
CURRICULUM VITAE

Alicia A. Grandey, Ph.D.

CONTACT

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EDUCATION

Ph.D., May 1999; Industrial-Organizational Psychology, Colorado State University (CSU), Fort Collins, CO; Doctoral Advisor: Dr. Russell Cropanzano
M.S., May 1997; Industrial-Organizational Psychology; Colorado State University (CSU), Fort Collins, CO
B.A., June 1993; Psychology Major; French minor; University of Oregon, Eugene, OR

POSITIONS

- *Professor*, Psychology Department, Pennsylvania State University, 2014-present
- *I-O Psychology Area Coordinator*, Pennsylvania State University, 2006-2013; 2014-present
- *Affiliate Faculty*, Labor & Employment Relations, Pennsylvania State University, 2011-present
- *Associate Professor*, Psychology Department, Pennsylvania State University, 2005-2014
- *Assistant Professor*, Psychology Department, Pennsylvania State University, 1999-2005
- *Teaching Fellow*, Psychology Department, Colorado State University, 1998-1999

HONORS/AWARDS

Research/Scholarship

- Highly Commended Paper (2015); *J. of Business and Psychology* Editorial Board
- SIOP Fellow (2013); Society of Industrial-Organizational Psychology (Div 14, APA)
- Best Paper with Practical Implications (2011); OB Division of Academy of Management
- Highly Commended Paper (2010); *J. of Service Management* Editorial board
- Best Paper Award (2007); *J. of Occupational Psychology* Editorial board
- Roy C. Buck Research Award (2004); Liberal Arts College; Penn State University
- Seligman Award for Achievement in Applied Research (1998); Colorado State University
- Outstanding I/O Psychology Graduate Student Award (1997); Colorado State University

Teaching/Advising

- Milton S. Eisenhower Award for Distinguished Teaching (2013); University-wide Award
- Graduation Faculty Marshal for Liberal Arts (2013); PSU
- Psi Chi Faculty Adviser Research Award (2007); National Psi Chi Honors Society
- Atherton Award for Excellence in Teaching finalist (2005); Penn State University

RESEARCH INTERESTS

Emotions and stress at work: emotional labor, burnout, emotion regulation, authenticity and identity; customer service; work-family conflict and policies; diversity

PUBLICATIONS

- Chi, N-W, & **Grandey**, A., (in press). Emotional labor predicts service performance depending on activation and inhibition regulatory fit. *Journal of Management*.
- Lee, S., Davis, K. D., Neuendorf, C., **Grandey**, A., Lam, C. B. & Almeida, D. M. (2016 online). Individual and organizational work-to-family spillover are uniquely associated with hotel managers' work exhaustion and satisfaction. *Frontiers in Psychology: Organizational Psychology*.
- Howard*, M., Farr, J., **Grandey**, A., Gutworth*, M. (2016 online). The Creation of the Workplace Social Courage Scale (WSCS): An Investigation of Internal Consistency, Psychometric Properties, Validity, and Utility. *Journal of Business and Psychology*. DOI: 10.1007/s10869-016-9463-8.
- Grandey**, A., Rupp, D., Brice, W. (2016). Emotional Labor Threatens Decent Work: A Proposal to Eradicate Emotional Display Rules. *Journal of Organizational Behavior*, 36(6), 770–785.
- Huang, J., Chiarburu, D., Zhang, X., Li, N., **Grandey** A. (2015). Rising to the challenge: Deep acting is more impactful when tasks are appraised as challenging. *Journal of Applied Psychology*, 100(5), 1381-1397.
- Krannitz*, M., **Grandey**, A., Liu, S., & Almeida, D. (2015). Workplace Surface Acting and Marital Partner Discontent: Anxiety and Exhaustion Spillover Mechanisms, *Journal of Occupational Health Psychology*, 20 (3), 314-325. <http://psycnet.apa.org/journals/ocp/20/3/314/>
- Grandey**, A. A., Krannitz*, M. A., & Slezak, T. (2015). On the Front Lines: Stakeholder Threat Cues Determine How Identified Employees Cope With Scandal. *Journal of Occupational Health Psychology*. 20(3), 388-403. <http://psycnet.apa.org/journals/ocp/20/3/388/>
- Grandey**, A. (2015). Smiling For A Wage: What Emotional Labor Teaches Us about Emotion Regulation. *Psychological Inquiry*, 26, 54–60.
- Grandey**, A., & Gabriel, A. (2015). Emotional labor at a crossroads: Where do we go from here? *Annual Review of Organizational Psychology and Organizational Behavior*, 2, p. 323-349 <http://arjournals.annualreviews.org/eprint/ApbniEwPwpf54THqqa3P/full/10.1146/annurev-orgpsych-032414-111400>
- Gabriel[†], A., Acosta (Diamond*), J., & **Grandey**, A. (2015). The value of a smile: Does emotional performance matter more in familiar or unfamiliar exchanges? *Journal of Business and Psychology*, 30, 37-50. *Editorial Board Commendation 2015*.
- Maneotis*, S. M., **Grandey**, A., & Krauss, A. D. (2014). Understanding the “Why” as Well as the “How”: Service Performance is a Function of Prosocial Motives and Emotional Labor. *Human Performance*, 27, 1-18.
- Houston*, L., & **Grandey**, A. (2013). What we don't know can hurt us: A call for stereotype-congruent impression management tactics. *Industrial and Organizational Psychology: Perspectives on Science and Practice*, 6(4), 433-437.

