

GLEND A M. FISK, Ph.D.

Industrial Relations Queen's University
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ACADEMIC EMPLOYMENT

2012-Present **Queen's University:** Associate Professor, Industrial Relations

- Director of Industrial Relations Program (2013-2015)
- Chair of Graduate Programming Industrial Relations (2016-Present)

2006-2013 **Queen's University:** Assistant Professor

EDUCATION

Ph.D. **The Pennsylvania State University,** Industrial-Organizational Psychology (2006)
Committee: Alicia Grandey (Chair), Jeannette Cleveland, James Farr, Alexander Colvin

B.A. (Hons.) **University of Calgary, Psychology** (2001)

RESEARCH INTERESTS

-Employee Entitlement and Narcissism
-Emotion Regulation in Front-Line Service Occupations
-Counterproductive / Deviant Work Behaviors

RESEARCH FUNDING

- Social Sciences and Humanities Research Council of Canada
- ESCP Paris
- Principal's Development Fund, Queen's University
- D.I. McLeod Research Funds, Smith School of Business
- Research Initiation Grant, Queen's University

AWARDS AND HONORS

- Cross-appointment, Queen's School of Business
- Academy of Management OB Division Outstanding Reviewer Award
- Penn State Outstanding Graduate Teaching Assistant Award, Nominee
- Teaching Fellow, Department of Psychology
- National Canadian Coaching Certification: Level 1 (NCCP)

PUBLICATIONS *denotes graduate student co-author

- Turel, O, Connelly, C.E., & Fisk, G.M. (2013). Service with an e-smile: Employee authenticity and customer use of web-based support services. *Information & Management*, 50, 98-104.
- Fisk, G. (2013). "Emotional intelligence at the table: How emotions influence negotiation processes and outcomes" in *Innovations in collective bargaining and the labour-management relationship*. In R.P. Chaykowski and R. Hickey (Eds.). Kingston: School of Policy Studies, Queen's University.
- Fisk, G.M. & Friesen, J.P.* (2012). Leader-member exchange quality and perceptions of leader emotion regulation as predictors of follower job satisfaction and organizational citizenship behaviors. *The Leadership Quarterly*, 23, 1-12.
- Fisk, G.M. & Neville, L.B.* (2011). Effects of customer entitlement on service workers' physical and psychological well-being: A study of waitstaff employees. *Journal of Occupational Health Psychology*, 16, 391-405.
- Fisk, G.M. (2010). "I Want it All and I Want it Now!" An examination of the etiology, expression and escalation of excessive employee entitlement. *Human Resource Management Review*, 20, 102-114.
- Fisk, G.M., & Dionisi, A.* (2010). Resilience and the Role of Positive Emotions in Adapting to Organizational Change. In W. Zerbe, N., C Hartel & N. Ashkanasy (Eds.), *Research on Emotion in Organizations* (Vol. 6, pp.167-188): Emerald.
- Cleveland, J. N., Cordeiro, B. L., Fisk, G., Mulvaney, R. H., & Chando, E. (2006). The role of person, spouse, and organizational climate on work-family perceptions. *Irish Journal of Management, Special Issue 2005*, 229-253.
- Grandey, A.A., Fisk, G.M., 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, 893-904.
- Grandey, A.A., Fisk, G.M., Mattila, A.S., Jansen, K., & Sideman, L.A. (2005). Is service with a smile enough? Authenticity of positive displays in service encounters. *Organizational Behavior and Human Decision Processes*, 96, 38-55.
- Grandey, A.A., & Fisk, G.M. (2005). Emotional requirements of work: What's fairness got to do with it? In P. Perrewe and D. Ganster (Eds.), *Research in occupational stress and well being* (Vol. 4, pp. 269-297): Elsevier Ltd.
- Mattila, A.S., Grandey, A.A. & Fisk, G. (2003). The interplay of gender and affective tone in service encounter satisfaction. *Journal of Service Research*, 6, 136-143.

OTHER CONTRIBUTIONS

- Fisk, G., & Skattebo, A. (Nov. 2009). Attracting the best: An evidence-based approach to recruitment. *Canadian Government Executive*.

REFEREED CONFERENCE PRESENTATIONS *denotes graduate student co-author

Fisk, G. (2017). The Effect of Ambient Entitlement and its' Management on the Customer Service Experience. Poster presented at the XVIIIth European Congress of Work and Organizational Psychology, Dublin, Ireland.

Fisk, G. (2017). Gimme Gimme Gimme! Connecting Entitlement to “Dark Side” Work Constructs. Poster presented at the XVIIIth European Congress of Work and Organizational Psychology, Dublin, Ireland.

Neville, L., & Fisk, G. (2014). Getting to excess: Psychological entitlement and contentious negotiation. Paper presented at the annual meeting of the International Association of Conflict Management at Leiden, Netherlands.

Neville, L. & Fisk, G. (2013). Asking too much? Psychological entitlement and negotiation. Paper presented at symposia for the annual meeting of the Academy of Management at Orlando, FL.

