

ANAT RAFAELI

ACADEMIC DEGREES

- Ph.D. May, 1984
Ohio State University
Major: Industrial and Organizational Psychology
Minor: Counseling Psychology
- M.A. June, 1981
Ohio State University
Major: Industrial and Organizational Psychology
Minor: Counseling Psychology
- M.S. Technion, Israel Institute of Technology
Major: Labor Relations and Industrial Management
- B.A. June, 1977
University of Haifa
Major: Psychology
Minor: Mathematics

ACADEMIC APPOINTMENTS

- Current Yigal Alon Chair of People at Work
Full Professor
Faculty of Industrial Engineering and Management
And
Director, Technion International Center
Technion
- 2010 Visiting Professor
London Business School
- 1997-1998 Visiting Professor
The University of Michigan
- 1996 - 1997 Associate Professor
School of Business Administration
Hebrew University of Jerusalem
- 1989 - 1996 Senior Lecturer
Hebrew University of Jerusalem
- 1994, 1995 Associate Professor
INSEAD -- European Institute of Business Administration
- 1989 - 1991 Associate Professor
University of Michigan

- 1985 - 1988 Lecturer
School of Business Administration
Hebrew University of Jerusalem
- 1984 - 1985 Post Doctoral Visiting Scholar
Industrial Engineering
Stanford University
- 1984 - 1985 Assistant Professor
School of Business Administration
California State University Hayward

PROFESSIONAL EXPERIENCE

- 1990 - Current Consultant on service delivery to banks, insurance companies and cellular service providers in Israel
- 1990 - 1997 Consulting research on manager selection
Hahevra Lematnasim, Israel's Organization of Community Centers
- 1982 - 1983 Assistant Vice President of Personnel Management
Wells Fargo Bank
- 1982 Human Resources Consultant
Hewlett-Packard Corp.
- 1981 Personnel Analyst in Strategic Studies Department
IBM Corporation

RESEARCH INTERESTS

Emotions in organizations, anger and conflict in organizations, management and dynamics of queues and customer service interactions, employment advertising and self presentation of individuals and organizations.

TECHNION ACTIVITIES

Director– Technion International Center, 2011 - present
Deputy Senior Vice President - International Academic Affairs, 2008 - 2011
Technion Behavioral Sciences Area Head 2002-2007
Behavioral Science Seminar Coordinator 2002 - 2009
Technion MBA Program Academic Director 2005-2007
IE Faculty Senate Representative 2004 – 2008
Technion Committee for Human Subjects Research (Helsinki Committee) 2002 - Present

PUBLIC PROFESSIONAL ACTIVITIES

Editorial Boards

Human Relations (2006 – present)

Journal of Management (2004 – present)

Journal of Service Research (2000 – present)

Journal of Service Management (2000 – present)

Organization Science (2000 – present)

Human Resources Management in Israel (2006 – present)

Administrative Science Quarterly (1996 – 2002)

Academy of Management Review (1993 – 2000)

Academy of Management Journal (1987 – 1993)

Conference Organization

Frontiers in Service Marketing and Management, Tempe, Arizona, 2005

Frontiers in Service Marketing and Management, Karlstad, Sweden 2010

International Work Psychology, Sheffield, England, 2010

Book Reviews

Emotions in the workplace (R. Lord and R. Klimoski) *Human Relations* (2003).

The dynamics of service (B. Gutek), *Administrative Science Quarterly* (1997).

Emotions in organizations (S. Fineman), *Organizational Studies*, (1995).

The second shift (A. Hochschild), *Administrative Science Quarterly*, (1991).

The sociology of emotions (D.D. Franks and E. D. McCarthy), *Administrative Science Quarterly*, 1991 (with R.I. Sutton).

Professional Committees

Academy of Management Junior Faculty Consortium (1998, 2010)

Academy of Management Junior Career Award (2010)

Academy of Management Scholarly Achievement Award Committee (2008; 2010).

Bi-National Science Foundation Proposal Evaluation Panel (2010)

Ford Foundation (Israel Foundation Trustees) Management Council 2005 – 2013)

Policy decisions about grants to junior faculty members and PhD students.

Tenure and promotion committees INSEAD (Management Department), University of

Toronto (Management Department), New York University (Management

Department), The University of Michigan (Department of Psychology), The

University of Texas (Management Department), Ben-Gurion University

(Management Department; Psychology Department), University of Haifa (School

of Education, Human Services Department' School of Business), Tel Aviv

University (Labor Studies), University of Cyprus (Management Department).

Academy of Management Consortium on collaborative research, 2002.

Ford Foundation (Israel Foundations Trustees) -- professional evaluation committees.

German-Israel Fund -- professional evaluation panel (2007).

