

THE UNIVERSITY OF BRITISH COLUMBIA
Curriculum Vitae Faculty Members

Date: May 4, 2020 Initials: DVJ



- 1. SURNAME:** van Jaarsveld **FIRST NAME:** Danielle
MIDDLE NAME(S): D.
- 2. DEPARTMENT/SCHOOL:** Organizational Behaviour and Human Resources
- 3. FACULTY:** Sauder School of Business
- 4. PRESENT RANK:** Associate Professor **SINCE:** June 2011

5. POST-SECONDARY EDUCATION

University or Institution	Degree	Subject Area	Date
Cornell University	PhD	Industrial and Labor Relations	2004
Cornell University	MSc	Industrial and Labor Relations	2000
Princeton University	AB	History	1995

Title of Dissertation and Name of Supervisor

Title: *Boom & Bust: An Analysis of Information Technology Work Patterns*
Supervisor: Harry C. Katz

Special Professional Qualifications

6. EMPLOYMENT RECORD

(a) *non-UBC Employment*

University, Company or Organization	Rank or Title	Dates
Cornell University	Research Assistant	1998-2004
Skadden, Arps, Slate, Meagher & Flom	Research Assistant	1995-1997

(b) *UBC Employment*

University, Company or Organization	Rank or Title	Dates
Sauder School of Business, UBC	ED MacPhee Chair in Management	January 2016
Sauder School of Business, UBC	Professorship in Organizational Behavior	July 2015

University, Company or Organization	Rank or Title	Dates
Sauder School of Business, UBC	Associate Professor	July 2011
Sauder School of Business, UBC	Assistant Professor	January 2004

(c) *Date of granting tenure at UBC*

June 30, 2011

7. LEAVES OF ABSENCE

Maternity Leave – March 2011-June 2011 (Did not stop tenure clock)

Sabbatical – July 1, 2012-July 1, 2013

8. TEACHING

(a) *Areas of special interest and accomplishments*

Industrial Relations, Human Resource Management, Global Immersion Experience

My teaching philosophy prioritizes student learning by developing opportunities for students to apply theory and concepts through experiential exercises, and by integrating diverse learning activities into my classes. It is important to me to prepare content that is specific to audiences I am teaching to enhance the learning experience. In addition, I provide personalized feedback to students in order to develop their critical thinking skills.

(b) *Courses taught at UBC*

Session	Course Number	Scheduled Hours/Wk	Class Size	Hours Taught			Effective Teacher Rating*
				Lecture	Tutorial	Labs	
Winter 2020	BA 507 (GIE)		32				
Fall 2019	BCom (COMM 101)	1 lecture to 6 sections	700				
Winter 2019	BA 514 (IMBA)		40				
Winter 2019	COMM 621	3hr/week	5				
Winter 2019	BA 507 (GIE)		21				
Fall 2017	BA 504	Team taught 1 case	50/section				
Fall 2017 and Winter 2018	BA 507		27				

* The effective teacher rating comes from question 4 on the Sauder student evaluation form, which asks on a 5-point scale the extent to which students agree that "Overall, this teacher is an effective teacher."

	BA 501- IMBA Residency		40				
Fall 2017	COMM 101	1 lecture to 6 sections	700				
Fall 2017 Spring 2018	BA 507	6.0	25				
Spring 2017	COMM 621	3.0	4				
Fall 2016 Spring 2017	BA 507	6.0	27				
Fall 2015 Spring 2016	BA 507	6.0	30				
2014W2	COHR 305.201	3.0	35				4.11/5.00
2013W2	COMM 392.201	3.0	139				4.33/5.00
2013W2	COMM 392.203	3.0	101				4.32/5.00
2013W2	COHR 305.201	3.0	37				3.96/5.00
2013W1	BAHR510.812	3.0	44				4.11/5.00
2011W	COMM 510.811	3.0	29				4.40/5.00
2010W	COMM 621.001	3.0	5				4.60/5.00
2009W	COMM 392.202	3.0	93				4.66/5.00
2009W	COMM 392.203	3.0	95				4.75/5.00
2008W	COMM 392.202	4.5	97				4.81/5.00
2008W	COMM 621.001	3.0	5				4.50/5.00
2007W	COMM 392.204	4.5	97				4.46/5.00
2007W	COMM 392.203	4.5	110				4.41/5.00
2006W	COMM 621.001	3.0	5				4.60/5.00

2006W	COMM 392.102	3.0	56				4.79/5.00
2006W	COMM 392.103	3.0	71				4.67/5.00
2006W	COMM 392.101	3.0	54				4.63/5.00
2005W	COMM 421.201	3.0	30				4.32/5.00
2005W**	COMM 392.203	3.0	57				4.16/5.00
2005W**	COMM 392.202	3.0	61				4.19/5.00
2004W	COMM 392.203	3.0	54				4.31/5.00
2004W	COMM 421.201	3.0	24				4.67/5.00
2004W	COMM 590B.001***	3.0	3				4.75/5.00
2004W	COMM 421.101	3.0	29				4.73/5.00
2003W	COMM 392.204	3.0	49				4.80/5.00

From 2009-2019, I taught one session of COMM 101, Business Fundamentals.

(c) Graduate Students Supervised and/or Co-Supervised

Student Name	Program	Start	Finish	Role	Other Supervisors/ Committee Members
Pascale Fricke	PhD	2017		Supervisor	
Dennis Ma	PhD	2014		Co-supervisor	Marc-David Seidel
Feng Bai ¹	PhD	2010	2016	Committee Member	Jennifer Berdahl
Xin Geng	PhD	2010	2015	Committee Member	Tim Huh, Mahesh Nagarajan
Kira Schabram ²	PhD	2010	2016	Committee Member	Sandra Robinson (chair), Amy Wrzesniewski

** Course Coordinator

*** Note that 590B became 621

¹ Feng Bai is currently an assistant professor in the Department of Management and Marketing at Hong Kong Polytechnic University.