Fisk, G., & Miners, C. T. H. (2013). The importance of being earnest: Disentangling emotional authenticity from sincerity. Paper presented at symposia for the annual meeting of the Society for Industrial and Organizational Psychology, Houston, TX.

Fisk, G., & Vogt, N.* (2011). To serve, To lead, To engage: A study of servant leadership in religious organizations. Oral paper presented at the XVth European Congress of Work and Organizational Psychology, Maastricht, Netherlands.

Harrison, M., Fisk, G., & Tkocz, Z. (2011). Self-concept as a moderator of the emotion regulation – stress relationship: An empirical test. Oral paper presented at the XVth European Congress of Work and Organizational Psychology, Maastricht, Netherlands.

Turel, O., Connelly, C., & Fisk, G. (2011). Service with an E-smile: Employee Authenticity and Customer Usage of Web-Based Services. Paper presented at the 44th meeting of the International Conference on System Sciences, Honolulu, HI.

**Best paper award nominee

Hammond, M., & Fisk, G. (2010). Emotion Regulation and Stress: The Moderating Effect of Self-Concept Level. Paper accepted for presentation at symposia for the annual meeting of the Irish Academy of Management, Cork, IE.

Brummel, B., & Fisk, G. (2010). Reducing perceived entitlement via interpersonal skills training. Paper presented at symposia for the annual meeting of the Academy of Management, Montreal, QC.

Lilius, J., & Fisk, G. (2009). Do you feel what I feel? A comparison of self versus subordinate ratings of compassion. Paper presented at symposia for the annual meeting of the Academy of Management, Chicago, IL.

Friesen, J.,* & Fisk, G. (2008). Leader-member exchange and leader emotion regulation as predictors of employee work attitudes and behaviors. Paper presented at symposia for the annual meeting of the Society for Industrial Organizational Psychology, San Francisco, CA.

- Fisk, G., Dzieweczynski, J., Lindsay, D., & Neff, N. (2007). Anything you can do, can I do better? Examining the work-related attitudes of the grandiose and vulnerable narcissist. Oral paper presented at the XIIIth European Congress of Work and Organizational Psychology, Stockholm, Sweden.
- Fisk, G. (2007). Development and validation of a work-related entitled behavior scale. Poster presented at the annual meeting of the Society for Industrial Organizational Psychology, New York, NY.
- Fisk, G. (2006). Using the psychology of addiction to explain the expression and escalation of employee entitlement. Paper presented at symposia for the annual meeting of the Academy of Management, Atlanta, GA.
- Barger, T., Grandey, A., & Fisk, G. (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.
- Cleveland, J.N., Cordeiro, B., Fisk, G., Harris-Mulvaney, R., & Chando, E. (2005). The Influence of Person, Couple and Organizational Factors on Ratings of Role Conflict, W-F / F-W Conflict and Time-Energy Imbalance. Paper presented at symposia for the 20th annual meeting of the Society for Industrial Organizational Psychology, Los Angeles, CA.
- Grandey, A., Fisk, G., & Steiner, D. (2004). Investigating French and American Service Worker Reactions to "Service with a Smile." Paper presented at symposia for the 19th annual meeting of the Society for Industrial Organizational Psychology, Chicago, IL.
- Fisk, G., Grandey, A., & Mattila, A. (2003). Service with a Scowl: Can Social Accounts Mitigate Customer Reactions? Paper presented at symposia for annual meeting of the Academy of Management, Seattle, WA.
- Skattebo, A., Fisk, G., & Ferzandi, L. (2003). Will Raters Ever Learn? An Empirical Test of the Effectiveness of RET and FORT. Paper presented at the 2003 meeting of the Industrial/Organization Behavior Graduate Student Conference, Akron, OH.
- Grandey, A., & Fisk, G. (2003). Fairness of Display Rules as a Motivator of Emotional Labor. Paper presented at symposia for the 18th annual meeting of the Society for Industrial Organizational Psychology, Orlando, FL.
- Grandey, A., Fisk, G., Mattila, A., & Sideman, L. (2002). Is that Smile for Real? Reactions to Inauthenticity in Service Settings. Paper presented at symposia for the annual meeting of the Academy of Management, Denver, CO.

INVITED TALKS

- *Emotion Regulation as a Strategic Approach to Conflict Management and Negotiation*
Developing Successful Schools, Sackville NB
- *Building Resilience: The Role of Individual and Situational Variables*
The Center for Abuse and Trauma Therapy, Kingston, ON
- *Emotional Intelligence at the Table: How Recognizing, Regulating, and Expressing Emotions Influence Negotiation Processes and Outcomes*
Innovations in Collective Bargaining and the Labour-Management Relationship,
Queen's University
- *Recognizing and Managing the Entitlement Mentality in Gen Y and Beyond*
Human Resource Professional's Association of Ontario
- *Excessive Entitlement in Organizational Settings: A Review and Research Agenda*
DeGroote School of Business
- *Everything You Wanted to Know About Being a Tenure-track Professor But (until now) Were Afraid to Ask*
ESCP-Europe/Paris
- *Occupational Stress and Resilience: Excelling After Workplace Adversity*
Kingston Workplace Wellness Conference
- *Entitlement at Work: How Your Employees Got the Gimmes and What You Can Do to Stop Them*
Queen's Industrial Relations Alumni Conference