Academy of Management Review, best paper committee, 1997, 2000,2007.

Academy of Management, Best Paper in Organizational Behavior committee, 1996.
Academy of Management, Consortium on Theory Development, 1998
Academy of Management, Best International Paper 2001, 2004, 2007.
Academy of Management Journal, best paper committee, 1995.

MEMBERSHIP IN PROFESSIONAL SOCIETIES

Academy of Management
American Psychological Society
European Association of Work and Organization Psychology
International Association of Applied Psychology
Society of Industrial and Organizational Psychology

HONORS

Highly Commended Best Paper, Journal of Service Management 2011
Fellow of Association for Psychological Science, 2010
Gutwirth Excellence in Research Award, 2007
Meir Rosenblatt Excellence in Teaching Award, 2006
Muriel & David Jacknow Technion Award for Excellence in Teaching, 2004
Best Theoretical Paper Award, Conference on Affective Human Factors Design, 2001
Best instructor award, Technion MBA program 2001
Nominee for Organizational Behavior Best Paper Award, 1993, 1997.
Academy of Management Journal, Best Paper Award, 1988.
Allon Fellowship for Promising Young Scientists, 1986.
Phi Kappa Phi Honor Society, 1982.

GRADUATE STUDENTS

Completed Theses

- Michael G. Pratt PhD in Organizational Psychology, The University of Michigan
Thesis: The happiest most dissatisfied people on earth: Ambivalence and commitment among Amway distributors (Committee member; Committee chair: Jane Dutton, June, 1994)
- Ori Hadomi MA in Chemical Industrial Management, Hebrew University of Jerusalem
Thesis: The influence culture on the effectiveness of alternative recruitment sources: A comparative cross cultural study (Co-advisor with Tal Simons, June, 1997).
- Alona Harness MA in Social Psychology, Hebrew University of Jerusalem
Thesis: Self presentation in applications for employment (January, 1998).
- Gil Shai MA in Social Psychology, Hebrew University of Jerusalem
Thesis: Self efficacy and newcomer expectations in organizational entry (June, 1998).
- Varda Vasserman MA in Sociology, Hebrew University of Jerusalem
Thesis: Implicit contracts in service organizations' self presentation: The influence of restaurant appearance on customer assumptions and expectations (Co-advisor with Avi Kluger, June 1998).

- Galit Eilam PhD in Business Administration, Hebrew University of Jerusalem
Thesis: The impact of individuals' self efficacy on coping with change
 (Co-advisor with Rami Friedman, February, 1998).
- Anat Harari MA in Social Psychology, Hebrew University of Jerusalem
Thesis: How does identifying an employee by name influence him or
 her and his or her customers (January, 2000).
- Yael Raz-Lapidot Ph.D. in Business Administration, Hebrew University fo Jerusalem
Thesis: Trust in leader-subordinate dyads
 (Co-advisor with Boas Shamir, February, 2001).
- Karen Haber MSc in Behavioral Sciences and Management, Technion
Thesis: The effects of queue structure on queues' emotional reactions
 (June, 2001).
- Shaked Gilboa MSc in Behavioral Sciences and Management, Technion
Thesis: Relating store environment and individual perspective as
 consumer or service provider to emotions and behavior (June, 2001).
- Techiya Ramati MSc in Behavioral Sciences and Management, Technion
Thesis: Aesthetic and symbolic aspects of professional dress (June, 2001).
- Laura Michelle Morgan, Ph.D. in Organizational Psychology, The University of Michigan.
Thesis: The Nature, Antecedents and Consequences of Social Identity-
 based Impression Management: Uncovering Strategies for
 Professional Image Construction in Cases of Negative Stereotyping
 (Committee member; Committee Chair: Jane Dutton, June, 2001).
- Iris Vilnai Yaavetz PhD in Behavioral Sciences and Management, Technion
Thesis: Organizational artifacts and organizational interactions (June,
 2002).
- Keren Cohen MSc in Behavioral Sciences and Management, Technion
Thesis: Emotional consequences of filling time in wait queues (June,
 2002).
- Dani Fruchter MSc in Behavioral Sciences and Management, Technion
Thesis: Symbols and artifacts and quality of customer service
 (June, 2002).
- Noga Prat MSc in Behavioral Sciences and Management, Technion
Thesis: Anger, gender and responsibility: An analysis of promotion
 opportunities in organizations (November, 2003).
- Monica Worline PhD in Organizational Psychology, The University of Michigan.
Thesis: Courage in organizations. (Committee member; Committee
 Chair: Lloyd Sandelands; December, 2003).