² Kira Schabram is currently an assistant professor of management at the Foster School of Business (University of Washington).

Leah Sheppard ³	PhD	2009	2014	Co-Supervisor	Karl Aquino
Ruodan Shao ⁴	Ph.D.	2006	2011	Committee Member	Daniel Skarlicki (chair), Darren Dahl
David Walker ⁵	Ph.D.	2004	2009	Committee Member	Daniel Skarlicki (chair), Darren Dahl
Michael Read ⁶	Ph.D.	2004	2011	Committee Member	Brian Bemmels (chair), Richard Mosher

MBA/MHA advising:					
Retsepile Sello	Masters	2018	2020	Committee Member	Scott Dunbar (chair), Andrea Arduini (Mining Engineering)
Elena Bobyрева	MBA	2010	2012	Industry Project Supervisor	
Youngho Song	MBA	2009	2009	Industry Project Advisor	
Vijay Raghunathan	MBA	2008	2009	Industry Project Advisor	
Sarah Hewko	MHA	2008	2009	Industry Project Advisor	
Eve Belmont	MBA	2007	2008	Industry Project Advisor	
Jody Sawchuk	MBA	2006	2006	Industry Project Advisor	

(d) Continuing Education Activities

Topic/Title	Conf./Mtg. Name	Institution	Date
Multilevel modeling with R	CARMA	Wayne State	June 2018
Ivey Case Teaching Workshop		UBC	August 2018
Mediation and Moderation: A Second Course	UBC workshop that Joey Hoegg, Kate White, and I organized	UBC	December 2018
Mediation and Moderation: A Second Course	UBC workshop that Joey Hoegg, Kate White, and I organized	UBC	March 2018
Mediation and Moderation: A Second	Statistical Horizons	2-day workshop in Chicago	April 2015

³ Leah Sheppard is currently an assistant professor at the Carson College of Business (Washington State University).

⁴ Ruodan Shao is currently an assistant professor at the Asper School of Business, University of Manitoba.

⁵ David Walker is currently as assistant professor at the Faculty of Management at the University of British Columbia-Okanagan.

⁶ Michael Read is currently an assistant professor at Vancouver Island University.

Course (<i>taught by Andrew Hayes</i>)			
Mediation and Moderation: Modern Methods and Approaches (<i>taught by Andrew Hayes and Kris Preacher</i>)	Statistical Horizons	Weeklong Statistical Workshop on Mediation and Moderation, Philadelphia, PA	July 15-19, 2013
Mediation and Moderation: Modern Methods and Approaches (<i>taught by Andrew Hayes and Kris Preacher</i>)	Centre for Research Methods and Data Analysis	Summer institute in Statistics – University of Kansas	June 18-22, 2012
Structural Equation Modeling with Mplus		Statistical Horizons	May 17-18, 2012
Structural Equation Modeling	Data Analysis Training Institute of Connecticut (<i>taught by David Kenny</i>)	University of Connecticut	Jun 15-19, 2009
Structural Equation Modeling	2009 Summer Quantitative Methods Series (<i>taught by Mo Wang</i>)	Portland State	Jun 2008
Professional Development Workshop	Junior Faculty Workshop	Academy of Management	Aug 2004
Teaching and Academic Growth (TAG)	Instructional Skills Workshop	University of British Columbia	Mar 2004

(e) *Visiting Lecturer (indicate university/organization and dates)*

(f) *Other*

9. SCHOLARLY AND PROFESSIONAL ACTIVITIES

(a) *Areas of special interest and accomplishments*

- The following paper was recognized with a Robert Johnson Award for being a highly commended paper in 2018.

Subramony, Mahesh, Holcombe, Karen, Groth, Markus, Holtom, Brooks C., **van Jaarsveld, Danielle D.**, Yagil, Dana, Darabi, Tiffany, Walker, David D., Bowen, David, Fisk, Raymond P., Gronroos, Christina, & Wirtz, Jochen. (2017). Accelerating employee-related scholarship in service management: Research streams, propositions, and commentaries. *Journal of Service Management*. 28(5): 837-865.

- *Citation of Excellence Award*, Emerald Management Reviews, 2008: Selected by Emerald Management Reviews as being in the top 50 management articles for 2008.
 - Skarlicki, D.P., **van Jaarsveld, Danielle D.**, and David D. Walker. (2008).

Getting even for customer unfairness: The role of moral identity in the relationship between customer interpersonal injustice and employee sabotage. *Journal of Applied Psychology*, 93, 1335-1347.

- *Early Career Junior Scholar Award*, Peter Wall Institute for Advanced Studies, UBC, 2006.
- *Best Dissertation Award*, Labor and Employment Research Association (a division of the American Economics Association), 2005

(b) Research or equivalent grants (indicate under COMP whether grants were obtained competitively (C) or non-competitively (NC))

