

---

## CURRICULUM VITAE

### Alicia A. Grandey, Ph.D.

620 Moore Building, Department of Psychology  
Pennsylvania State University, University Park, PA 16802  
Office: (814) 863-1867; Fax: (814) 863-7002  
Lab Webpage: <http://weld.la.psu.edu>  
Email: [aag6@psu.edu](mailto:aag6@psu.edu)

---

#### EDUCATION

- 1999 **Ph.D., Psychology**, Industrial-Organizational Specialization; Colorado State University  
*Dissertation Advisor*: Dr. Russell Cropanzano  
1997 **M.S., Psychology**, Industrial-Organizational Specialization; Colorado State University  
1993 **B.A., Psychology**; French minor; University of Oregon

#### ACADEMIC POSITIONS

- 2014-present **Professor**, Psychology, Penn State University  
2011-present **Affiliate Faculty**, Labor & Employment Relations, Penn State University  
2005-2014 **Associate Professor**, Psychology, Penn State University  
1999-2005 **Assistant Professor**, Psychology, Penn State University  
1998-1999 **Teaching Fellow**, Psychology, Colorado State University

#### LEADERSHIP POSITIONS

- 2016-present **Director of Graduate Studies**, Psychology; Penn State University  
2006-2016 **Area Coordinator**, I/O Psychology; Penn State University

#### HONORS/AWARDS

##### *Scholarship*

- 2018 **Fellow Status**; Association of Psychological Science (APS)  
2015 **Highly Commended Paper**; *J. of Business and Psychology*  
2013 **Fellow Status**; Society of Industrial-Organizational Psychology (SIOP, Div 14, APA)  
2011 **Best Paper with Practical Implications**; OB Division Academy of Management  
2010 **Highly Commended Paper**; *J. of Service Management*  
2007 **Best Paper Award**; *J. of Occupational Psychology*  
2004 **Roy C. Buck Research Award**; Liberal Arts College; Penn State University  
2000 **Kanter Award for Excellence in Work-Family Research** (*nominee*) by Center for Families  
1998 **Seligman Award for Achievement in Applied Research**; Colorado State University  
1997 **Outstanding I/O Psychology Graduate Student Award**; Colorado State University

##### *Teaching/Mentoring*

- 2018 **Commander's Award for Public Service**; U.S. Dept of Army, for advising Col. Hosie  
2013 **Milton S. Eisenhower Award for Distinguished Teaching**; University Award, PSU  
2013 **Faculty Marshal**; Selected by student marshal to represent Liberal Arts College; PSU  
2005 Finalist for **Atherton Award for Excellence in Teaching**, University Award, PSU

##### *Service*

- 2017 **Outstanding Editorial Board Reviewer**; *Academy of Management Journal*  
2012 **Psi Chi Faculty Advisor Research Award**; Awarded by National Psi Chi Honors Society