- Caroline Zeira MSc in Behavioral Sciences and Management, Technion
Thesis: Effects of queue management on service employees. (January 2004).
- Nira Munichor MSc in Behavioral Sciences and Management, Technion
Thesis: Caller reactions to telephone waiting. (February, 2004).
- Efrat Kedmi MSc in Behavioral Sciences and Management, Technion
Thesis: Interruptions and irritation in queues. (March, 2004).
- Taly Feigenbaum MSc in Behavioral Sciences and Management, Technion
Thesis: Anger and Promotion in Israel and Singapore. (March, 2004).
- Adva Markus MSc in Behavioral Sciences and Management, Technion
Thesis: Guilt feelings and promotion opportunities. (June, 2004).
- Nurit Zahavi-Riechstein MA in Social Sciences, Technion
Thesis: Politeness, expressiveness and customers' special requests. (July, 2004).
- Lital Zilberman MSc in Behavioral Sciences and Management
Thesis: Citizenship Behaviors in Telephone Service (January, 2005)
- Hadas Admon - MSc in Behavioral Sciences and Management
Thesis: Perceived fairness of employee monitoring as a precursor of quality and quantity of performance and of intent to leave. (Co-advising with Danny Gopher, August, 2005)
- Idit Avivi - MSc in Behavioral Sciences and Management
Thesis: Quantity and quality considerations in performance evaluation as antecedents of perceived procedural justice and of intention to leave. (November, 2005)
- Ofra Eagle - MSc in Behavioral Sciences and Management
Thesis: The effects of person images on e-commerce and e-learning sites on intent to purchase and intent to interact with web sites. (October, 2005)
- Yael Sagi MSc in Behavioral Sciences and Management
Thesis: The effects of logos and brand symbols on trust and compliance (October, 2005)
- Ravit Rozilio MSc in Behavioral Sciences and Management
Thesis: The effects of customer anger on employee cognitive processing (November, 2005)
- Rellie Razin-Derfler MSc in Behavioral Sciences and Management

- Thesis: Customer anger displays and employee cognitive performance
(August, 2007)
- Liad Weiss - MSc in Behavioral Sciences and Management
Thesis: The effects of distance from a service provider and progress toward a service provider on satisfaction and renegeing from a queue.
(August, 2007)
- Alina Axelrod MSc in Behavioral Sciences and Management (co-advising with Danny Gopher)
Thesis: Design your well being: The relationship between the work environment and well-being of health service professionals.
(November, 2007)
- Dorit Efrat MSc in Behavioral Sciences and Management
Thesis: Creativity following an experience of others' anger
(November, 2007)
- Nira Munichor - PhD in Behavioral Sciences and Management
Thesis: Sense of progress in telephone waiting.
(November, 2007)
- Roy Israeli MSc in Behavioral Sciences and Management
Thesis: The effects of one angry team member on individual and group self efficacy. (February, 2008)
- Lee Leshem MSc in Behavioral Sciences and Management
Thesis: The effects of situation strength and cultural heterogeneity on task performance of distributed dyads. (coadvising with Mia Erez)
(February, 2008)
- Karen Mangobi MSc in Behavioral Sciences and Management
Thesis: Queues and fairness (February, 2008)
- Yael Leshem - MSc in Behavioral Sciences and Management
Thesis: The effects of time fillers in tele-waiting queues
(September, 2009)
- Hila Gabai- MSc in Behavioral Sciences and Management
Thesis: The effects of empathy on reaction to anger
(September 2009)
- Sharon Lubasch- MSc in Behavioral Sciences and Management
Thesis: The cumulative effects of customer anger
(September 2009)
- Yaki Friedland MSc in Behavioral Sciences and Management
Thesis: Anger and apologies in banks
(October 2009)

- Ella Glickson MSc in Behavioral Sciences and Management
Thesis: Rewards for customer anger (March, 2010)
- Sonya Stutman MSc in Behavioral Sciences and Management
Thesis: Emotion effects on memory recall (March, 2010)
- Hadar Neshet MSc in Behavioral Sciences and Management
Thesis: Staff burnout and patient aggression in hospitals (March, 2011)
- Shira Agasi MSc in Behavioral Sciences and Management
Thesis: Staff jargon expressions and patient frustration and aggression (March 2011)
- Shy Ravid PhD in Industrial Engineering (coadvicing with Avi Shtub)
Thesis: Shared Understandings in project teams. (May 2012)
- Arik Cheshin PhD in Behavioral Sciences and Management
Thesis: Emotional contagion in distributed teams (May 2012)
- Hadar Moriyah MA in Behavioral Sciences and Management
Thesis: Expectations and Aggression of Hospital Visitors (May 2012)
- Yael Shababo MA in Behavioral Sciences and Management
Thesis: Staff reactions to PatientAggression (Dec 2014)
- Dorit Efrat PhD in Behavioral Sciences and Management
Thesis: Anger and helplessness cycles (Dec 2014)
- Nava Michael-Tsabari PhD in Psychology
Thesis: Emotion dynamics in Family Firms (Dec 2014)
- Yaakov Rosenfeld MA in Psychology
Thesis: Complex emotions in Family Firms (Dec 2014)
- Elie Eizner MA in Psychology
Thesis: A Self-Other Perspective on Rewarding Anger (Projected graduation 2016)