Granting Agency	Subject	COMP	\$ Per Year	Year	Principal Investigator	Co-Investigator
SSHRC, Partnership Grant	Understanding Precarity in BC	C	\$	2020	Kendra Strauss	Danielle van Jaarsveld
Peter Wall Institute for Advanced Studies: International Research Roundtable	The social exposome in child health and development advancing research and partnerships to reduce inequalities in Canada	C	\$	2019	Michael Kobor	Danielle van Jaarsveld
Research Excellence Emerging Cluster	Harnessing the social exposome to reduce inequalities in child health and development in Canada	C	\$99700	2019	Michael Kobor	Danielle van Jaarsveld
New Frontiers Fund	Exploring the social exposome to reduce inequalities in child health and development in Canada	C	\$245193	2019	Anne Gademann	Michael Kobor Danielle van Jaarsveld Stuart Turvey
SSHRC	I take it, you can too, or can you? Employee history	C	\$85000 (3 years)	2018	David Walker	Danielle van Jaarsveld

	of mistreatment by customers and abuse of service employees					
Statistics Canada	Workplace Performance Consequences of Pay Dispersion	NC	Data access to the Statistics Canada Research Data Centre	2017	Danielle van Jaarsveld	Mahmut Bayazit
Sauder grant	Workplace Performance Consequences of Pay Dispersion: The Roles of Incentive Systems Coverage and Gender Composition of the Workplace	C	\$5000	2017	Danielle van Jaarsveld	
SSHRC	Customer incivility in the moment: immediate and delayed reactions to customer verbal and non-verbal behavior	C	\$128,954 (5 years)	2017	Danielle van Jaarsveld	David Walker
Hampton	The Dynamics of Temporary Work in China	C	\$24,430	2015	Danielle van Jaarsveld	Xiangmin Liu
Statistics Canada	Consequences of High Performance Work Practices: Integrating the Employer and the Employee Perspectives	NC	Data access to the Statistics Canada Research Data Centre	2015	Danielle van Jaarsveld	Mo Wang
SSHRC	What makes an employee snap? Uncivil interaction content	C	\$75,000	2014	David Walker	Danielle van Jaarsveld

SSHRC	Congruence for High Involvement Work Practices	NC	Data access to the Statistics Canada Research Data Centre	2014	Danielle van Jaarsveld	Mo Wang, Yixuan Li and Dennis Ma
Sauder Grant	Analyzing verbal and physical customer mistreatment from the employee perspective		\$2000 (total)	2014	Danielle van Jaarsveld	
SSHRC Insight grant	An analysis of organizational influences on customer interaction	C	\$122,806	2012	Danielle van Jaarsveld	David D. Walker and Yoshio Yanadori
SSHRC-MCRI	Building Institutions and Capabilities for Work and Employment in a Global Era	C	\$2.5 million	2008 - 2015	Gregor Murray	Various International and Canadian Colleagues ⁷
Sauder Grant	Coping with customer mistreatment over the phone & face to face	C	\$8100	2011	Danielle van Jaarsveld	
Social Sciences and Humanities Research Council of Canada	Globalization and Employment Systems: Evidence from Call Centres	C	\$75,000	2009	Danielle van Jaarsveld	Ann Frost

⁷ **International:** Arnulfo Arteaga Garcia, Graciela Bensusan, Brian Bercusson, Peter Berg, Gerhard Bosch, Jorge Carrillo, Maria Lorena Cook, Lance Compa, Isabelle Daugareilh, Christian Dufour, Paul K. Edwards, Tony Edwards, Peter Fairbrother, Anthony Ferner, Patrick Gunnigle, Charles Heckscher, Adelheid Hege, Annette Jobert, Stéphane Le Queux, Paul Marginson, Ronald McCallum, Marie-Ange Moreau, David Peetz, Philippe Pochet, Barbara Pocock, Valeria Pulignano, Ian Robinson, Jill Rubery, Tod Rutherford, Christian Thuderoz, Olga Tregaskis, and Kim Voss.
Canada: Gregor Murray, Harry Arthurs, Philippe Barré, Jacques Bélanger, Stéphanie Bernstein, Adelle Blackett, Reynald Bourque, Christian Brunelle, Etienne Cantin, Jean Charest, Urwana Coiquaud, Michel Coutu, Renée-Claude Drouin, Isabelle Duplessis, Laurence Léa Fontaine, Ann Frost, Judy Fudge, Mona-Josée Gagnon, John Godard, Jean-Noël Grenier, Larry Haiven, Robert Hickey, John Holmes, France Houle, Karen Hughes, Patrice Jalette, Fernande Lamonde, Lyse Langlois, Brian Langille, Mélanie Laroche, Christian Lévesque, Lucie Morissette, Gregor Murray, Linda Rouleau, Dominic Roux, Tania Saba, Gilles Trudeau, Guylaine Vallée, Pierre Verge, Donald Wells, and Charlotte Yates.

(SSHRC) International Opportunities Fund						
Statistics Canada	Antecedents and Consequences of Organizational Flexibility: Evidence from the Canadian Workplace Survey	NC	Data access to the Statistics Canada Research Data Centre	2009 to 2011	Danielle van Jaarsveld	Yoshio Yanadori
Sauder Social Sciences and Humanities Research Grant Program	Employee Perceptions and Scheduling Algorithms in Call Centres	C	\$9,200	2009	Mahesh Nagarajan	Danielle van Jaarsveld
SSHRC-Major Research Collaborative Initiatives (SSHRC-MCRI)	Rethinking Institutions for Work and Employment in a Global Era	C	\$2.5 million	2003 to 2007	Gregor Murray	Danielle van Jaarsveld and various International and Canadian Colleagues ⁸
UBC Health Research Resource Office	Analysis of Customer Incivility in the Healthcare Workplace	C	\$5,000	2008	Danielle van Jaarsveld	
UBC Humanities and Social Science (HSS) Research Fund	Healthcare Workers: Viewing Healthcare Problems Through a Business Research Lens	C	\$5,000	2008	Danielle van Jaarsveld	

⁸ **International:** Arnulfo Arteaga Garcia, Graciela Bensusan, Brian Bercusson, Peter Berg, Gerhard Bosch, Jorge Carrillo, Maria Lorena Cook, Lance Compa, Isabelle Daugareilh, Christian Dufour, Paul K. Edwards, Tony Edwards, Peter Fairbrother, Anthony Ferner, Patrick Gunnigle, Charles Heckscher, Adelheid Hege, Ann mette Jobert, Stéphane Le Queux, Paul Marginson, Ronald McCallum, Marie-Ange Moreau, David Peetz, Philippe Pochet, Barbara Pocock, Valeria Pulignano, Ian Robinson, Jill Rubery, Tod Rutherford, Christian Thuderoz, Olga Tregaskis, and Kim Voss.