- Grandey, A., Chi, N-W, Diamond*, J.** (2013). Show me the money! Do financial rewards enhance or undermine satisfaction from performing emotional labor? *Personnel Psychology*, 66(3), 569-612.
- Grandey, A., Krannitz*, M., Slezak†, T.** (2013). We are...More than Football: Three Stories of Identity Threat by Penn State Insiders. *Industrial and Organizational Psychology: Perspectives on Science and Practice*, 6 (2), 134-139.
- Groth, M. & **Grandey, A.** (2012). From bad to worse: Negative exchange spirals in employee–customer service interactions. *Organizational Psychology Review*, 2(3), 208 - 233
- Tsai, W., Chi, N., **Grandey, A.** & Fung, S. (2012). Positive group affective tone and team creativity: negative group affective tone and team trust as boundary conditions. *Journal of Organizational Behavior*. 33, 638-656.
- Grandey, A., Goldberg*, L., & Pugh, S.D.** (2012). Why and when do stores with satisfied employees have satisfied customers? The roles of service responsiveness and store busyness. *Journal of Service Research*, 14(4), 397-409.
- Grandey, A., Foo*, SC. Groth, M., & Goodwin, R.** (2012). Free to be you and me: A climate of authenticity alleviates burnout from emotional labor. *Journal of Occupational Health Psychology*, 17(1), 1-14.
- Chi, N., **Grandey, A., Diamond*, J.A., & Krimmel†, K.R.** (2011). Want a tip? Service performance as a function of emotion regulation and extroversion. *Journal of Applied Psychology*, 96(6), 1337-1346.
- Diefendorff, J., Erickson, R., **Grandey, A., & Dahling, J.** (2011). Work unit norms for emotional display rules: A multilevel analysis of emotional labor among nurses. *Journal of Occupational Health Psychology*, 16(2), 170-186.
- Grandey, A., Rafaeli, A., Ravid, S., Wirtz, J., Steiner, D.** (2010). Emotion display rules at work in the global service economy: The special case of the customer. *Journal of Service Management*, 21(3), p. 388-412. [**“Highly Commended Article”**]
- Allen, J., Pugh, D. **Grandey, A., & Groth, M.** (2010). Following display rules in good or bad faith?: Customer orientation as a moderator of the display rule-emotional labor relationship. *Human Performance*, 23(2), 101-115.
- Ravid, S., Rafaeli, A., & **Grandey, A.** (2010). Expressions of anger in Israeli workplaces: The special place of customer interactions. *Human Resource Management Review*, 20(3), 173-260.
- Grandey, A., & Diamond*, J.** (2010). Interactions with the public: Bridging job design and emotional labor perspectives. *Journal of Organizational Behavior*, 31, 338–350.
- Kern*, J., & **Grandey, A.** (2009). Workplace Incivility and Exhaustion: The Role of Racial Identity of Service Workers. *Journal of Occupational Health Psychology*, 14(1), 46-57.

- Grandey, A., Cordeiro*, B., & Judd, M. (2007).** Work-Family Supportiveness Perceptions: Important for the Well-being of Male Blue-Collar Hourly Workers? *Journal of Vocational Behavior, 71* (3), 460-478
- Goldberg*, L., & **Grandey, A. (2007).** Display rules versus display autonomy: Emotion regulation, emotional exhaustion, and task performance in a call center simulation. *Journal of Occupational Health Psychology, 12*(3), 301-318.
- Grandey, A., Kern*, J., & Frone, M. (2007).** Verbal Abuse from outsiders versus insiders: Comparing frequency, impact on emotional exhaustion, and the role of emotional labor. *Journal of Occupational Health Psychology, 12*(1), 63-79. [**Best Paper Award**]
- Barger†, P. & **Grandey, A. (2006).** "Service with a smile" and encounter satisfaction: Emotional contagion and appraisal mechanisms. *Academy of Management Journal, 49*(6), 1229-1238. [cited in *Harvard Business Review*, May 2007]
- Grandey, A., Cordeiro*, B., & Crouter, A. (2005).** A longitudinal and multi-source test of the work-family conflict and job satisfaction relationship. *Journal of Occupational and Organizational Psychology, 78*(5), 305-323.
- Grandey, A., Fisk*, G., Mattila, A., Jansen, K. J., & Sideman*, L. (2005).** Is service with a smile enough? Authenticity of positive displays during service encounters. *Organizational Behavior & Human Decision Processes, 96*(1), 38-55.
- Grandey, A., Fisk*, G., Steiner, D. (2005).** Must "service with a smile" be stressful? The moderating role of personal control for U.S. and French employees. *Journal of Applied Psychology, 90*, 893-914.
- Grandey, A., Dickter, D., & Sin*, H.-P. (2004).** The customer is *not* always right: Customer verbal aggression toward service employees. *Journal of Organizational Behavior, 25*(3), 397-418. [Abstracted in *Academy of Management Executive, 18*, 158-160 by S. D. Sidle].
- Grandey, A. (2003).** When 'the show must go on': Surface and deep acting as determinants of emotional exhaustion and peer-rated service delivery. *Academy of Management Journal, 46* (1), 86-96.
- Mattila, A., **Grandey, A., & Fisk*, G. (2003).** The interplay of gender and affective tone on service encounter satisfaction. *Journal of Service Research, 6* (2), 136-143.
- Hammer, L., Bauer, T., & **Grandey, A. (2003).** Outcomes of work-family conflict among dual-earner couples: Individual-level and crossover effects on satisfaction and withdrawal behaviors at work. *Journal of Business and Psychology, 3*, 419-436.
- Arnett, P.A., Higginson, C.I., Voss, W.D., Randolph, J., & **Grandey, A. (2003).** Relationship between coping, depression, and cognitive dysfunction in multiple sclerosis. *The Clinical Neuropsychologist, 16*, 341-355.

Grandey, A., Tam*, A. & Brauburger*, A. (2002). Affective states and traits of young workers: A diary study. *Motivation and Emotion (Special Issue)*, 26(1), 31-55.

Brotheridge, C., & **Grandey, A. (2002).** Emotional labor and burnout: Comparing two perspectives on 'people work'. *Journal of Vocational Behavior*, 60, 17-39.

Grandey, A. (2000). Emotion regulation in the workplace: A new way to conceptualize emotional labor. *Journal of Occupational Health Psychology*, 5(1), 95-110.

Howes, J., Cropanzano, R., **Grandey, A.**, & Mohler, C. (2000). Who is supporting whom?: Quality team effectiveness and perceived organizational support. *Journal of Quality Management*, 5, 207-223.

Grandey, A., & Cropanzano, R. (1999). The conservation of resources model and work-family conflict and strain. *Journal of Vocational Behavior*, 54, 350-370.

Cropanzano, R., Howes, J., **Grandey, A.**, & Toth, P. (1997). The relationship of organizational politics and support to work behaviors, attitudes, and stress. *Journal of Organizational Behavior*, 18, 159-180.