Students in Progress

- Ron Ishai PhD in Psychology
Thesis: Anger, Guilt and Regret Post Conflict Resolutions
 (Projected graduation 2017)
- Daniel Altman MA in psychology
Thesis: Modeling Human Reaction to Emotion Expressed by Others: A
 Non-obtrusive Examination of Frontline Service Employees
 (Projected graduation 2017)
- David Spivak MA in Psychology
Thesis: The Effects of Emotion Exchanges on Customer Satisfaction in
 Twitter Customer Service Interactions
 (Projected graduation 2017)
- Shelly Ashtar MA in psychology
Thesis: The effect of customer emotion and work demands on employee
 unscheduled breaks: An investigation of chat-based customer service
 (Projected graduation 2017)

RESEARCH GRANTS (*past 5 years*)

AOL Inc. "Assessing emotion and customers satisfaction in online service interactions." (3 year grant, \$25,000 a year, total of \$75,000, 2015)

IBM Faculty Research Award "Dynamic real time assessments of emotion in online service interactions." (2015; \$20,000)

National Institute of Health Policy. "Dynamically Updated Information to ER Medical patients." (with Galit Yom Tov and Avi Parush, 2 year grant, 150,000 NIS each year 2015).

National Institute of Health Policy. "Reducing Aggression toward Hospital ER Medical Staff." (2 year grant, 150,000 NIS each year 2014).

Israel Science Foundation: Values, offenses and aggression: a group and individual level multi-culture analysis of aggression toward medical service providers. (324,000 NIS, 2014-2017)

Israel Ministry of Industry and Commerce. "Bullying and Hassles in the Workplace." (2 year grant, 64, 000 NIS)

National Institute of Health Policy. "Managing and Handling Violence and Aggression toward Hospital Medical Staff." (3 year grant, 350,000 NIS 2011).

Johns Hopkins Applied Physics Lab. "Developing agent affect in virtual teams." Anat Rafaeli Subcontractor, Nathan Bos, Johns Hokins Principal Invistigator. (2 year grant, \$75,000 a year starting 2008).

Israel National Academy of Science. "Affect in Virtual Teams: Contagion, and Performance." Anat Rafaeli Principle Investigator. (two year grant starting 2008; 95,000 NIS per year).

Israel Ministry of Science and Technology "Quality of Service and fairness in multimedia contact centers." Anat Rafaeli Principle Investigator (with Hanoch Levy, of Tel Aviv University Computer Science Department) (3 year grant of 773,460 NIS 2005-2008)

Israel Ministry of Labor "Aspects in the design of work and the design of the work space of customer service employees that influence the social, psychological and behavioral well being of customer service employees." Anat Rafaeli Principle Investigator (with Danny Gopher) (2 year grant of 600,000 NIS 2003 - 2005).

LIST OF PUBLICATIONS

Refereed Papers in Professional Journals (* designates collaboration with a student)

1. Rafaeli, A. and Klimoski, R. J. Predicting sales success through handwriting analysis: An evaluation of the effects of training and handwriting sample content. Journal of Applied Psychology, 68, 1983, 212-217.
2. Klimoski, R. J. and Rafaeli, A. Inferring personal qualities through handwriting analysis. Journal of Occupational Psychology, 56, 1983, 191-202.
3. Rafaeli, A. Quality circles and employee attitudes. Personnel Psychology, 38, 1985, 603-615.
4. Rafaeli, A. Employee attitudes toward working with computers. Journal of Occupational Behavior, 7, 1986, 89-106.
5. Rafaeli, A. and Sutton, R.I. Word processing technology and perceptions of control among clerical workers. Behavior and Information Technology, 5, 1986, 31-37.
6. Rafaeli, A. and Sutton, R.I. The expression of emotion as part of the work role. Academy of Management Review, 12, 1, 1987, 23-27
7. Sutton, R.I. and Rafaeli, A. Work station characteristics as potential occupational stresses. Academy of Management Journal, 1987, 260-276.
8. Nevo, B. and Rafaeli, A. Strategies of personnel selection among Israeli firms. Neehul (Management), 1987 (In Hebrew).
9. Sutton, R. and Rafaeli, A. Untangling the relationship between emotion work and organizational sales: The case of convenience stores. Academy of Management Journal, 31, 3, 1988, 461-487.
10. Rafaeli, A. and Drori, A. Graphological assessments: Concerns and suggestions for research. Perceptual and Motor Skills, 66, 1988, 743-759.