Canada: Harry Arthurs, Philippe Barré, Jacques Bélanger, Stéphanie Bernstein, Adelle Blackett, Reynald Bourque, Christian Brunelle, Etienne Cantin, Jean Charest, Urwana Coiquaud, Michel Coutu, Renée-Claude Drouin, Isabelle Duplessis, Laurence Léa Fontaine, Ann Frost, Judy Fudge, Mona-Josée Gagnon, John Godard, Jean-Noël Grenier, Larry Haiven, Robert Hickey, John Holmes, France Houle, Karen Hughes, Patrice Jalette, Fernande Lamonde, Lyse Langlois, Brian Langille, Mélanie Laroche, Christian Lévesque, Lucie Morissette, Gregor Murray, Linda Rouleau, Dominic Roux, Tania Saba, Gilles Trudeau, Guylaine Vallée, Pierre Verge, Donald Wells, and Charlotte Yates.

Peter Wall Institute Exploratory Workshop Award	Globalization and the Service Workplace	C	\$35,000	2008	Danielle van Jaarsveld	Daniyal Zuberi
Hampton Grant	Total Compensation Design in Canadian Call Centres	C	\$43,622	2007	Yoshio Yanadori	Danielle van Jaarsveld
Peter Wall Institute	Early Career Junior Scholar Award	C	\$5,500	2006	Danielle van Jaarsveld	
Sauder Dean's Office	Travel Grant to Attend Industrial Relations Research Association Annual Meetings in Washington, DC, 1/06	NC	\$1,700	2006	Danielle van Jaarsveld	
SSHRC Standard Research Grant	Non-Standard Work in Dynamic Environments: Outcomes for Workers and Firms	C	\$72,242	2006	Brenda Lautsch	Danielle van Jaarsveld; Ann Frost
HSS Large Grant	An Analysis of Flexibility in Dutch Call Centres	C	\$6,880	2005	Danielle van Jaarsveld	
Sauder Dean's Office	Travel Grant to Attend Industrial Relations Research Association Annual Meetings in Philadelphia, PA, 1/05	NC	\$1,700	2005	Danielle van Jaarsveld	
Spring HSS Travel Grant	The Global Call Centre Industry	C	\$1,776	2005	Danielle van Jaarsveld	
HSS Small Research Grant	The Challenges of Flexibility in Canadian Call Centres	C	\$1,258	2004	Danielle van Jaarsveld	

SSHRC Standard Research Grant	Job Quality in Canadian Call Centres	C	\$53,000	2004	Danielle van Jaarsveld	Ann Frost
Communication Workers of America	Working Conditions and Employment Contracts Among Technical and Professional Workers	NC	\$23,550	2003	Rosemary Batt; Danielle van Jaarsveld	

(c) *Research or equivalent contracts (indicate under COMP whether grants were obtained competitively (C) or non-competitively (NC))*

(c) *Invited Presentations*

Bayazit, M., **van Jaarsveld, Danielle D.**, and Pascale Frické. (2019, August). Customer Mistreatment and Frontline Employee Retaliation. Paper presented at the Academy of Management Annual Meetings, Boston, MA.

Walker, D. D., & **van Jaarsveld, Danielle D.** (2018, April). *Customer mistreatment, employee performance, emotional exhaustion, and employee turnover*. Paper presented at the Society for Industrial and Organizational Psychology Annual Conference. Chicago, IL.

Bayazit, M, **van Jaarsveld, Danielle D.**, and Dennis Ma. (July 26, 2018). Workplace Consequences of Competitive vs. Egalitarian Strategic Compensation Plans. Paper presented at the International Labor and Employment Relations Association, Seoul, S. Korea.

Liu, X. and **van Jaarsveld, Danielle D.** (August 13, 2018). How do firms combine external and internal labor market practices. Academy of Management Annual Meetings.

Bayazit, M., **van Jaarsveld, Danielle D.**, and Dennis Ma. (August 14, 2018). Workplace Consequences of Competitive vs. Egalitarian Strategic Compensation Plans. Paper presented at the Academy of Management Annual Meetings.

Liu, X., & **van Jaarsveld, Danielle D.** (2014, October). Heterogeneity in work arrangements, human resource practices and organizational performance: Evidence from call centre establishments in China. People and Organizations Conference, Wharton School, University of Pennsylvania.

van Jaarsveld, Danielle D. (2014, June). 2014 CSIOP Institute: Dark Side of the Workforce. 2014 CSIOP Institute Session, 75th Canadian Society for Industrial and Organizational Psychologists Annual Convention, Vancouver, BC. The Canadian Society for Industrial and Organizational Psychologists invited me to organize their Canadian Society of Industrial Organizational Psychologists Institute as part of their pre-conference activities for their

conference in Vancouver. I used the opportunity to showcase our PhD students (Leah Sheppard, Marjan Houshmand and Kira Schabram), and my colleagues' research (Sandra Robinson, and myself). We invited members of the business community and academics to attend.

van Jaarsveld, Danielle D. (2013, June). A cross-national analysis of part-time work: Evidence from call centres. Invited Panellist on Session: Employment experiences of non-standard workers: Interacting with clients, coworkers, and competitors, Canadian Psychological Association, Quebec City, QC.