BOOKS

Grandey, A., Diefendorff, J.A., & Rupp, D. (2013). *Emotional Labor in the 21st Century: Diverse Perspectives on Emotion Regulation at Work* (Editors). Psychology Press/Routledge: New York, New York.

BOOK CHAPTERS

Grandey, A., & Krannitz*, M. (forthcoming) Emotion Regulation at Work and at Home. *Oxford Handbook of Work and Family* (Tammy D. Allen & Lillian T. Eby, Editors).

Grandey, A., Diefendorff, J., Rupp, D. (2013). Bringing emotional labor into focus: A review and integration of three research lenses. In A. Grandey, J. Diefendorff, & D. Rupp (Eds.) *Emotional Labor in the 21st Century: Diverse Perspectives on Emotion Regulation at Work* (pp. 3-27). Psychology Press/Routledge: New York, New York.

Grandey, A., Grabarek*, P., & Teague*, S. (2012). Negative relational exchanges of customers and employees. In *Relationships at Work: Frontiers in IO Psychology Series* (T. Allen & L. Eby, Eds.), San Francisco, CA: Jossey-Bass.

Grandey, A. (2008). Emotions at work: A review and research agenda. In C. Cooper & J. Barling (Eds.), *The SAGE Handbook of Organizational Behavior* (Vol. 1, pp. 234-261). Thousand Oaks, CA: Sage.

Rupp, D., McCance, S., & **Grandey, A. (2007).** A cognitive-emotional theory of customer injustice and emotional labor: Implications for customer service, fairness theory, and the multifoci perspective. In D. DeCremer (Ed.), *Advances in the psychology of justice and affect* (pp. 205-232). Charlotte, NC IAP.

- Grandey, A., & Fisk*, G.** (2005). Display rules in service jobs: What's fairness got to do with it? In P. Perrewe & D. Ganster (Eds.), *Research in Occupational Stress and Well Being* (Vol. 4, pp. 269-297): Elsevier Ltd.
- Grandey, A., & Brauburger*, A.** (2002). The Emotion regulation behind the customer service Smile (pp. 260-294). In R. Lord, R. Klimoski, & R. Kanfer (Eds.), *Emotions in the Workplace: Understanding the Structure and Role of Emotions in Organizational Behavior*. San Francisco, CA: Jossey-Bass.
- Grandey, A.** (2001). Family friendly policies: Organizational justice perceptions and need-based allocations. In R. Cropanzano (Ed.), *Justice in the Workplace: From Theory to Practice*, vol. 2 (pp. 145-174). Mahwah, NJ: Erlbaum.
- Cropanzano, R., Weiss, H.M., Suckow, K., **Grandey, A.** (2000). Doing justice to workplace emotion. In N. Ashkanasy, Härtel, C., & Zerbe, W. (Eds.), *Emotions in the Workplace: Research, Theory, and Practice*. Westport, CT: Quorum Books.
- Cropanzano, R., & **Grandey, A.** (1998). If politics is a game, then what are the rules? Three suggestions for ethical managers. In M. Schminke (Ed.), *Managerial ethics: Moral management of people and processes* (pp.133-152). Mahwah, NJ: Erlbaum.

GRANT ACTIVITY

- National Science Foundation (NSF) Workshop:** (January 2016): *Work Climate in Organizations*. PI; from Science of Organizations SES Division (SoO Program; #1625073); Awarded \$45,407.
- National Science Foundation (NSF) Graduate Fellowship** (December 2015) Supervisor for first-year student Gordon Sayre's application for fellowship. *Very good scores, Not funded.*
- Air Force Office of Scientific Research** (2014): *Hostile Attribution Bias as a Dispositional Precursor of Mistrust and Suspicion*. Co-PI (James Lebreton, PI); Funding Opportunity Number: BAA-AFOSR-2014-0001. *Not funded.*
- National Science Foundation (NSF) Award** (2012): *From Pride to Shame: Organizational identification and self-presentation during scandal*. Principal Investigator on RAPID submission SBE division (#42155628G; Social Psychology program), Awarded \$41,500.
- National Psi Chi Honors Society Faculty Advisor Research Award** (2008-2009). PI: *Show Me the Money! The Impact of Financial Rewards for Emotional Labor*. \$1,979.74.
- Social Science Research Institute (SSRI) at Penn State University** (Fall 2005). *Employee Perceptions of Supervisor-Subordinate relationships and Usage of Organizational Policies: An examination of FMLA leave and employee well-being*. Co-PI with Judd Michael (PI) and Bryanne Cordeiro*.
- Penn State Liberal Arts Research and Graduate Studies Opportunities (RGSO):**
 PI for *Emotion Regulation and Service Work* (2004-2005). \$4,500.
 PI for *Is Customer Service on Target?* (2003-2004) \$700.

Note: * PSU graduate student, † PSU undergraduate student

Sloan Foundation. Researcher on *Faculty and Families Project*, Phase II. Funded 20 hours of psychology graduate student assistantships (Spring 2000). PI: Bob Drago, Labor and Industrial Relations Department.

Grant Consultant

The Heart of Health Care: Advancing emotional well-being, engagement and performance in hospitals. PI: Markus Groth of University of New South Wales. Funded by the Australian Research Council (2009-2011).

Managing Emotions at Work. National Institute of Health (NIH) start up grant, PI: Vicky Gellatt of Oregon Center for Applied Science (ORCAS) (2008).

Emotional Labor and Burnout as Explanations for the Nursing Shortage. PI: Rebecca Erickson, associate professor at University of Akron (2003- 2004).

Project Heart - CDC NORA grant. PI: Sheila Fitzgerald, Ph.D., Johns Hopkins Medical Center, Center for Public Health and Hygiene (2000).

TECHNICAL REPORTS

Grandey, A. (2013). *Reactions to Authentic Conversations Workshops*; for Wayne Smutz, Director of Academic Outreach, Penn State University, University Park, PA.

Grandey, A. & Slezak[†], T. (2012). *Development Officers' Reaction to Sandusky Scandal*; for Dave Lieb, Director of Development, Penn State University, University Park, PA.

Grandey, A., Grant, A., Maneotis*, S. (2010). *Research Report on Motivation and Stress*; for PSU Development Office; University Park, PA.

Barger*, T., & **Grandey, A.** (2005). *Service Delivery and Customer Satisfaction*; based on observations of eight food service restaurants. State College, PA.