11. Rafaeli, A. When clerks meet customers: A test of variables related to emotional expressions on the job. Journal of Applied Psychology, 7, 4, 1989, 385-393.
12. Rafaeli, A. When cashiers meet customers: An analysis of the role of the supermarket cashier. Academy of Management Journal, 32, 2, 1989, 245-273.
13. Rafaeli, A. and Sutton, R.I. The expression of emotion in organizational life. Research in Organizational Behavior, 11, 1989, 1-43
14. Rafaeli, A. and Sutton, R.I. Busy stores and demanding customers: How do they effect displays of positive emotions. Academy of Management Journal, 33, 2, 1990, 623-637.
15. Rafaeli, A. and Sutton, R.I. Emotional contrast strategies as social influence tools: Lessons from bill collectors and criminal interrogators. Academy of Management Journal, 34, 4, 1991, 749-775.
16. *Rafaeli, A. and Pratt, M.G. Tailored meanings: On the meaning and impact of organizational dress. Academy of Management Review, 1, 1993, 32-56.
17. Rafaeli, A. Dress and behavior of customer contact employees: A framework for analysis. Advances in Services Marketing and Management, 2, 1997, 175-213.
18. *Rafaeli, A. Dutton, J., Harquail, C.V., Lewis, S. Navigating by attire: The use of dress by female administrative employees. Academy of Management Journal, 40, 1, 1997, 9-45.
19. *Pratt, M.G. and Rafaeli, A. Organizational dress as a symbol of multilayered social identities. Academy of Management Journal, 40, 4, 1997, 860-896.
20. Rafaeli, A. and Oliver, A. Employment ads: A configurational research agenda. Journal of Management Inquiry, 7, 4, 1998, 342-359.
21. Rafaeli, A. Pre-employment screening and applicants' attitudes toward an employment opportunity. Journal of Social Psychology, 39, 6, 1999, 700-712.
22. Rafaeli, A. Forming a reputation in organizational recruiting: Lessons from employment advertising. Corporate Reputation Review, 3, 3, Spring 2000, 218-240.
23. *Rafaeli, A. and Harness, A. Validating your merit in letters of application for employment. Journal of Mundane Behavior, June 10 2000.
(<http://www.mundanebehavior.org/issues/v1n2/rafaeli.htm>).
24. *Rafaeli, A. and Harness, A. Letters of application for employment: Impression management in letters of application for employment. Advances in Qualitative Organizational Research, 3, 2001, 1-33.
25. *Rafaeli, A. and Worline, M. Individual emotion and work organization. Social Science Information. 40, 1, March 2001, 95-125.

26. *Pratt, M.G. and Rafaeli, A. Symbols as a language of organizational relating work. Research in Organizational Behavior, 23, 2001, 93-133.
27. Feldman, M. and Rafaeli, A. Organizational routines as sources of connections and understandings. Journal of Management Studies, 39, 3, 2002, 309-331.
28. *Rafaeli, A., Barron, G. and Haber, K. The effects of queue structure on attitudes. Journal of Service Research, 2002, 5, 2, 125-140.
29. *Gilboa, S. and Rafaeli, A. Store environment, emotions and approach behavior: Applying environmental aesthetics to retailing. The International Review of Retail, Distribution and Consumer Research, 13, 2, April 2003, 1-17.
30. *Rafaeli, A. and Vilnai-Yavetz, I. Relating instrumentality, aesthetics, and symbolism of physical artifacts to emotions. Theoretical Issues in Ergonomics Science, Special issue: Theories and Methods in Affective Human Factors Design, 2004,5,1,95-112.
31. *Rafaeli, A. and Vilnai-Yavetz, I. Emotion as a connection of physical artifacts and organizations. Organization Science, 2004,15,6.
32. *Rafaeli, A., Vilnai-Yavetz, I. and Jacob, C. Instrumentality, aesthetics and symbolism of office design. Environment and Behavior, 2004,36,10,1-18.
33. *Rafaeli, A., Simons, T. and Hadomi, O. Costs and consequences of alternative recruiting sources: A new conceptualization and an empirical investigation. European Journal of Work and Organizational Psychology, 2005,14,4,355-366.
34. *Vilnai-Yavetz and Rafaeli, A. Aesthetics and Professionalism in Virtual Service Design: The Influence on Customer Pleasantness, Satisfaction, and Intent to Interact. Journal of Service Research, 2005,8,3,245-249.
35. Rafaeli, A. Sense-making of employment: On whether and why people read employment advertising. Journal of Organizational Behavior, 2006,27,1-24.
36. *Munichor, N. and Rafaeli, A., Number or apologies?: Customer reactions to telephone waiting time fillers. Journal of Applied Psychology, 2007, 92,2,511-518.
37. *Weiss, L., Rafaeli, A., Munichor, N. Proximity to or progress toward receiving a telephone service? An experimental investigation of customer reactions to features of telephone auditory messages. Advances in Consumer Research, October 2007.
38. Hareli, S. and Rafaeli, A. Emotion Cycles: On the social influence of emotion in organizations. Research in Organizational Behavior, 2008.
39. *Rafaeli, A., Zilberman, L. and Doucet, L. The effect of customer orientation behaviors of telephone service employees on customer evaluation of service quality Journal of Service Research, 2008.