Liu, X., **van Jaarsveld, Danielle D.**, Batt, R., & Frost, A. (2013, March). Does the structure of ownership affect the quality of jobs? The influence of capital structure on strategic human capital: Evidence from US and Canadian firms. University of Toronto, Centre for Human Resources and Industrial Relations Research Seminar Series Speaker.

van Jaarsveld, Danielle D. (2012, September). Invited Speaker at UBC SSHRC Insight Grant Information Session and Workshop.

Liu, X., **van Jaarsveld, Danielle D.**, Batt, R., & Frost, A. (2011, November). Does the structure of ownership affect the quality of jobs? Evidence from North American corporations. Trends in Job Quality Conference organized by the *Industrial & Labor Relations Review*, Cornell University, Ithaca, New York.

van Jaarsveld, Danielle D., & Kwon, H. (2011, October). Institutional effects on workforce blending choices and their organizational outcomes: Evidence from Call Centres. Flexwork Conference organized by the University of Amsterdam and Eurociett (the European Confederation of Private Employment Agencies), University of Liege, Leuven, Belgium.

van Jaarsveld, Danielle D., & Poster, W. (2011, May). Emotional labor in call centres. University of Illinois, Chicago, Illinois.

van Jaarsveld, Danielle D. (2009, November). Effects of institutional characteristics on the use of Non-standard work in call centres. Presented at the *Royal Flemish Academy for Science and the Arts – Flexwork Research Conference*, University of Amsterdam, Amsterdam, Netherlands.

van Jaarsveld, Danielle D. (2009, November). Effects of institutional characteristics on the use of Non-standard work in call centres. Presented at the *University of Illinois at Urbana-Champaign*, Urbana-Champaign, IL.

van Jaarsveld, Danielle D., & Zuberi, D. (2009). Globalization and the service workplace. Presented at the *Faculty Associates Lunch Talk*, Peter Wall Institute of Advanced Studies, UBC.

van Jaarsveld, Danielle D., & Lee, F. (2009, May). Effects of institutional characteristics on the use of non-standard work in call centres. Presented at the *SSHRC-MCRI Interuniversity Research Centre on Globalization and Work International Workshop & Project Meeting*, Magog, QC.

van Jaarsveld, Danielle D. (2009, January). Workforce dynamics in customer service: Evidence from call centres. Presented to the *Sauder School of Business, Operations and*

Logistics Division.

van Jaarsveld, Danielle D., Kwon, H., & Frost, A. C. (2008, October). The effects of institutional and organizational characteristics on numerical flexibility: Evidence from call centres in liberal market economies. Presented at the *Globalization and the Service Workplace Workshop*, Peter Wall Institute of Advanced Studies, UBC, Vancouver, BC.

van Jaarsveld, Danielle D. (2007, October). Findings from the Canadian contact centre study. Presented to the *District of North Vancouver*.

van Jaarsveld, Danielle D. (2010, October). Knowledge management in call centres: The consequences of workforce blending. Presented at the SSHRC-MCRI Interuniversity Research Centre on Globalization and Work International Workshop: Challenges for Workers and Work in a Knowledge Economy, Sobey School of Business, Halifax, NS.

van Jaarsveld, Danielle D. (2007, October). Boom & Bust: An analysis of alterations to internal labor market practices in response to extreme circumstances. Presented at the *Knowledge Workers, International Seminar, sponsored by the SSHRC-MCRI Interuniversity Research Centre on Globalization and Work*, Magog, QC.

van Jaarsveld, Danielle D., Frost, A. C., & Kwon, H. (2007, May). Small differences matter: The nearshoring of US call centre work to Canada. Presented at the *What Public Policies for Work in the Global Era, international conference sponsored by the SSHRC-MCRI Interuniversity Research Centre on Globalization and Work*, HEC, Montreal, QC.

van Jaarsveld, Danielle D. (2007, October). Findings from the Canadian contact centre study. *International Contact Centre Management Canada Conference*, Toronto, ON.

van Jaarsveld, Danielle D., Frost, A. C., & Kwon, H. (2006, November). The effect of "small differences" on numerical flexibility: Evidence from US and Canadian call centres. Presented at the *Global Call Centre Conference, sponsored by the Economic & Social Research Council, EU Leonardo Program, UK Call Centre Association, Alfred P. Sloan Foundation*, Edinburgh, Scotland.

van Jaarsveld, Danielle D. (2006, September). Workforce dynamics in customer service: Evidence from call centres. Presented at the *Peter Wall Institute of Advanced Studies, UBC*.

van Jaarsveld, Danielle D., & Walker, D. D. (2006, June). An analysis of call centre employment practices in Canada. Presented at the *Canadian Federal Contact Centre Sector Council Board Meeting*, Vancouver, BC.

van Jaarsveld, Danielle D. (2005, November). A comparison of call centre employment practices in Canada and the US. Presented to the *Canadian Federal Contact Centre Sector Council*, Toronto, ON.

van Jaarsveld, Danielle D. (2005, October). A comparison of call centre employment practices in Canada and the US. Presented at the *BC Contact Centre Association Annual Conference and Tradeshow*, Vancouver, BC.

van Jaarsveld, Danielle D. (2005, May). Customer contact centres in Canada. Presented at the *BC Industrial Relations Association Dinner*, Vancouver, BC.