#### RESEARCH INTERESTS

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

### PEER REVIEWED JOURNAL PUBLICATIONS

1. Sayre\*, G., **Grandey**, A., Chi, NW. (in press). From Cheery to "Cheers"? Regulating Emotions at Work and Alcohol Consumption After Work. *Journal of Applied Psychology*.
2. **Grandey**, A., Gabriel, A., & King, E. (in press). Tackling Taboo Topics: A review of the three Ms in working women's lives. *Journal of Management*.
3. **Grandey**, A., Frone, M., Melloy\*, R., Sayre\*, G. (2019). When Are Fakers Also Drinkers? A Self-Control View of Emotional Labor and Alcohol Consumption Among U.S. Service Workers. *Journal of Occupational Health Psychology*, 24(4), 482-497.  
**Media attention** (selected): the [BBC](#), [USAToday](#), [CNN](#), [the Daily Mail](#), [the New York Post](#), [Inverse](#), [Pacific Standard](#), [The Guardian](#), Reddit.com (front page and r/science), [the Takeout](#).
4. **Grandey**, A., Houston\*, L., & Avery, D. (2019). Fake it to make it: Emotional labor reduces the racial disparity in service performance judgments. *Journal of Management*, 45(5), 2163-2192.  
**Media attention** (selected): [BBC](#) podcast, [The Conversation](#) (April 30), [Newsweek.com](#), [The Salon](#)
5. **Grandey**, A., & Sayre\*, G. (2019). Emotional labor: Regulating emotions for a wage. *Current Directions in Psychological Science*, 28(2), 131-137.  
[Highlighted on Website for Association for Psychological Science](#) (APS).
6. Chi, N-W & **Grandey**, A. (2019). Emotional labor predicts service performance depending on activation and inhibition regulatory fit. *Journal of Management* 45(2): 673-700.
7. **Grandey**, A., Ferris, D.L., Melloy\*, R.M. (2018). A Dual Signal Model of Pride Displays in Organizations. *Research in Organizational Behavior*, 38, 153-168.
8. Melloy\*, R., Liu, S., **Grandey**, A., Shi, J. (2018). Overcoming Obstacles: Attentional and Emotional Control for Novice Job Seekers. *Journal of Vocational Behavior*, 108, 92-107.
9. Houston\*, L., **Grandey**, A. & Sawyer, K. (2018). Who cares if "service with a smile" is authentic?: An expectancy-based model of customer race and perceptions of service interactions. *Organizational Behavior and Human Decision Processes*, 144, 86-96.
10. **Grandey**, A. & Melloy\*, R. (2017) The State of the Heart: Emotional Labor as Emotion Regulation Reflections and Revisions. *Journal of Occupational Health Psychology: 20<sup>th</sup> anniversary issue.*, 22(3), 407-422.
11. Lee\*, S., Davis, K. D., Neuendorf, C., **Grandey**, A., Lam, C. B. & Almeida, D. M. (2016). Individual and organizational work-to-family spillover are uniquely associated with hotel managers' work exhaustion and satisfaction. *Frontiers in Psychology*, 1180.
12. Howard\*, M., Farr, J., **Grandey**, A., Gutworth\*, M. (2016). The Creation of the Workplace Social Courage Scale (WSCS): An Investigation of Internal Consistency, Psychometric Properties, Validity, and Utility. *Journal of Business and Psychology*, 32(6), p. 673-690.
13. **Grandey**, A., Rupp, D., & Brice, W. (2015). Emotional Labor Threatens Decent Work: A Proposal to Eradicate Emotional Display Rules. *Journal of Organizational Behavior*, 36(6), 770-785.
14. 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.

Note: \* PSU graduate student, † PSU undergraduate student

15. 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.
16. **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.
17. **Grandey**, A. (2015). Smiling For A Wage: What Emotional Labor Teaches Us about Emotion Regulation. *Psychological Inquiry*, 26, 54-60.
18. **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.
19. 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.  
*Award: JBP's 2015 Highly Commended Paper.*
20. 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.
21. 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.
22. **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.
23. **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.
24. Groth, M. & **Grandey**, A. (2012). From bad to worse: Negative exchange spirals in employee–customer service interactions. *Organizational Psychology Review*, 2(3), 208 - 233
25. 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.
26. **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.  
*Award: AOM OB Division's 2011 Best Publication with Practical Implications*
27. **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.
28. 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.

29. 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.
30. **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.  
**Award:** JOSM's 2010 Highly Commended Award
31. 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.
32. 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.
33. **Grandey**, A., & Diamond\*, J. (2010). Interactions with the public: Bridging job design and emotional labor perspectives. *Journal of Organizational Behavior*, *31*, 338-350.
34. 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.
35. **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
36. 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.
37. **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.  
**Award:** JOHP's 2007 Best Paper Award
38. 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.  
**Media attention:** *Harvard Business Review*, May 2007
39. **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.
40. **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.
41. **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.
42. **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.  
**Featured in** *Academy of Management Executive*, *18*, 158-160 by S. D. Sidle;  
<https://www.jstor.org/stable/4166107>.