40. * Rafaeli, A., Sagi, Y. and Derfler R. Logos and initial compliance: A strong case of mindless trust. Organization Science, 2008.
41. Lurie, G., Rafaeli, A. Testing Safety Commitment in Organizations with a Safety Artifact Interpretation Tool. Journal of Safety Research, 2008.
42. *Rafaeli, A., Ravid, S. and Cheshin, A. Shared Mental Model, Sensemaking and Effectiveness of Multi Functional Project Teams. International Review of I/O Psychology, 2009.
43. *Miron-Spector, E., and Rafaeli, A. Anger at Work Research in Personnel and Human Resources Management, 2009.
44. * Grandey, A. Ravid, S. Rafaeli, A., Wirtz, J. and Steiner, D. Display rules for anger suppression in the global service economy: The special case of customers. Journal of Service Management, 2010,21,4.
45. *Miron-Spektor, E., Rafaeli, A. Efrat-Treitler, D.' Schwartz-Cohen, O. Observing Third Person Anger Can Improve or Hinder Performance. Journal of Applied Psychology, *In Press*.
46. Vilani-Yavetz and Rafaeli, A. The Effects of a Service Provider's Messy Appearance on Customer Reactions *Services Marketing Quarterly* (2011, 32, 3).
47. Vilnai-Yavetz and Rafaeli, A. The Effects of a Service Provider's Messy Appearance on Customer Reactions Services Marketing Quarterly (2011, 32, 3).
48. *Cheshin, A., Rafaeli, A., & Bos, N. (2011). Anger and Happiness in Virtual Teams: Emotional Influences of Text and Behavior on Others' Affect in the Absence of Non-Verbal Cues. Organization Behavior and Human Performance.
49. * Rafaeli, A., Erez, A. Ravid, S., Derfler R. and Rozilio, R. (2012) Encountering rudeness: Effects on employee emotion and cognition *Journal of Applied Psychology*.
50. *Cheshin, A., Rafaeli, A. and Eisenman, A. (2012). Encountering Anger In The Emergency Department: Identification, Evaluations And Responses Of Staff Members To Anger Displays." *Emergency Medicine International*
51. *Severance, L. Lan Bui Wrozosinska, Gelfand, M., Rafaeli, A. and others (2013) The Psychological Structure of Aggression Across Cultures. *Journal of Organizational Behavior*, 34(6), 835-865.
52. Shapira, C., A. Rafaeli, I. Vilnai-Yavetz and M. Druker (2013). "Reactions of hospital medical doctors in Israel on time clocks", *Fifth International Jerusalem Conference on Health Policy*. P. A. Israeli and P. A. Garber. Jerusalem, Israel

53. *Nouri, R., Erez, M., Rockstuhl, T., Ang, S., Leshem, L. and Rafaeli, A. (2013) Taking the Bite Out of Culture: The Impact of Task Structure and Task Type on Overcoming Impediments to Cross-Cultural Team Performance" Journal of Organizational Behavior.
54. *Factor, R., Mahalel, D., Rafaeli, A. Williams, D.R. A social resistance model for delinquent behavior among non-dominant minority groups. British Journal of Criminology, 2013.
55. Rafaeli, A. (2013). Emotion in organizations: Considerations for family firms. Entrepreneurship Research Journal, 3, 3, 295–300.
56. *Factor, R., Mahalel, D., Rafaeli, A. (2014) Health Behaviors and Social Resistance of Non-Dominant Minority Groups. Ethnicity and Health
57. * Rafaeli, A., & Altman, D. (2016). Emotion in frontline service: Concerns and reconsiderations. Journal of Service Research.
58. Shapira, C., Vilnai-Yavetz, I., Rafaeli, A. & Druker, M. (*forthcoming*). Time clock requirements for hospital physicians. *Health Policy* (IF: 1.907; 5-year IF: 2.070).
59. Yechiam E, Telpaz A, Krupenia S, and Rafaeli A (2016). Unhappiness intensifies the avoidance of frequent losses while happiness overcomes it. *Frontiers in Psychology*.
60. * Henkel, A. Rafaeli, A. When a Marketplace Interaction Becomes a Social Interaction: Observer Reactions to Customer Incivility. (*Forthcoming*) Journal of Service Research.