- van Jaarsveld, Danielle D.** (2005, September). A comparison of models for representing contingent workers. Presented at the *New Actors in Industrial Relations Workshop, London School of Economics*, London, UK.
- van Jaarsveld, Danielle D.** (2005, June). A preliminary analysis of employment structures in call centres. Presented at the *Global Call Centre Workshop sponsored by the Hans Böckler Stiftung Institute & the University of Duisburg-Essen*, Berlin, Germany.
- van Jaarsveld, Danielle D.** (2005, March). The global contact centre study: a study of employment practices. Presented to the *Canadian Federal Contact Centre Sector Council*, Ottawa, ON.
- van Jaarsveld, Danielle D.** (2005, February). The global contact centre study: The US results. Keynote address, presented at the *Canadian Federal Contact Centre Sector Council Board of Directors Annual Meeting*, Montreal, QC.
- van Jaarsveld, Danielle D.** (2005, January). A comparison of labor market intermediaries for contingent workers. Presented at the *Next Wave Organizing Conference, New York Law School*, New York, NY.
- van Jaarsveld, Danielle D.** (2004, December). The global contact centre study: A study of employment practices. Presented at the *Ontario Call Centre Association Breakfast Meeting*, London, ON.
- de Grip, A., Sieben, I, & **van Jaarsveld, Danielle D.** (2004, October). An analysis of job quality in Dutch call centres. Presented at the *New York City Sage Research Foundation International Call Centre Conference*, New York, NY.
- van Jaarsveld, Danielle D.** (2004, June). An analysis of high-skilled contingent work in the United States. Presented at *Maastricht University, Research Centre for Education and the Labour Market*, Maastricht, The Netherlands.
- van Jaarsveld, Danielle D.** (2004, May). A comparison of labor market intermediaries for contingent workers. Presented at the *Italian Industrial Relations Research Association Annual Meeting*, Milan, Italy.
- van Jaarsveld, Danielle D.** (2003, June). Lessons from WashTech/CWA and Beyond. Presented at the *Harvard Law School, Labor and Worklife Program, Organizing Research Network*, Cambridge, MA.

(d) *Other Presentations*

- Bayazit, M., Ma, D., and **van Jaarsveld, D. D.** (2017). Workplace Performance Consequences of Pay Dispersion: The Roles of Incentive Systems Coverage and Gender Composition of the Work. Canadian Research Data Centre Network Annual Conference, Montreal, QC.
- Walker, D. D. & **van Jaarsveld, D. D.** (2017). Customer mistreatment, employee performance, emotional exhaustion and employee turnover. Paper submitted as part of a Customer

Mistreatment Symposium proposal to be considered for presentation at the 2018 Society for Industrial and Organizational Psychology (SIOP) Annual Meeting, Chicago, IL.

Walker, D. D., **van Jaarsveld, Danielle D.**, Ma, D., & Wang, M. (2016, April). Effects of employee exhaustion and hardiness on responses to incivility. Society for Industrial and Organizational Psychology Annual Meeting, Anaheim, CA.

Liu, X., & **van Jaarsveld, Danielle D.** (2015, August). Workforce blending, human resource practices and operational performance. Academy of Management Annual Meeting, Vancouver, BC.

Walker, D. & **van Jaarsveld, Danielle D.** (2015, August). What made that interaction uncivil? Event characteristics that predict perceptions of customer incivility. Academy of Management Annual Meeting, Vancouver, BC.

van Jaarsveld, Danielle D. (2015, August). The future of technology-enabled service. Academy of Management Annual Meeting, Vancouver, BC.

Walker, D. D., **van Jaarsveld, Danielle D.**, & Skarlicki, D. P. (2015, April). *Early moments matter: Understanding customer and employee negative language*. Society for Industrial and Organizational Psychology Annual Meeting. Philadelphia, PA.

van Jaarsveld, Danielle D., & Yanadori, Y. (2014, August). The influence of human resource practices on the negative consequences of customer aggression. Academy of Management Annual Meeting, Philadelphia, PA.

Sheppard, L., & **van Jaarsveld, Danielle D.** (2014, August). The effect of provocation and participant gender on desire for revenge and customer sabotage among parking enforcement officers. Academy of Management Annual Meeting, Philadelphia, PA.

Liu, X., & **van Jaarsveld, Danielle D.** (2014, May) Heterogeneity in work arrangements, human resource practices and organizational performance. Sloan Industry Studies Association Conference, Portland, OR.

van Jaarsveld, Danielle D., Rupp, D., Kougiannou, K., & Fortin, M. (2014, May). Personal and contextual factors in understanding workplace incivility. Society for Industrial and Organizational Psychology Annual Meeting, Honolulu, HI.

Yanadori, Y., & **van Jaarsveld, Danielle D.** (2013, August). Effects of informal high performance work practices on employee job satisfaction and organizational profitability. Academy of Management Annual Meeting, Orlando, FL.

Walker, D., **van Jaarsveld, Danielle D.**, & Skarlicki, D. (2013, April). Civil work environments and employee responses to customer incivility. Society for Industrial and Organizational Psychology Annual Meeting, Houston, TX.

Walker, D., **van Jaarsveld, Danielle D.**, & Skarlicki, D. (2012, August). Untangling employee and customer incivility spirals: hardiness and boredom in service interactions. Academy of Management Annual Meeting, Boston, MA.