43. **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.
  44. 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.
  45. 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.
  46. 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.
  47. **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.
  48. Brotheridge, C., & **Grandey, A.** (2002). Emotional labor and burnout: Comparing two perspectives on 'people work'. *Journal of Vocational Behavior*, 60, 17-39.
  49. **Grandey, A.** (2000). Emotion regulation in the workplace: A new way to conceptualize emotional labor. *Journal of Occupational Health Psychology*, 5(1), 95-110.
- Top 10 Most Cited Papers in JOHP**
50. 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.
  51. **Grandey, A.**, & Cropanzano, R. (1999). The conservation of resources model and work-family conflict and strain. *Journal of Vocational Behavior*, 54, 350-370.
- Nominee for the 2000 Moss Kanter Award for Excellence in Work-Family Research**
52. 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

1. **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

1. **Grandey, A.**, England\*, K. & Boeherman\*, L. (forthcoming). Emotional labor: Display rules and emotion regulation. In the *Handbook of Workplace Affect* (Eds., Liu-Qin Yang, Russell Cropanzano, Catherine Daus, & Vicente Martinez-Tur). Cambridge University Press.
2. **Grandey, A.**, & Krannitz\*, M. (2016) Emotion Regulation at Work and at Home. *Oxford Handbook of Work and Family* (Tammy D. Allen & Lillian T. Eby, Editors). New York: Oxford Press
3. **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.

4. **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.
5. **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.
6. 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.
7. **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.
8. **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.
9. **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.
10. 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.
11. 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

### *Principal or Co-Principal Investigator*

- |           |   |
|-----------|---|
| 2019      | <b>National Science Foundation (NSF) Grant Proposal (Co-PI; PI Jess Menold, SEDTAPP):</b> Investigating the Utility of Intelligent Tutors based on Worker Emotional and Cognitive State in the Factories of the Future. <i>Submission to the call for Cyberlearning for Work at the Human-Technology Frontier (NSF-598) in Jan 2019</i> |
| 2018      | <b>National Science Foundation (NSF) Grant Proposal (Co-PI; PI Jess Menold, SEDTAPP):</b> Characterization and Exploration of Cognitive Assistants in the Space of Knowledge and Social Demands. <i>Submission June 2018 not funded</i>   |
| 2016-2018 | <b>National Science Foundation (NSF) Workshop (PI):</b> <i>Work Climate in Organizations</i> . January 2016 from Science of Organizations SES #1625073 SofO Program for interdisciplinary conference <a href="http://nsfworkclimateworkshop.la.psu.edu/">http://nsfworkclimateworkshop.la.psu.edu/</a> Awarded \$45,407.                |

*Note: \* PSU graduate student, † PSU undergraduate student*

- 2015 **National Science Foundation (NSF) Graduate Fellowship** (Supervisor) *Emotional labor and alcohol use among young service workers*. Sponsored Graduate Student Gordon Sayre's application. December 2015 submission. ["Very good" ratings, *Not funded*]
- 2014 **Air Force Office of Scientific Research (Co-PI):** *Hostile Attribution Bias as a Dispositional Precursor of Mistrust and Suspicion*. 2014 (James Lebreton, PI); Funding Opportunity Number: BAA-AFOSR-2014-0001. [*Not funded*]
- 2012-2014 **National Science Foundation (NSF) Award** (PI): *From Pride to Shame: Organizational identification and self-presentation during scandal*. 2012. RAPID submission SBE division (#42155628G; Social Psychology program), Awarded \$41,500.
- 2008-2009 **National Psi Chi Honors Society - Faculty Advisor Research Award** (PI). *Show Me the Money! The Impact of Financial Rewards for Emotional Labor*. 2008-2009. \$1,979.74.
- 2005-2007 **Social Science Research Institute (SSRI) at Penn State University** (Co-PI; PI: Judd Michael). *Employee Perceptions of Supervisor-Subordinate relationships and Usage of Organizational Policies: An examination of FMLA leave and employee well-being*. Funded.
- 2004-2005 **Penn State Liberal Arts - Research and Graduate Studies Opportunities (PI):** *Emotion Regulation and Service Work* (2004-2005). Funded \$4,500.
- 2003-2004 **Penn State Liberal Arts - Research and Graduate Studies Opportunities (PI):** *Is Customer Service on Target?* (2003-2004). Funded \$700.
- 2000 **Sloan Foundation (Researcher) Faculty and Families Project**, Phase II. PI: Bob Drago, Labor and Industrial Relations Department. Funded 1 full-time graduate student assistantship.