Grandey, A. & Dickter, D. (2003). *Report on Work Stress and Attitudes of Call Center Employees*; for AT&T, El Paso, Texas.

INVITED PRESENTATIONS AT PROFESSIONAL CONFERENCES

American Psychological Society (APS) Cross-Cutting Theme Talks “Regulating the Self, Regulating the Mind” (May, 2013). *Emotional Labor: Regulating the Self and Others for a Wage.* Washington D.C.

American Psychological Society (APS) Cross-Cutting Theme Talks on Emotions (May 2009). *Emotional labor in the 21st century: What do we know and where should we go?* San Francisco, CA.

U.S. Department of Energy - National Energy Technology Laboratory – (June, 2004). *Do Family Friendly Programs Work?* Presenter and facilitator at the Human Resources & EEO/Diversity Symposium. Pittsburgh, PA.

Wharton Business School's Call Center Forum - Financial Institutions Center (May, 2004). *Effectiveness of Emotion Regulation Strategies with Difficult Callers: A field study and lab simulation*. Philadelphia, PA.

Educational Testing Services/HumRRO/Army Research Institute (November, 2003). *Emotional labor: A psychological perspective on managing emotions for a wage*. Conference on "Emotional Intelligence: Knowns and Unknowns." Princeton, NJ.

Industrial/Organizational – Organizational Behavior Graduate Student (IOOB) Conference (2001). *Work-family conflict: Current Directions in Research and Applications*, Penn State University, University Park, PA.

INVITED PRESENTATIONS AT ACADEMIC PROGRAMS

University of Akron (Psych) (September, 2016). *Regulating at work, but not at home?: Why and when emotional labor is linked to marital conflict and alcohol*. Akron, OH.

George Washington University (OB) (October, 2014). *Emotional labor and identity threat: Three new studies*. Washington DC.

Portland State University (Psychology) (May, 2014). *Emotional labor and identity threat: A review and new directions*, Portland, OR.

National Chengchi University-Taiwan (HR/OB) (February, 2014). Facilitator for emotions research group presentations (Organizer: Wei-Chi Tsai).

Singapore Management University (HR/OB). (February, 2014). *Emotional Labor at a Crossroads: Where have we been and where do we go?*

Wilfred Laurier University/University of Waterloo (Psychology/OB) (October, 2013). *The Shame of Scandal: Do Front-line workers affirm or dissociate from threatened organizational identity*

University of Toronto (OB/HR Program)(October, 2013). *The Shame of Scandal: Do Front-line workers affirm or dissociate from threatened organizational identity?*

Virginia Commonwealth University (Management Program) (October, 2013). *The Shame of Scandal: Do Front-line workers affirm or dissociate from threatened organizational identity?*

Wharton Business School (Management Program) at University of Pennsylvania (September, 2013). *The Shame of Scandal: Do Front-line workers affirm or dissociate from threatened organizational identity?*

Fox Business School (HR/OB) at Temple University (September, 2013). *The Shame of Scandal: Do Front-line workers affirm or dissociate from threatened organizational identity?*

Interdisciplinary Collaboration in Organizational Science (ICOS) at University of Michigan; (February, 2013). *Emotional Labor and Identity Threat: Penn State Employees Coping with Scandal*. Ann Arbor, MI.

International Summer School in Affective Sciences (ISSAS) (August 2010). *Emotional Labor: Emotion Regulation for a Wage*. Geneva, Switzerland.

University of Minnesota – Department of Psychology (March 2008). *Show me the money! Financial rewards and emotional labor*. Minneapolis, MN.

University of North Carolina-Charlotte – Departments of Management and Organizational Science. (March, 2007). *Rewards, Power, and Other ‘Necessary’ Conditions of Emotional Labor*. Charlotte, NC.

University of Akron – Department of Psychology (March 2007). *Show me the money! Testing Basic Assumptions of Emotional Labor Research*. Akron, OH.

Portland State University – Department of Psychology (October, 2006). *Emotional labor as a job stressor*. Portland, OR.

Bowling Green State University – Departments of Marketing and I-O Psychology (February, 2005). *Customer Reactions to Affective Displays in Service Encounters*. Bowling Green, OH.

Johns Hopkins Medical Center (2001). *Emotional Labor and Emotion Coping at Work* presented at a colloquium of occupational nurses with the Center for Public Health and Hygiene.

PEER-REVIEWED CONFERENCE PRESENTATIONS

Grandey, A., (April, 2016). I/O Hot Topics Debate - Dual or Duel?: *The Dark Side of Emotional Labor*. IGNITE Session at the annual meeting of the Society of Industrial and Organizational Psychology. Anaheim, CA.

Grandey, A., Frone, M., Melloy*, R., & Sayre*, G. (April, 2016). *Faking and Drinking: Emotional Labor and Dysregulated Alcohol Consumption*. Symposium at the annual meeting of the Society of Industrial and Organizational Psychology. Anaheim, CA.

Krannitz*, M., & Grandey, A., (April, 2016). *Fueling the Fire: Applying Self-Expansion Theory to Work Passion*. Symposium at the annual meeting of the Society of Industrial and Organizational Psychology. Anaheim, CA.

Baratta, P., Côté, S., & **Grandey, A.** (August, 2015). *When overconfidence in empathic accuracy helps and when it hurts*. Symposium presentation at the annual meeting of the Academy of Management, Vancouver, BC.

Houston*, L., **Grandey, A.** & Sawyer, K. (April, 2015). *Racial Differences in Customer Service Expectations Explain Reactions to Inauthenticity*. Poster presentation at the annual meeting of the Society of Industrial and Organizational Psychology. Philadelphia, PA.

Maneotis*, S.M., & **Grandey, A.** (April, 2015). *Customers Aren't all bad: Exploring Customer Citizenship Towards Service Employees*. Symposium at the annual meeting of the Society of Industrial and Organizational Psychology. Philadelphia, PA.

Krannitz*, M.A., **Grandey, A.A.**, Liu, S., & Almeida, D. (April, 2015). *Emotional Labor Predicts*

Note: * PSU graduate student, † PSU undergraduate student

Partner Distress: Tension and Exhaustion Mechanisms. Symposium at the annual meeting of the Society of Industrial and Organizational Psychology. Philadelphia, PA.