- Lautsch, B., **van Jaarsveld, Danielle D.** & Frost, A. (2012, April). Managing knowledge with a non-standard workforce: Evidence from call centres. Accepted for presentation in Symposium entitled Contingent work: Adding value or just cheap labor? Society for Industrial and Organizational Psychology (SIOP) Annual Meeting, San Diego, CA.
- Yanadori, Y., & **van Jaarsveld, Danielle D.** (2012, January). Divergence between the presence of and employee participation in high involvement work practices: Implications for job satisfaction and organizational profitability. Labor and Employment Research Association Annual Meeting.
- van Jaarsveld, Danielle D.** (2012, January). WashTech and mutual aid logic in organizing high tech workers. Labor and Employment Research Association Annual Meeting.
- van Jaarsveld, Danielle D.** & Kwon, H. (2010, January). Determinants and consequences of workforce blending. Labor and Employment Research Association Annual Meeting, Atlanta, GA.
- van Jaarsveld, Danielle D.**, Yanadori, Y., & Lee, F. (2009, August). Performance consequences of organizational flexibility: Evidence from Canadian workplace survey. 15th World Congress of the International Industrial Relations Association, Sydney, Australia.
- van Jaarsveld, Danielle D.**, Skarlicki, D., & Walker, D. (2009, August). Sabotaging the customer for unfair treatment: The moderating role of hardiness and negative affectivity. Academy of Management Annual Meeting, Chicago, IL.
- van Jaarsveld, Danielle D.**, Walker, D., & Skarlicki, D. (2008, August). Customers behaving badly: How customer mistreatment relates to employee turnover. Academy of Management Annual Meeting, Anaheim, CA.
- van Jaarsveld, Danielle D.** & Frost, A. C. (2008, August). International outsourcing: The nearshoring of customer service work to Canada. Academy of Management Annual Meeting, Anaheim, CA.
- van Jaarsveld, Danielle D.** & Yanadori, Y. (2008, August). Compensation management in outsourced organization. Academy of Management Annual Meeting, Anaheim, CA.
- van Jaarsveld, Danielle D.** & Kwon, H. (2008, June). Determinants and consequences of workforce blending. Canadian Industrial Relations Association Annual Meeting, Vancouver, BC.
- Shire, K. & **van Jaarsveld, Danielle D.** (2008, May). Varieties of temporary staffing: Evidence from beyond the liberal market economies. *Sloan Industry Studies Conference*, Boston, MA.
- Skarlicki, D., **van Jaarsveld, Danielle D.** & Walker, D. (2008, April). Emotion: the link between mistreatment by customers and employee retaliation. Society for Industrial and Organizational Psychology (SIOP) Annual Meeting, San Francisco, CA.
- Skarlicki, D., **van Jaarsveld, Danielle D.** & Walker, D. (2007, April). Getting even for customer unfairness: The moderating role of moral identity in the relationship between customer interactional justice and employee retaliation. Society for Industrial and Organizational Psychology (SIOP) Annual Meeting, San Francisco, CA.

- van Jaarsveld, Danielle D.** (2007, January). Boom & Bust: Lessons from the IT workforce. Labor & Employment Relations Association 59th Annual Meeting, Chicago, IL.
- Skarlicki, D., **van Jaarsveld, Danielle D.**, & Walker, D. (2006, October). Customers mistreating employees: A justice perspective. British Columbia Organizational Behaviour Conference, Vancouver, BC.
- de Grip, A., Sieben, I., & **van Jaarsveld, Danielle D.** (2005, August). Labor market institutions and flexible employment in call centres: The Netherlands and the United States compared. Academy of Management Annual Meeting, Honolulu, HI.
- van Jaarsveld, Danielle D.** & Kwon, H. (2005, June). flexibility strategies and their implications in US call centres. Canadian Industrial Relations Research Annual Meeting, London, ON.
- Shire, K., Holtgrewe, U., Doellgast, V., de Grip, A., Sieben, I., & **van Jaarsveld, Danielle D.** (2005, January). Negotiating flexibility in call centres: The Netherlands and Germany compared. Industrial Relations Research Association 57th Annual Meeting, Philadelphia, PA.
- Doellgast, V., & **van Jaarsveld, Danielle D.** (2004, January). Interfirm networks and employment practices in the call centre industry. Industrial Relations Research Association 56th Annual Meeting, San Diego, CA.
- van Jaarsveld, Danielle D.** (2002, June). A comparison of models for representing contingent workers. Society for the Advancement of Socio-Economics 14th Annual Meeting, Minneapolis, MN.
- van Jaarsveld, Danielle D.** (2002, June). A comparison of models for representing contingent workers. Canadian Industrial Relations Association 39th Annual Meeting, Toronto, ON.
- Batt, R. & **van Jaarsveld, Danielle D.** (2002, January). What motivates union organizing among white collar workers? Industrial Relations Research Association 54th Annual Meeting, Atlanta, GA.
- Christopherson, S., Batt, R., & **van Jaarsveld, Danielle D.** (2002, January). Professional associations as labor market intermediaries in new media industries: What do they do? Industrial Relations Research Association 54th Annual Meeting, Atlanta, GA.
- van Jaarsveld, Danielle D.** (2001, April). Organizing in the new economy: The Microsoft-WashTech/CWA Case. AFL-CIO/United Association for Labor Education Conference, Boston, MA.
- van Jaarsveld, Danielle D.** (2001, January). Labor Market Intermediaries in a High Tech Environment: An Examination of the WashTech/CWA Case. Industrial Relations Research Association 53rd Annual Meeting, New Orleans, LA.

(e) Conference Participation (organizer, keynote speaker, etc.)

Academic Vice Chair: Labor and Employment Relations Association Annual Conference

(Cleveland, OH, June 2019)

Conference Chair: Canadian Industrial Relations Association Annual Conference (Vancouver, BC, June 2019).

Session Chair: Precarious Work and Insecure Workers, International Labor and Employment Relations Association, Seoul, S. Korea (July 24, 2018).

Academic Vice Chair: Labor and Employment Relations Association Annual Conference (Baltimore, MD, June 2018)

Speaker: Doctoral Consortium (Russell Sage Industry Studies Conference, May 2018).

Discussant: **van Jaarsveld, Danielle D.** (August, 2017). Mistreatment at the Interface: New Developments in Customer Mistreatment Research, Academy of Management Annual Meeting, Boston, MA.