### **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).

### **NON-PEER REVIEWED OR TECHNICAL ARTICLES**

- Simpson, T., England, K., Grandey, A., (2019). Experts Compile Skills, Attributes Necessary for AM Engineers. *AM Magazine*. See link: <https://www.additivemanufacturing.media/blog/post/experts-compile-skills-attributes-necessary-for-am-engineers>
- Grandey, A. (2018). Black employees in the service industry pay an emotional tax at work. *The Conversation* (April 30). Republished in [Newsweek.com](#) and [The Salon](#)
- Grandey, A. (2013). *Reactions to Authentic Conversations Workshops*; for Academic Outreach, Penn State University, University Park, PA.
- Grandey, A. & Slezak†, T. (2012). *Development Officers' Reaction to Sandusky Scandal*; for Development Office, Penn State University, University Park, PA.
- Grandey, A., Grant, A., Maneotis\*, S. (2010). *Research Report on Motivation and Stress*; for Development Office; Penn State University, University Park, PA.

Note: \* PSU graduate student, † PSU undergraduate student

Barger<sup>†</sup>, 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

### *Professional Conferences*

**Work and Organizational Psychology conference** (WAOP Keynote speaker November, 2019). *Sustainability Risk: Stressing the Performance while Suppressing the Personal*. University of Amsterdam.  
<https://waop.nl/conference-2019/>

**Society of Affective Science** (SAS, Mar 2019). *Emotional labor: Getting paid to regulate emotions*. Emotion regulation pre-conference workshop panel (Organizer: James Gross); Boston, MA.

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

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

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

**U.S. Department of Energy** National Energy Technology Laboratory (DOE, 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 (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.

### *Academic Programs*

**Rice University** (Psychological Sciences) (Nov 1, 2019). *Collisions at the Intersection of Professional and Personal for Today’s Workforce*. Houston, TX.

**PSU “Lunch with Honor” Speaker** (Jan, 2018) to Liberal Arts Paterno Fellows undergraduates; *The Dark Side of Emotional Labor*

**College of Liberal Arts Alumni Speaker** (Nov 2018)– Presenter to Visitors and Alumni in Psychology Department, *Emotional Labor*.

**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.

Note: \* PSU graduate student, † PSU undergraduate student



**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). Facilitating emotions research (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

Note: \* PSU graduate student, † PSU undergraduate student

- Grandey** (Facilitator), Hulsheger, Niven, Ozcelik, Rafaeli, Semmer, Trougakos (2019, May). *Emotional Labor: Debating Conceptual Boundaries*. Panel discussion at the European Association of Work and Organizational Psychology, Turin, Italy.
- Grandey, A.**, Gabriel, A., & King, E.. (2019, May). *Women's Work and the Three M's: Menstruation, Maternity and Menopause*. Paper presented at symposium at the European Association of Work and Organizational Psychology, Turin, Italy.
- Hosie\*, M., **Grandey, A.**, & Jacobs, R. (2019, April). *Emotional immunity? Leader emotion recognition and empathy with followers*. Paper at symposium at the Society for Industrial and Organizational Psychology, National Harbor, MD.
- Grandey, A.**, Burke\*, V., England\*, K. (2019, April). Should you show your pride? Benefits and costs to social judgments by gender and context. Paper at symposium at the Society for Industrial and Organizational Psychology, National Harbor, MD.
- Melloy\*, R.C. & **Grandey, A.**, (2019, April). *Latent Profiles of Emotion Regulation in Response to Interpersonal Hostility*. Paper at symposium at the Society for Industrial and Organizational Psychology, National Harbor, MD.
- Sayre\*, G., **Grandey, A.**, Almeida, D. (2019, April). *Managers' Sleep and Productivity: Tradeoffs Between Time and Mood as Resources*. Poster at the Society for Industrial and Organizational Psychology, National Harbor, MD.
- Grandey, A.A.**, Melloy\*, R.M., & Ferris, D.F. (2018, May). *Pride Displays at Work: Validation of Video Stimuli*. Poster presented at Association of Psychological Science, San Francisco, CA.
- Sayre\*, G. M., **Grandey, A. A.**, Chi, N. W. (2018, April). *Fake a smile, drink a while? Using ego-depletion to study emotional labor and alcohol use*. Poster presented at the Annual Meeting of the Society for Industrial and Organizational Psychology, Chicago, IL.
- Acosta\*, J., & **Grandey, A.** (2018, April). *A Self-Determination Perspective on Displaying Compassion at Work*. In Discrete Emotions at Work: Experiencing Anger, Guilt, Compassion, and Pride (Grandey, Chair). Symposium at the Annual Meeting of the Society for Industrial and Organizational Psychology, Chicago, IL.
- England\*, K., & **Grandey, A.**, (2018, April). *Signaling Emotional Culture in Recruitment: Gender and Personality Differences*. In (J. Diefendorff, Chair) The influence of contextual factors on emotional labor processes. Symposium presentation at the Annual Meeting of the Society for Industrial and Organizational Psychology, Chicago, IL.
- Sayre\*, G., **Grandey, A.**, Dahling, J. (2018, April). *Understanding Emotional Labor Through Regulatory Focus and Fit*, In (J. Diefendorff, Chair) The influence of contextual factors on emotional labor processes. Symposium presentation at the Annual Meeting of the Society for Industrial and Organizational Psychology, Chicago, IL.
- Melloy\*, R.M., **Grandey, A.A.**, & Ferris, D.F. (2017), *Evaluating Employee Reactions to Pride Displays and Displayers Across Work Contexts*. In The role of identities and impression management in image creation in organizations (Lynn McFarland, Chair). Symposium presentation at the annual meeting of the Academy of Management, Anaheim, CA.
- Houston\*, L., **Grandey A.** (August 2016). *A new perspective on the personal and social*

