

*How do we manage employees with a strong sense of entitlement?*

Professor Glenda Fisk (with Dr. Lukas Neville (U of Manitoba) are exploring strategies by which employee entitlement may be managed. While entitlement is traditionally defined as a relatively stable personality trait, it is important to note that some experts acknowledge the possibility that it can change over time, with dedicated effort.

Professor Fisk and Neville look to research from various social science disciplines for insight into strategies that may be useful in mitigating the attitudinal and behavioral correlates of entitlement. They focus on strategies noted for modifying mechanisms critical to the process of personality change, particularly those known for fostering self-regulation and compassion – characteristics lacking in entitled individuals.

Professors Fisk and Neville have a new paper, *Managing employee entitlement: Practical interventions for individual and organizational change*, to be presented at the European Association of Work and Organizational Psychology at Oslo, Norway.

(Contact us for more information.)