Book

61. * Artifacts and Organizations: Beyond Mere Symbolism Lawrence Earlbaum Associates Inc. (2006; co-edited with Michael G. Pratt).

Book Chapters (* designates collaboration with a student)

1. *Vilnai-Yavetz, I. and Rafaeli, A. Organizational interactions: A basic skeleton with spiritual tissue. In R.A.J. Giacalone and C.L. Jurkiewicz (eds.), Handbook of Workplace Spirituality and Organizational Performance, 2003. M.E. Sharpe, 76-93.
2. *Rafaeli A. and Vilnai-Yavetz, I. Discerning organizational boundaries through physical artifacts. In: Managing Boundaries in Organizations: Multiple Perspectives, N. Paulsen and T. Hernes (Eds.), 2003. London: McMillan Press, 188-211.
3. *Vilnai-Yavetz, I. Rafaeli, A. Managing artifacts to avoid artifact myopia, In: Artifacts and Organizations: Beyond Mere Symbolism, A. Rafaeli and M.G. Pratt (Eds.)_2006. Lawrence Erlbaum.

4. Rafaeli A. Help Wanted Advertising, Encyclopedia of Career Development, 2007.
5. *Vilnai-Yavetz, I. & Rafaeli, A. Emotion in spirituality of organizational interactions. In: Spirituality in the workplace: Executive reference book. Hyderabad, India: ICFAI books.
6. Rafaeli, A. Artifacts in organizations. International Encyclopedia of Organization Studies. 2007.
7. Raz, A., Rafaeli, A. A Cross-Cultural Perspective on Customer Service: “Smile Training” in Japan and North America. in: Managing Emotions in the Workplace (Vol. 3), N.M. Ashkanasy, W.J. Zerbe and C.E.J. Härtel (Eds), 2007.
8. Hareli, S., Rafaeli, A and Parkinson, B. Emotions as social entities: The social role of emotions in shaping interactions in organizational settings. Research Companion to Emotion in Organizations, Edwin Elgar Publishing (New Horizons in Management Series), 2007.
9. Rafaeli, A., Schwartz, N. and Tschan, F. Emotion in work settings. Forthcoming in: Oxford Companion to the Affective Sciences, Klaus Scherer, David Sander (Eds.), Oxford University Press, 2007.
10. *Vilnai-Yavetz, I. & Rafaeli, A. Three dimensions of the tip of the iceberg: Designing the work environment. Handbook of Organizational Culture and Climate, 2nd edition, Sage Publications, 2010.
11. Reflecting on emotional labor as a social meme. In: Grandey, A., Diefendorff, J.A., & Rupp, D. (Eds.). (2013). Emotional Labor in the 21st Century: Diverse Perspectives on Emotion Regulation at Work. New York, NY: Psychology Press/Routledge
12. Ravid, S., Shtub, A., Rafaeli, A., and Glikson, E. From project management to team integration: Key issues in the management of the human resource in projects. Foundations and Trends® in Technology, Information and Operations Management 2013, 6, 2.

CONFERENCES

Keynote Address (past 10 years)

Harvard Conference on Qualitative Research, Boston, Mass., June, 2015

Topic: The dilemmas of emotion research

Frontiers in Service Science, Stillwater, Oklahoma, May 2015

Topic:: Emotion in Frontline Service

Frontiers of Work Psychology, Sheffield, England, June 2008

Topic: Anger at Work

International Congress of Psychology, Sibiu, Rumania, June 2007

Topic: Emotion in Service Organizations

Frontiers in Service Management, Miami, October, 2004

Topic: Emotion in Customer Service

Plenary Address (past 5 years)

New Models and Concepts for Service Work

Sponsor: German Science Foundation

Topic: Anger effects in service organizations

Conducting multi-cultural and cross cultural research

Sponsor: Michigan State University, October 2009

Topic: Researching emotion in organizations

Bi-Annual conference on quality in public sector service and society,

Gothenburg, Sweden, November, 2007

Topic: Emotion in Customer Service: The Employee's Perspective

Symbolic Value Creation,

European Science Foundation, Milan, September, 2007

Topic: Organization Logos and Mindless Trust

Employment without value, creation without employment,

Fraunhofer Institute, Berlin, 2006

Topic: Service Providers as Key to Service Delivery

Organizational Symbolism and Aesthetics,

Bocconi University, Milan, 2004

Topic: Instrumentality, Aesthetics and Symbolism in Organization Artifacts

Semi-Plenary Address (past 10 years)