*consequences of creating facades of conformity at work.* Symposium presentation at the annual meeting of the Academy of Management, 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 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.
- Kuyumcu\*, 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 25<sup>th</sup> 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 24<sup>th</sup> 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 24<sup>th</sup> 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 24<sup>th</sup> 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 23<sup>rd</sup> 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 23<sup>rd</sup> 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 23<sup>rd</sup> 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 23<sup>rd</sup> 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 22<sup>nd</sup> 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 22<sup>nd</sup> 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 22<sup>nd</sup> 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 22<sup>nd</sup> 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 22<sup>nd</sup> 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 21<sup>st</sup> 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 21<sup>st</sup> 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†, P., **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 20<sup>th</sup> 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 19<sup>th</sup> 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 19<sup>th</sup> 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 19<sup>th</sup> 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 19<sup>th</sup> 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 19<sup>th</sup> 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 19<sup>th</sup> 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 19<sup>th</sup> 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 18<sup>th</sup> 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 18<sup>th</sup> 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 17<sup>th</sup> 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 17<sup>th</sup> 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 17<sup>th</sup> 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 17<sup>th</sup> 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 16<sup>th</sup> 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 16<sup>th</sup> 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 16<sup>th</sup> 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 15<sup>th</sup> 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 EXPERIENCE

### *Undergraduate Level*

- Introductory Psychology (PSY002; 1999-2006). 320-330.
- Work Motivation and Attitudes (PSY441/484: 2000-present): 35-120.
- First-Year Seminar (PSY083: 2009-2017): *Psychology of Service with a Smile*. 20-25.
- Senior Capstone (PSY490: 2009-2016): *Emotional Intelligence: Real or Pop Psychology* 25-35.

### *Graduate Level*

- Organizational Psychology (PSY523; 1999-present). Enrollment: 5-12.
- Advanced Graduate Seminars (PSY597/537): Enrollment 6-12
  - Psychology of Customer Service
  - Workplace Emotion & Stress
  - Regulating Emotions at Work: Emotional Intelligence and Emotional Labor