- Grandey, A.** (Aug, 2014) *Bursting with pride: Emotion regulation for a discrete positive emotion.* Symposium presentation at the annual meeting of the Academy of Management. Philadelphia, PA.
- Grandey, A., & Gabriel, A.** (co-chairs) (May, 2014). *The Future of Emotional Labor: Reasons for Optimism and Concern.* Panel Discussion at the annual meeting of the Society of Industrial and Organizational Psychology. Honolulu, HI.
- Gutworth*, M., & **Grandey, A.** (May 2014). *Fight or Flight? Members' Responses to Organizational Identity Threat.* Paper presented at symposium at Society of Industrial-Organizational Psychologists, Honolulu, HI.
- Krannitz*, M., & Grandey, A., (May 2014). *Avoiding Threat, Approaching Opportunity: Scandal Appraisals, CSE, and Burnout.* Paper presented at symposium at Society of Industrial-Organizational Psychologists, Honolulu, HI.
- Houston*, L., & **Grandey, A.** (May 2014). *Black Customers' Sensitivity versus Adaptivity to White Service Providers' Inauthenticity.* Paper presented at symposium at Society of Industrial-Organizational Psychologists, Honolulu, HI.
- Fitzgerald*, D., & **Grandey, A.,** (May,2014). *Managed Heart vs. Mind: When Are Financial Rewards More Controlling?* Paper presented at symposium at Society of Industrial-Organizational Psychologists, Honolulu, HI.
- Kuyucumu*, D., & **Grandey, A.** (May 2014). *Does Psychological Safety Buffer or Exacerbate Machiavellian Undermining?* Poster presented at Society of Industrial-Organizational Psychologists, Honolulu, HI.
- Gutworth*, M., **Grandey, A.,** & Dahling, J. (May, 2013). *Run or Repair? Regulating Identity Threat from Organizational Scandal.* Poster presentation at the 25th APS Annual Convention, Washington, D.C., US
- Grandey, A., & Krannitz*, M.** (May, 2013). *From Pride to Shame: Organizational Identification and Burnout During Scandal.* Poster presentation at the 25th APS Annual Convention, Washington, D.C., US
- Grandey, A. & Slezak[†], T.** (April, 2013). *When Pride Becomes Shame: Organizational Identification and Self-Regulation During Scandal.* Symposium presentation at the annual meeting of the Society of Industrial and Organizational Psychology, Houston, TX.
- Grandey, A., & Houston*, L.** (April, 2013). *Keepin' It Real: Race and Performance Ratings of Positive Displays.* Symposium presentation at the annual meeting of the Society of Industrial and Organizational Psychology, Houston, TX.

- Nolan[†], M., Fitzgerald*, D. & **Grandey**, A. (August, 2012). *How to “Manage the Heart”:* *Management’s Priorities and Practices for Emotional Labor*. Paper presented at a symposium at the annual meeting of Academy of Management conference, Boston, MA.
- Maneotis*, S., Houston*, L., & **Grandey**, A. (August, 2012). *Socialized inauthenticity: Do workgroup norms predict who will “fake it” with customers?* Paper presented at the annual meeting of Academy of Management conference, Boston, MA.
- Grabarek*, P., **Grandey**, A., Barger, P., Krauss, A. (April, 2012). *Personality Typologies as a Predictor of Effective Interpersonal Performance*. Paper presented at a symposium at the annual meeting of the Society of Industrial-Organizational Psychologists, San Diego, CA.
- Grandey**, A., Goldberg*, L., Pugh, S.D. (August 2011). *Employee Satisfaction, Responsiveness, and Customer Satisfaction: Linkages and Boundary Conditions*. Paper Session at the annual meeting of Academy of Management conference, San Antonio, TX. [**Best Paper with Practical Implications by OB division of AOM**].
- Maneotis*, S., **Grandey**, A., Grabarek, P., Krauss, A. (April, 2011). *Work motives and emotional labor: Not just for a wage*. Paper presented at a symposium for the 25th annual meeting of the Society of Industrial and Organizational Psychology, Chicago, IL.
- Grandey**, A., Foo*, S.C., Groth, M., Goodwin, R. (April, 2011). *Free to Be: Recovering from Emotional Labor with Authenticity Climate*. Symposium presentation for 24th annual meeting of the Society of Industrial and Organizational Psychology
- Diamond*, J., **Grandey**, A., & Gabriel[†], A. (April 2010). *Positive Displays in Service Encounters versus Relationships*. Symposium presentation for 24th annual meeting of the Society of Industrial and Organizational Psychology. Atlanta, GA.
- Grabarek*, P. & **Grandey**, A. (April, 2010). *Understanding smile school: Emotional labor training occurrence and consequences*. Symposium presentation for 24th annual meeting of the Society of Industrial and Organizational Psychology. Atlanta, GA.
- Pugh, D., **Grandey**, A., & Allen, J. (August 2009). *Dirty Work as a Positive Identity: How Emotion Regulation Improves Attitudes and Performance*. Symposium presentation for the annual conference of the Academy of Management. Chicago, IL.
- Grandey**, A., Diefendorff, J., Grabarek*, P., and Diamond*, J. (April, 2009). *Emotional Displays as Requirement: Differences across Targets and Performance Effects*. Symposium presentation for the 23rd annual meeting of the Society of Industrial and Organizational Psychology. New Orleans, LA.
- Gabriel[†], A. & **Grandey**, A. (April, 2009). *Waiting for Service: Can Fast and Friendly Service Improve Reactions?* Poster for the 23rd annual meeting of the Society of Industrial and Organizational Psychology. New Orleans, LA.
- Foo*, S., **Grandey**, A., Harrison, D. (April, 2009). *Walking Mood Inductors: Group Influences on Affective Linkages within Teams*. Poster for the 23rd annual meeting of the Society of Industrial and Organizational Psychology. New Orleans, LA.