CHAIRED SESSIONS & SYMPOSIA

- Psychological Entitlement at Work: Coping With and Managing Difficult Employees.
Co-facilitator (w/ Paul Harvey). Roundtable Discussion; SIOP 2015
- Resilience in Organizations.
Co-facilitator (w/ George Alliger). Community of Interest; SIOP 2013
- Ethical Leadership
EAWOP, 2011
- Occupational Health and Safety: Current Directions in Research and Practice. Facilitator.
[Workshop Presenters: L. Tetrick, R. Sinclair & L. Hammer; SIOP 2009]

TEACHING EXPERIENCE

- Introduction to Human Resource Management
- Employee Training and Development
- Leadership
- Research Methods & Survey Design

STUDENT ADVISING

Masters Research Paper (MRP) Advisees

Student	Paper (MRP) Title
Friesen, J.	Quality of Leader Member Exchange (LMX) and Leader Emotional Style as Predictors of Employee Job Attitudes and Behaviours
Perez, A.	Employee Engagement: Test of a Three Component Conceptualization
Rothman, L.	The Effect of Encounter Type, Service Recovery Strategy and Gender On Customers' Perceived Justice, Satisfaction, and Repatronage
Schelenz, M.	Wanting more for Doing Less: Situating Psychological Entitlement Within A Network of Individual Difference and Work-Related Variables
Slaoui, G.	The Cultural, Social, and Economic Determinants of Withdrawing from the Canadian Workforce: An Investigation of Immigrants' Experiences
Augustin, S.	Diversifying the Applicant Pool: The Role of Targeted Recruitment Advertising in Attracting and Retaining Visible Minority Applicants
Baldwin, M.	The Moderating Effect of Occupational & Organizational Identity on the Emotional Regulation-Strain Relationship
Corrigan, D.	The Potential Impact of Worker Replacement Legislation in the Canadian Federal Jurisdiction
Dietrich, L.	The Effect of Incidental Similarity on Customer Tipping Behaviour
Salvatore, M.	Ready or Not, Here Comes Generation Y
Abu-Ayyash, N.	Stigma & Work-Related Discrimination Towards Employees with Mental Health Issues
King, L.	Does Authenticity Matter? The Effects of Positive Leader Emotion on Followers
Marinangeli, R.	Presenteeism: Do Formal and Informal Organizational Policies Influence Attitudes Towards Coming to Work Sick?
Stober, D.	Recruiting for Emotionally Laborious Jobs: Do Realistic Job Previews Help or Hinder?
Turpin, J.	The Effect of Recruiter-Applicant Incidental Similarities on Interview Extensions
Boldon, A.	Motivation of Seniors to Volunteer Post-Retirement
Neethi, A.	Serendipity and its' Influence on the Careers of Organizational Leaders
Johansen, T.	Personality and Spending: Determining Factors in Consumption Tendencies

Listing of Independent Study Advisees and Cognate Unit

Independent Study Student	Cognate Unit	Student Status	Presentation or Publication
F. Ling	Psychology	Undergraduate	-----
A. Plant	Psychology	Undergraduate	-----
N. Vogt	Policy Studies	Graduate	EAWOP
A. Dionisi	Business	Graduate	Emotion in Organizations
L. Neville	Business	Graduate	Journal of Occupational Health Psychology
W. Montgomery	Business	Graduate	Bergenwall & Montgomery; SIOP 2013
A. Bergenwall	Business	Graduate	Bergenwall & Montgomery; SIOP 2013

SERVICE

Service to Academic Field

- Reviewer, Academy of Management Review (Editorial Board, 2008-current)
- Ad-hoc Reviewer, Journal of Applied Psychology, Journal of Occupational Health Psychology
- Ad-hoc Reviewer: Motivation & Emotion; Journal of Managerial Psychology; Basic and Applied Social Psychology, International Journal of Hospitality Management

Service to Queen's University

- Queen's Daycare Centre, Board of Directors (2016-)
- Member and Reviewer, Queen's General Research Ethics Board (2011-2015)
- Chair, QUFA Lecture and Workshops Subcommittee (2010-2011)
- Volunteer, Queen's Doors Open Campaign (2010)

Service to Industrial Relations

- Industrial Relations Program Director (2013-2015)
- Graduate Program Chair (2016-)
- Hiring and Appointments Committee (2016)
- QUQAP Committee (2016-2017)
- Chair: Student Admissions (2008-)

Service to School of Policy Studies and Queen's School of Business

Policy Studies

- Unit Ethics Review Committee (2006-2012)
- Industrial Relations Centre Director Search Committee (2011-2012)
- RTP Committee (2009-2011)
- Appointments Committee (2007; 2008; 2010-2011)
- Thesis Advisor and Second Reader to Master's of Industrial Relations Students (2006-2011)

Queen's School of Business

- External Examiner, Doctoral Dissertation, L. McShane (2012)
- Cunningham Visitor Committee (2010-2013)
- Comprehensive exam planning committee (Queen's School of Business, 2008, 2010)