## ADVISING

**Graduate Student Chair      Graduation      Current Employment**

*Note: \* PSU graduate student, † PSU undergraduate student*



1. Analea Brauburger, M.A. 2001 Dean of Tacoma Community College, WA
2. Candace (Blair) Cronin, Ph.D. 2004 Consultant for ICF, Intl., Wash DC
3. Rebecca (Harris) Mulvaney, Ph.D. 2004 Vice President at ICF, Intl., Wash DC
4. Glenda Fisk, Ph.D. 2006 Associate Professor, Queen's University
5. Lori (Sideman) Goldberg, Ph.D. 2006 Director of Talent Management, Cox Enterprises
6. Bryanne (Cordeiro), Ph.D., 2006 Consultant for Federal Management Partners
7. April (Jones) Tate, Ph.D. (co-chair) 2009 Consultant for Federal Management Partners
8. Sarah Teague, M.A. 2011 Independent Consultant
9. Julie (Kern) Wilfosky, Ph.D. 2011 Full time parent
10. Patricia Grabarek, Ph.D. 2011 Senior Behavior Scientist at Infor
11. Su Chuen Foo, Ph.D. 2012 Strategy Consultant at Kamehameha Schools, HI
12. Sarina Maneotis, PhD. 2014 Analytics Project Manager, JBS
13. Lawrence Houston, PhD 2015 Assistant Professor, Rutgers University  
Recipient of *APA Dissertation Award 2015*
14. Daniel Kuyucmu, PhD 2015 People Analytics at Google, Inc., NY
15. Morgan Krannitz, Ph.D. 2015 People Analytics at Google, Inc., CA
16. Jennifer Diamond Acosta, Ph.D. 2017 Talent Analytics at Allstate Insurance, Chicago, IL
17. Robert Melloy, Ph.D. 2018 Senior Research Scientist at Culture Amp, NY
18. Michael Hosie, Ph.D.(co-chair) 2018 Professor and Director of Leadership Studies at Army War College
19. Gordon Sayre, ABD 2019  
Recipient of *APA Dissertation Award 2019*
20. Anu Anatharaman, ABD
21. Katie England, ABD
22. Kristen Swigart, ABD (co-chair)
23. Vanessa England, M.A.

<b>Undergraduate Student Advising</b>	<b>Year Graduated</b>	<b>Awards</b>
1. Matt Bello, B.A. with honors,	2000	
2. Jill Friedman, B.A. with Honors,	2001	<i>Hinman Memorial Scholarship, 2000, 2001</i>
3. Kathleen Royer (Krimmel), B.A. with Honors,	2003	<i>Hinman Memorial Scholarship 2001, 2002 Evan S. Pugh Honors Scholarship, 2003</i>
4. Patricia Barger, B.A. with Honors,	2004	
5. Allison Gabriel, B.A. with honors,	2008	<i>Hinman Memorial Scholarship, 2006, 2007</i>
6. Jane Shumski, B.A. with honors,	2008	<i>Hinman Memorial Scholarship, 2006</i>
7. Sarah Hepler, B.A. with honors,	2012	<i>Hinman Memorial Scholarship, 2009</i>
8. Megan Nolan – B.A. with honors	2012	<i>Hinman Memorial Scholarship, 2012</i>
9. Tyler Slezak – B.A.	2013	<i>Hinman Memorial Scholarship, 2013 Psychology Student Marshal</i>
10. Ethan Ray – B.A.	2018	

### External Examiner

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

## SERVICE

### Department

- Director of Graduate Studies in Psychology, Oct 2016-present
  - Department Climate survey: Fall 2016; Summer 2019
  - Career Diversity Conversations: Spring 2017 – Fall 2018
  - Peer Mentoring program: Spring 2018 - present
  - Graduate Student-DGS Liaison program: Spring 2019 - present
- Undergraduate Education Committee, 2000-2005, 2007- 2010, 2014-2016
  - Chair of Undergraduate Education Committee, 2014-2015

Note: \* PSU graduate student, † PSU undergraduate student

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

### ***College/University***

- Panel Facilitator, Alumni Panel on Career Diversity; College of LA; Fall 2018
- Psychology Presenter to Visiting Alumni from College of LA; Fall 2017
- Graduate Studies Committee
  - Sub-committee on Career Diversity 2016-present
- Schreyers Teaching Awards Committee, 2015-2016
- Undergraduate Studies Committee, 2004-2009; 2015-2016
- AD-14 Department Head Review Committee; 2011-2012
- Business/Liberal Arts Minor Committee, 2003-2005
- Staff Awards Committee for Liberal Arts, 2003