- Diamond, J.* & **Grandey, A.** (April, 2009). *Financial Rewards for Following Display Rules: Coercive or Compensating?* Symposium presentation for the 23rd annual meeting of the Society of Industrial and Organizational Psychology. New Orleans, LA.
- Grandey, A.**, Diamond, J.* & Kern, J.*: *Perceiving Customers as Kings: The Role of Customer Power in Emotional Labor.* Paper presented at symposium for the 22nd annual meeting of the Society of Industrial and Organizational Psychology. San Francisco, CA.
- Diefendorff, J., **Grandey, A.**, Erickson, R., & Dahling, J. (April, 2008). *Work Unit Norms for Emotional Display Rules: A Multilevel Analysis of Emotional Labor among Nurses.* Paper presented at symposium for the 22nd annual meeting of the Society of Industrial and Organizational Psychology. San Francisco, CA.
- Grandey, A.** (August, 2007). *Show me the money! Integrating financial rewards into the study of emotional labor.* Paper presented at symposium for the annual Academy of Management Conference. Philadelphia, PA.
- Diamond*, J., & **Grandey, A.** (April, 2007). *Should Customers Evaluate Me?: Service provider reactions to the use of customer evaluations in performance appraisal.* Paper presented at a symposium for the 22nd annual meeting of the Society of Industrial and Organizational Psychology. New York City, NY.
- Grandey, A.**, Cordeiro*, B., & Judd, M. (April, 2007). *Procedural Fairness and Family-Supportiveness as Predictors of Work-Family Conflict and Job Satisfaction: Perceptions of Male Blue-Collar Workers.* Paper presented at a symposium for the 22nd annual meeting of the Society of Industrial and Organizational Psychology. New York City, NY.
- Jones*, A., Diamond*, J., Baytalskaya*, N., & **Grandey, A.** (April, 2007). *Face to Face and Voice to Voice: Communication Modality and the Frequency and Stress of Customer Verbal Aggression.* Paper presented at a symposium for the 22nd annual meeting of the Society of Industrial and Organizational Psychology. New York City, NY.
- Rafaeli, A., **Grandey, A.**, Ravid, S., & Wirtz, J. (August, 2006). *Culture, display rules and organization: The effects of globalization.* Paper presented at symposium for the Annual Meeting of the Academy of Management Conference, Atlanta, GA.
- Cordeiro*, B., **Grandey, A.**, & Judd, M. (May 2006). *Intentions to use family leave policies: Do gender, occupational status, and LMX matter?* Paper presented at symposium for the 21st annual meeting of the Society of Industrial and Organizational Psychology. Dallas, TX.
- Kern*, J. & **Grandey, A.** (May, 2006). *Does Racial Identity Buffer or Exacerbate the Relationship of Workplace Mistreatment with Anger and Burnout?* Paper presented at symposium for the 21st annual meeting of the Society of Industrial and Organizational Psychology. Dallas, TX.
- Grandey, A.**, & Kern*, J. (August, 2005). *Biting the Hand that Serves Them: When Does*

Customer Aggression Predict Employee Exhaustion? Paper presented at the Annual Meeting of the Academy of Management Conference, Honolulu, Hawaii.

- Barger*, T., **Grandey**, A., & Fisk*, G. (May, 2005). *“Service with a smile” and encounter satisfaction: A comparison of primitive emotional contagion and cognitive appraisal mechanisms.* Paper presented at the conference on the Role of Emotions in Organizational Life: An Interdisciplinary Approach, Rotman School of Management, University of Toronto.
- Grandey**, A., Cordeiro*, B., Cronin*, C. (April, 2005) *Breaking down the barriers: The moderating role of family-friendly culture on the family needs-policy use relationship.* Paper presented at symposium for the 20th annual meeting of the Society of Industrial and Organizational Psychology. Los Angeles, CA.
- Grandey**, A., & Diefendorff, J. (April, 2004). *Toward An Understanding of the Motivation Behind Emotional Labor.* Co-chairs of symposium for the 19th annual meeting of the Society of Industrial and Organizational Psychology. Chicago, IL.
- Grandey**, A., Fisk*, G., & Steiner, D. (April, 2004). *Investigating French and American Service Worker Reactions to “Service with a Smile”.* Paper presented at symposium for the 19th annual meeting of the Society of Industrial and Organizational Psychology. Chicago, IL.
- Sideman*, L., & **Grandey**, A. (April, 2004). *Emotional Labor as a Function of Display Rules and Hostile Customers.* Paper presented at symposium for the 19th annual meeting of the Society of Industrial and Organizational Psychology. Chicago, IL.
- Cordeiro*, B. & **Grandey**, A. (April, 2004). *Holding multiple roles and using family policies: Benefits and costs.* Co-chairs of symposium for the 19th annual meeting of the Society of Industrial and Organizational Psychology. Chicago, IL.
- Mulvaney*, R., & **Grandey**, A. (April, 2004). *Off the job training: A new model of non-work to work facilitation.* Paper presented at symposium for the 19th annual meeting of the Society of Industrial and Organizational Psychology. Chicago, IL.
- Cronin*, C. & **Grandey**, A. (April, 2004). *Do you think your family is my responsibility? Evaluating the fairness of a family-responsive policy.* Paper presented at symposium for the 19th annual meeting of the Society of Industrial and Organizational Psychology. Chicago, IL.
- Grandey**, A., Cordeiro*, B., & Crouter, A. (April, 2004). *Work-family conflict and job satisfaction: A test of the robustness of a relationship.* Paper presented at symposium for the 19th annual meeting of the Society of Industrial and Organizational Psychology. Chicago, IL.
- Fisk*, G., **Grandey**, A. & Mattila, A. (August, 2003). *Service with a Scowl: Can Social Accounts Mitigate Customers’ Reactions?* Paper presented at symposium for the Annual Meeting of the Academy of Management Conference, Seattle, WA.
- Sideman*, L. & **Grandey**, A. (August 2003). *Emotion Regulation in a Simulated Call Center: A Test of the Ego Depletion Model.* Paper presented at symposium for the Annual Meeting of the Academy of Management Conference, Seattle, WA