European Association of Work and Organizational Psychology, Stockholm, 2007

Topic: The Effects of Anger of Self and Others

Global Call Center Management, Edinburgh, 2006

Topic: The Call Center Industry in Israel

Participation in Conference Organization (past 10 years)

European Association of Management, Paris, May 2007

(Chair of emotion track)

European Association of Management, Oslo, May, 2006

(Chair of emotion track)

Frontiers in Service Management, Arizona, October, 2005

(Conference co-chair)

Organizational artifacts, within Academy of Management, Honolulu, 2005

(Symposium chair).

International Conference on Service Management, La Lund, France June, 2004

(Conference co-chair)

Invited Talks (past 10 years)

Service innovation and methods,

Fraunhofer Institut für Arbeitswirtschaft und Organisation, Berlin, 2010.

Cutting-edge thinking and research on affect and organizing

Academy of Management, Philadelphia, 2007

Anger in organizations

University College, Dublin, 2007

International Association of Applied Psychology, Istanbul, 2006

The emotional complexity of organization

Emotion in Organizations, London, 2004.

International Association of Applied Psychology, Athens, July 2006.

Small Group Meeting on Emotions in Organizations, Rotterdam, June 2005.

Managing call center customer service employees

IDB, Service Research Forum, 2007

Call Center Forum, Wharton Financial Institutions Center, 2004.

Queues and waiting: The customer's view.

Israel Ministry of Science Annual Conference, 2006.

Tel Aviv University, 2003.

Ben Gurion University, 2003.

Conference Talks (past 10 years)

Fights Before Flights: A Stressor-Strain Framework of Predictors of Customer Mistreatment

Academy of Management Meeting, Los Angeles, 2016

Anger and Aggression in Organizations (Discussant)

Academy of Management Meeting, Montreal, Canada, 2010.

Cycles of Helplessness and the Wisdom of Emotions (Discussant)

Academy of Management Meeting, Montreal, Canada, 2010.

Anger and Work Place Outcomes (With Ella Miron-Spektor)

Academy of Management Meeting, Chicago, Illinois, 2009.

When Customers are Rude Employees Pay the Costs (With and Amir Erez)

Academy of Management Meeting, Chicago, Illinois, 2009.

Anger vs. Rigidity in the Workplace (With Arik Cheshin)

Academy of Management Meeting, Chicago, Illinois, 2009.

Affect in Virtual Teams (With Nathan Bos and Arik Cheshin)

Computer – Human Interaction (CHI), Florence, Italy April 2008

Facilitating Collaborative Sensemaking in Distributed Project Teams Using Computer Supported Cooperative Work Tools (with Shy Ravid and Avi Shtub)

Computer – Human Interaction (CHI), Florence, Italy April 2008

Improving Customer reactions to Telephone Waiting

Wharton Contact Center Management Conference, Philadelphia, February 2008.

Experimental Investigation of Customer Reactions to Telephone Auditory Messages.

Association of Consumer Research, Memphis, TN 2007

The costs employees pay for encountering angry customers.

Frontiers in Service Management and Marketing, San Francisco, 2007

Anger of one member and performance of the whole team.

Academy of Management, Philadelphia, 2007

Is anger rewarded? A naïve and honest perspective

Academy of Management, Philadelphia, 2007

Myriad faces of multicultural experience: Effects on creativity and performance

Society of Industrial and Organizational Psychology, New York, 2007

Expressing anger: A multi-culture comparison

Academy of Management, Atlanta, GA 2006.

Cleanliness (and dirt) as organizational artifacts

Academy of Management, Atlanta, GA 2006.

The effects of anger of self and others

Society of Industrial and Organizational Psychology, Dallas, 2006

Anger and promotion opportunities in organizations: A cross-cultural comparison.

Emotion in Organizations, London, 2004.

Dimensions and emotions in analyzing physical artifacts.

Organization Science Winter Conference (Steamboat Springs, CO 2004).

Invited Seminars (past 10 years)

Anger in organizations

University College, Dublin, 2007

University of London (Kings College), 2006

University of Illinois, Urbana, 2005

Emory University, Atlanta, 2005

University of Frankfurt, 2004.

Artifacts and organization: Dimensions and emotions.

University of Michigan (2004);

Case Western Reserve University (2004);

New York University (2003);

University of California – Davis (2003);

Yale University (2003);

University of Manchester (England) (2003);

Queues and waiting: A research paradigm and new findings.

Tel Aviv University (2003); Ben Gurion University (2003);

Geissen University (2003)