### ***Services to the Field***

- Associate Editor for *Affective Science*, June 2019-present (inaugural board)
- Associate Editor for *Journal of Occupational Health Psychology*, Jan 2017-present
- Editorial Board
  - Journal of Applied Psychology*, January 2004 to present
  - Journal of Occupational Health Psychology*, January 2005 to 2010; 2012-2017
  - Academy of Management Journal*, April 2006 to May 2019
  - Journal of Management*, August 2011 to 2016
  - Organizational Psychology Review*, January 2010 to 2016 (inaugural board)
- Ad-hoc Reviewer: *Organizational Behavior and Human Decision Processes*, *Personnel Psychology*, *Journal of Service Research*, *Journal of Personality and Social Psychology*, *Motivation and Emotion*, *Emotion*
- Conference Reviewer: SIOP (since 2001), AOM-OB/GDO divisions (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
  - National Science Foundation* – Social, 2001; 2013, 2014
  - Canadian Grants Foundation*, 2006; 2010

### ***Service to Professional Organizations***

- Academy of Management – OB and Diversity Divisions
  - Networking volunteer at OB reception (2018, Chicago)
  - Mentor for [New Members](#) in OB (2017, Atlanta)
- [Alliance for Organizational Psychology](#) (Global federation of I/O societies)
  - Conference Planning committee (2016-2019) for ICAP, EAWOP, SIOP
- SIOP Scientific Affairs Committee (2005-2006)
  - Subcommittee on I/O chapters in Introductory Psychology textbooks (2006)
- SIOP Program Planning Committee (2001-2002)

## **PROFESSIONAL DEVELOPMENT**

**Workshops Attended**

- Graduate Student Mental Health Resources Workshop by Graduate School at PSU (Fall, 2019)
- Recruiting Underrepresented Minorities Workshops by Graduate School at PSU (Fall 2018, Fall 2019)
- SaferPeople/SaferPlaces Training, PSU Center for Sexual and Gender Diversity (SP2018)
- Mediation with Repeated and Multilevel Data Workshop (May 2018). APS, San Francisco, CA
- CANVAS workshop – Introduction to the teaching tool at PSU (June 2014). University Park, PA.
- NVivo for Qualitative Research On-Line Seminar (April 2013). University Park, PA.
- iClickers for Small Classrooms (April 2013). Using technology in class. University Park, PA.
- Future Funded Faculty (F<sup>3</sup>) (2012-2013). Develop grant proposal skills. University Park, PA.
- SSRI NSF Grant Workshop (April 2011): Information on obtaining NSF funding
- SIOP Continuing Education Workshop: *Publishing Laboratory Studies* by Dr. John Hollenbeck

**Coordinated Workshops/Mentored others**

- *Battling Job Burnout* (Nov 15, 2019): [PSU Applied Research Laboratory](#)
- *Managing Difficult Client Interactions* (June-July 2019): Filippelli Institute Instructional Designers.
- Student Mentoring Panel as part of NSF Workshop (May 2016): Matched faculty to student based on research interests
- *The Human Energy Crisis: Replenishing Personal Resources*. (October, 2011) PSU Academic Leadership Fellows (ALF) program presenter
- Book Conference (May, 2011): Collaborated with Dr. Deborah Rupp to coordinate 30 attendees to develop our edited book. University of Illinois; Chicago: IL.
- 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 papers from authors from diverse backgrounds and provided feedback at conference in group setting, Academy of Management; Montreal, Canada.
- Continuing Education Workshop credits (April 2008): Co-Presenter of Understanding emotional labor in I/O: *When 'grin and bear it' is a job requirement*, with James Diefendorff. SIOP, 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 undergraduate students and officers in organizing; coordinate judging for the conference posters. University Park, PA.

**PROFESSIONAL SOCIETIES AND AFFILIATIONS**

- Society for Industrial and Organizational Psychology (SIOP, APA Division 14) - Fellow
- Association of Psychological Science (APS) - Fellow
- Academy of Management (AOM)
- Personnel and Human Resource Research Group (PHRRG)
- Social and Professional Support (SaPS) Group

**REFERENCES (upon request)**