- Grandey, A., & Fisk*, G.** (April 2003). *Fairness of display rules as a motivator of emotional labor*. Symposium presentation for the 18th annual meeting of the Society of Industrial and Organizational Psychology. Orlando, FL.
- Cordeiro*, B., **Grandey, A., & Crouter, A.** (April 2003). *A longitudinal study of personality and work role overload on working husbands' and wives' work-family conflict*. Symposium presentation for the 18th annual meeting of the Society of Industrial and Organizational Psychology. Orlando, FL.
- Grandey, A., Fisk*, G., Mattila, A., & Sideman*, L.** (August 2002). *Is that smile for real? Reactions to inauthenticity in service settings*. Symposium presentation for the Annual Meeting of the Academy of Management Conference, Denver, Colorado.
- Grandey, A.** (April, 2002). *Emotional regulation as emotional labor: A test of a framework*. Symposium presentation for the 17th annual meeting of the Society of Industrial and Organizational Psychology. Toronto, Ontario.
- Harris*, R., Blair*, C., & **Grandey, A.** (April, 2002). *Family friendly policies: A View from the ivory tower*. Poster presentation for the 17th annual meeting of the Society of Industrial and Organizational Psychology. Toronto, Ontario.
- Grandey, A.** (April, 2002). *Coping with incivility, hostility, and abuse in work interactions*. Chair of symposium at the 17th annual meeting of the Society of Industrial and Organizational Psychology. Toronto, Ontario.
- Grandey, A., & Dickter, D.** (April, 2002). *Customer verbal abuse of service representatives: Consequences and coping*. Symposium presentation for the 17th annual meeting of the Society of Industrial and Organizational Psychology. Toronto, Ontario.
- Brotheridge, C., & **Grandey, A.** (August, 2001). *Emotional Labor and Burnout: Merging Two Literatures on 'People Work'*. Poster presented at the annual meeting of the Academy of Management. Washington, D.C.
- Grandey, A.** (April, 2001). *Causes and consequences of emotions at work: AET and Beyond*. Chair of symposium for the 16th annual meeting of the Society of Industrial and Organizational Psychology. San Diego, CA.
- Grandey, A., Brauburger*, A., & Tam*, A.** (April 2001). *Affective events in the workplace: Diary and survey data from part-time employees*. Symposium presentation for the 16th annual meeting of the Society of Industrial and Organizational Psychology. San Diego, CA.
- Grandey, A., Arvey, R.D., Baron, R.A., Cropanzano, R., Fisher, C.D., Kluger, A., Lord, R.G.** (April, 2001). *Navigating the path of emotions in I-O research: Suggestions from people with a working compass*. Chair of panel discussion at the 16th annual meeting of the Society of Industrial and Organizational Psychology. San Diego, CA.
- Grandey, A.** (April, 2000). *Surface and deep acting as predictors of employee stress, attitudes, and service performance*. Paper presented at symposium at the 15th annual meeting of the Society of Industrial and Organizational Psychology. New Orleans, LA.

- Cropanzano, R., Weiss, H., Suckow, K., & **Grandey**, A. (June, 1999). *(In)justice as an affective event*. Paper presented at the annual meeting of the American Psychological Society. Denver, Colorado.
- Hammer, L., Bauer, T., & **Grandey**, A. (April, 1999). *Effects of spouses' and own work-family conflict on satisfaction and withdrawal behaviors*. Paper presented at the 14th annual meeting of the Society of Industrial and Organizational Psychology. Atlanta, GA.
- Hammer, L., Barnett, R., **Grandey**, A., Kossek, E., Rothausen, T., Williams, K., & Zedeck, S. (April, 1999). *Theory, or lack thereof, in work-family research*. Panelist at the Society of Industrial and Organizational Psychology. Atlanta, GA.
- Howes, J., Cropanzano, R., **Grandey**, A., & Mohler, C. (August, 1999). *Who is supporting whom?: Quality team effectiveness and perceived organizational support*. Paper presented at a symposium at the annual conference of Academy of Management. Chicago, Illinois.
- Grandey**, A. (August, 1998). *Emotional labor: A concept and its correlates*. Paper presented at the 1st Conference on Emotions and Organizational Life. San Diego, CA.
- Grandey**, A. (August, 1998). *Emotional labour: Concept, measurement, and application*. Discussion Facilitator for symposium at the 1st Conference on Emotions and Organizational Life. San Diego, CA.
- Grandey**, A. (April, 1998). *Emotion and well-being in the workplace: Conceptual and psychometric advances*. Chair for symposium at the 13th annual meeting of the Society of Industrial and Organizational Psychology. Dallas, TX.
- Grandey**, A. (April, 1998). *Work-family conflict: A longitudinal test of its relationship with health, attitudes, and behavioral intentions*. Paper presented at a symposium at the 13th annual meeting of the Society of Industrial and Organizational Psychology. Dallas, TX.
- Grandey**, A. (March, 1995). *Politics and support: How the organization's social climate relates to work behaviors, work attitudes, and work stress*. Paper presented at the 1995 meeting of the Industrial Organizational/Organizational Behavior Graduate Student Conference. Denver, CO.

TEACHING

Undergraduate Level

- Introductory Psychology (PSY002: 1999-2005). 320-330.
- Work Motivation and Attitudes (PSY441/484): 35-120.
- First-Year Seminar (FYS, PSY083): Psychology of Service with a Smile. 20-25.
- Senior Capstone (PSY490): Emotional Intelligence: Real or Pop Psychology? 25-35.

Core Graduate Level

- Micro-Organizational Psychology ("Micro-O" Core: PSY523). Enrollment: 10-12.
- Survey of Organizational Psychology (PSY523). Enrollment: 7

Note: * PSU graduate student, † PSU undergraduate student

Special Topic Graduate Level (PSY597)

Psychology of Customer Service (Fall 2000; 2010). Enrollments: 7-8
 Emotions at Work (Fall 2005, 2007, 2015). Enrollments: 8-10.

