk & Andrea Kirk-Brown
2. 'Emotional Intelligence as a Dyadic Antecedent in Service Provider-Customer Interaction' Wai-Hoe Mok, Yelena Tsarenko & Mark Gabbott
3. 'Emotional Intelligence as a Predictor of Work-Place Outcomes Among Customer Service providers' Nicole Hartley (Scholarship winner)
4. 'An Investigation of how Affective Events, Psychological Contracts and Service Provider Behaviour Influence Functional and Dysfunctional Consumer Behaviour', Dominique Keeffe (Scholarship winner), Rebekah Russell-Bennett & Judy Drennan
5. 'A Tri-dimensional approach to Loyalty', Rebekah Russell-Bennett & Charmine Härtel

12:30 - 1:40 Lunch (Viewing of Posters)

1:40 – 2:40 All Symposium Round Table Discussion: Emotions and Leadership

Chair: Nell Kimberley

Discussant: Professor James Sarros

1. 'Becoming Emotionally Prepared for Leadership: Courage, Counter-intuition and Connectedness' Brenda Beatty
2. 'Servant Leadership, Trust and Organisational Citizenship Behaviours' Sen Sendjaya
3. 'A Multilevel Investigation of Team Climate and Affect Influencing Interpersonal Exchange Relationships in Teams' Herman Tse
4. 'The Role of Emotional Intelligence in the Performance of Emotional Labour by Managers in Health Care' Frances Peart
5. 'Emotional Reactions to upward Bullying' Sara Branch, Sheryl Ramsay & Michelle Barker

2:40 - 3:30 Round Table Discussions of Posters

TABLE 1: Emotions and Organisational Wellbeing/Health (SG04)

Facilitator : Kaylene Ascough

1. 'Understanding and Addressing Toxicity in Organisations: A Multi-level Examination' Peter Jordan, Sandra Lawrence & Neal Ashkanasay
2. 'A Changing Perspective of Change Management' Nell Kimberley & Charmine Härtel
3. 'The Impact of Emotions and Control on Short Term Trust' Anne Christie (Scholarship winner)
4. 'Developing a Contextualised Model of Wellbeing: A research proposal' Joanne Abbey

TABLE 2: Emotions and Work related Interactions (SG05)

Facilitator: Shannon Lloyd

1. Apology and Forgiveness as Conflict and Emotions Management Strategies: A Qualitative Study' Remi Ayoko
2. 'Emotion Blends Elicited by Hurt and a Holistic Understanding on Emotion Activation Integrated Appraisal, Culture and Stereotyped Pair Gender Effects' Yan Li (scholarship winner)
3. 'Defining Team Affective Experience and its impact on Team Working' Yvette Bryant, Elisabeth Wilson-Evered & Charmine Härtel
4. 'How do Chinese negotiators' perceptions of *guanxi* impact on Sino-Australian negotiation? An Affective Events Theory Perspective' Ruby Ma, Charmine Härtel & Sharif As-Saber
5. Intra-Cultural Differences in Emotions at Work: A Study of Thai Managers and Professionals' Greg Fisher, Daungdauwn Youngsamart & and Charmine Härtel

3:30 – 4:00 Afternoon Tea

- 4:00 – 4:50** Discussion: Where does affect in work come from?
- Presentation to kick off the discussion: The Thrill of Victory: the Agony of Defeat – Cynthia D. Fisher
 - Panel to lead discussion: Professor Charmine Härtel, Professor Cynthia Fisher, Professor Neal Ashkanasy & Associate Professor Peter Jordan
- 4:50 – 5:00** Closing Comments: Professor Charmine Härtel
- 6.00pm** Dinner (optional)
Venue: Nachos Cantina, 1650 Dandenong Road, Oakleigh.