ADVISING**Masters' Advisees**

- | | |
|----------------------------------|-----------|
| 1. Analea Brauburger, M.A. 2001 | |
| 2. Jennifer Diamond, M.A., 2007; | Allstate |
| 3. Sarah Teague, M.A. 2011; | Microsoft |

Doctoral Advisees

- | | |
|---|------------------------------------|
| 1. Candace (Blair) Cronin, Ph.D. 2004 | ICF/Caliber |
| 2. Rebecca (Harris) Mulvaney, Ph.D., 2004 | ICF/Caliber |
| 3. Glenda Fisk, Ph.D., 2006 | Queen's University, Policy Studies |
| 4. Lori (Sideman) Goldberg, Ph.D., 2006 | PDI, Inc. |
| 5. Bryanne (Cordeiro), Ph.D., 2006 | ICF/Caliber |
| 6. April (Jones) Tate, Ph.D. 2009 | Federal Management Partners |
| 7. Julie (Kern) Wilfosky, Ph.D. 2011 | Full time parent |
| 8. Patricia Grabarek, Ph.D. 2011 | Molina Healthcare |
| 9. Su Chuen Foo, Ph.D. 2012 | Women for Women International |
| 10. Sarina Maneotis, PhD. 2014 | Pilgrim's Pride |
| 11. Lawrence Houston, PhD 2015
<i>APA Dissertation Award</i> | Oregon State University; Business |
| 12. Daniel Kuyucmu, PhD 2015; | Google, Inc. |
| 13. Morgan Krannitz, Ph.D. 2015 | Google, Inc. |
| 14. Robert Melloy, ABD | |
| 15. Gordon Sayre | |
| 16. Katie England | |

Undergraduate Thesis Advisor

1. Matt Bello, B.A. with honors, May 2000
2. Jill Friedman, B.A. with Honors, Dec 2001.; *Hinman Memorial Scholarship, 2000, 2001*
3. Kathleen Royer (Krimmel), B.A. with Honors, May 2003; *Hinman Memorial Scholarship 2001, 2002; Evan S. Pugh Honors Scholarship, 2003*
4. Patricia Barger, B.A. with Honors, May 2004.
5. Allison Gabriel, B.A. with honors, May 2008; *Hinman Memorial Scholarship, 2006, 2007*
6. Jane Shumski, B.A. with honors, May 2008; *Hinman Memorial Scholarship, 2006*
7. Sarah Hepler, B.A. with honors, M.S. in HR and Employment Relations, 2012;
Hinman Memorial Scholarship, 2009
8. Megan Nolan – B.A. with honors 2012; *Hinman Memorial Scholarship, 2012*
9. Tyler Slezak – B.A. 2013; *Hinman Memorial Scholarship, 2013; Psychology Student Marshal*

External Examiner

1. Ivona Hideg, Ph.D. University of Toronto, Rotman Business School, June 2012

SERVICE

Department

Undergraduate Education Committee, 2000-2005, 2007- 2010, 2014-present
Chair of Undergraduate Education Committee, 2014-2015
Chair, subcommittee on Business option revisions 2007-2010
Faculty Search Committee (I-O); 2016-2017
I-O Psychology Program Coordinator; 2007-2013; 2014-present
Psi Chi Honors Society Faculty Advisor; 2007- 2013
Psi Chi Invited Speaker, Feb 2013, Jan 2015, Jan 2016
Chair of Faculty Search Committee (I-O); 2012-2013
Faculty Search Committee Member (I-O): 2010-2011; 2011-2012
Faculty Search Committees (external): Fall 1999, Fall 2000
Graduate Education Committee, 1999-2000

College/University

Undergraduate Studies Committee, 2015-2016
AD-14 Department Head Review Committee; 2011-2012
Undergraduate Studies Committee, 2004-2009
Business/Liberal Arts Minor Committee, 2003-2005
Staff Awards Committee for Liberal Arts, 2003

Profession

Editorial Boards

Organizational Psychology Review, January 2010 to present (inaugural board)
Journal of Management, August 2011 to 2016
Journal of Applied Psychology, January 2004 to present
Academy of Management Journal, April 2006 to present
Journal of Occupational Health Psychology, January 2005 to 2010; 2012-present

Ad-hoc Reviewer: Psychology, Management, and Service Journals

Conference Reviewer: SIOP (since 2001), AOM-OB/HR (since 2000)

Book Reviewer

Managing Emotions in the Workplace for Personnel Psychology, (2003)
Emotions at Work: Theory, Research, and Applications for Human Relations (2001)

Grant Reviewer

Canadian Grants Foundation, 2006; 2010
National Science Foundation – Social, 2001; 2013, 2014

SIOP Professional Society

Program Planning Committee (2001, 2002)

SIOP Scientific Affairs Committee (2005-2006)

Subcommittee on I/O chapters in Introductory Psychology textbooks (2006)

PROFESSIONAL DEVELOPMENT

Developing others

Academic Leadership Fellows (ALF) program presenter (October, 2011). *The Human Energy Crisis: Replenishing Personal Resources*

Book Conference (May, 2011): Collaborated with Dr. Deborah Rupp to coordinate 30 attendees to develop our edited book. University of Illinois; Chicago: IL.

Note: * PSU graduate student, † PSU undergraduate student

Student Academic Roundtable (January-April 2011): Coordinated and presented at bi-weekly academic roundtable for I-O graduate students & faculty to meet and discuss academic career path (e.g., review process, academic interviewing, tenure process, work-family). University Park, PA.

Faculty Diversity Publishing Workshop (August, 2010). Panelist – read two papers from authors from diverse backgrounds and provided feedback at conference in group setting, Academy of Management; Montreal, Canada.

Continuing Education Workshop (3 credit hours): Co-Presenter of Understanding emotional labor in I/O: When ‘grin and bear it’ is a job requirement, with James Diefendorff. SIOP, April 2008, San Francisco, CA.

University Health Services presentation for continuing education (C.E.) credits (February, 2005) – *Emotional Expectations in Jobs and Its Relation to Job Burnout*

Annual Staff Workshop presenter (May, 2005) – *Emotional Expectations in Jobs and Its Relation to Job Burnout*.

Psi Chi Research Conference Advisor (Annually, 2007-2013); Advisor to officers in organizing; coordinate judging for the conference posters. University Park, PA.

Self-Development

NVivo for Qualitative Research On-Line Seminar (April 2013). University Park, PA.

iClickers for Small Classrooms (April 2013). Attended class on using technology to foster communication and feedback from all members. University Park, PA.

Future Funded Faculty (F³) (2012-2013). Participated in group to develop grant proposal skills. University Park, PA.

Grant Workshop (April 2011): Attended workshop by SSRI on obtaining funding through National Science Foundation. University Park, PA.

Continuing Education Workshop: Attendee at session on *Publishing Laboratory Studies* by Dr. John Hollenbeck (SIOP).

PROFESSIONAL AFFILIATIONS

Society for Industrial and Organizational Psychology (SIOP, APA Division 14)

Academy of Management (AOM)

Association of Psychological Science (APS)

References available upon request