Session Chair: LERA Best Papers: Labor Markets I, 69th Labor and Employment Relations Association Annual Meeting, Anaheim, CA, June 2017

Session Chair: LERA Best Papers: Work Organization and Public Policy I, 69th Labor and Employment Relations Association Annual Meeting, Anaheim, CA, June 2017

Symposium organizer: New developments in customer mistreatment research, Academy of Management Annual Meeting, Vancouver, BC. August 2015.

Symposium organizer: New developments in customer mistreatment research, Academy of Management Annual Meeting, Philadelphia, PA, August 2014.

Symposium organizer: Sliter, Michael T., Walker, David D., & **van Jaarsveld, Danielle D.** (2015, April). New developments in workplace incivility research. Society of Industrial and Organizational Psychology (SIOP) Annual Meeting. Philadelphia, PA.

Symposium organizer: **van Jaarsveld, Danielle D.**, Robinson, S., Schabram, K., Houshmand, M., & Sheppard, L. (2014, June). The dark side of the workplace. 75th Canadian Psychological Association Annual Convention. Vancouver, BC.

Discussant and Chair for cross-division session: **van Jaarsveld, Danielle D.** (August, 2012). Understanding and avoiding employment discrimination based on citizenship, religion, Annual Meetings of Academy of Management, Boston, MA.

Invited panellist: **van Jaarsveld, Danielle D.** (November, 2012). "Author meets the critics" session, Annual Meetings of Social Science History Association, Vancouver, BC.

Session Chair: Canadian Industrial Relations Association Annual Meeting, Quebec City, QC, June 2010.

Workshop Organizer: Globalization and the service workplace. *Peter Wall Institute of Advanced Studies Exploratory Workshop*, Vancouver, BC, October 2008.

Session Organizer: Academy of Management Annual Meeting, Anaheim, CA, August 2008.

Conference Organizer: Canadian Industrial Relations Association Annual Meeting, Vancouver, BC, June 2008.

Session Organizer: Academy of Management Annual Meeting, Philadelphia, PA, August 2007.

Keynote Speaker: Manitoba Call Centre Association, Winnipeg, MB, May 2007.

Session Chair: Labor and Employment Research Association, 59th Annual Meeting, Chicago, IL, January 2007.

Keynote Speaker: Canadian Federal Contact Centre Sector Council, Ottawa, ON, March 2005.

Panelist for Doctoral Consortium: Industrial Relations Research Association 57th Annual Meeting, Philadelphia, PA, January 2005.

Co-convenor for Ph.D. Student Networking Consortium: Industrial Relations Research Association 55th Annual Meeting, Washington, DC, January 2003.

10. SERVICE TO THE UNIVERSITY

(a) Memberships on committees, including offices held and dates

- Organizational Behaviour & Human Resources Division (OBHR) Division Chair, 2014-present
- BCom Review Committee , Curriculum Working Group, 2019-2020
- UBC-O Faculty of Management Tenure Review Committee Member, 2018-2019
- OBHR Committee to plan Brian Bemmels' Epic Retirement Luncheon Chair, September-December 2018
- OBHR PhD Student Recruitment Member, 2018-present
- OBHR Hiring Committee Chair, 2018-present
- Point Grey Commerce Faculty Association, 2017-present
- OBHR PhD Applicant Committee, 2017-2018
- OBHR Faculty Search Committee, 2017-2018
- Sauder Admission Interviewing Committee
- Entrepreneurship Faculty Search Committee, 2016-2017
- OBHR Faculty Search Committee, 2016-2017
- Entrepreneurship Faculty Search Committee, 2015-2016
- Behavioural Research Ethics Committee, 2013- present
- Women in Leadership Faculty Search Committee, 2013-2014
- Business Family Faculty Search Committee, 2013-2014
- EMBA-Mining Design Committee, 2013-2014

- European Strategy Committee, 2011
- Sauder Women Faculty Network, 2011- present
- Business Family Faculty Search Committee, 2008
- Business Family Faculty Search Committee, 2006-2007
- Awards and Performance Advisory Committee: Member, 2007-2012
- Sauder Organizational Behaviour-Human Resources Division, Academy of Management Reception Planning Committee: Member, 2004-2006
- Sauder Organizational Behaviour-Human Resources Division, Hiring Committee, Member, 2010-2011
- Assurance of Learning Initiative (AOL) Faculty Advisory Committee, Member, 2010-2011
- Status of Women Committee, Faculty Association, Member, 2010-2011
- HA Tower Renovation Committee, Member, 2010

(c) Other service, including dates

- Attended Congregation
- Attended HR option club events
- Attended Ivey case-teaching workshop
- MBA Orientation, "Excelling with Integrity", August 2019
- MBA Galas, 2018-2020
- JDC West preparation: Judge, October 2018
- Organized a 2-day quantitative methods workshop with approximately 30 attendees from the OBHR and Marketing and Behavioral Sciences Division, and from SFU Beedie, and UBC-O (2017 & 2018)
- Supervised Commerce Scholar student, Melissa Mailloux, 2018-2019
- UBC examiner for Dissertation by Yoonji Shim, Marketing Division, March 12, 2018.
- UBC examiner for Dissertation by Marjan Houshmand, OBHR, July 27, 2015.
- UBC examiner for Dissertation by Bo Youn Chae, Marketing Division, UBC, April 4, 2014.
- Travelled to Toronto on behalf of the Sauder Undergraduate Office to represent Sauder at the UBC Scholar's Breakfast, April 19, 2012; April 20, 2013.
- UBC examiner for Dissertation by Lily Lin, Marketing Division, UBC, March 28, 2013.
- JumpStart Fellow, August 2012.
- Panelist for "A Walk on the Dark side of Work" Session, with Sandra Robinson, and Sally Maitlis, with Moura Quayle moderating for Celebrate Research Week, March 6, 2012.

- Commerce Scholars Program Faculty Research Speaker: My Path to An Academic Research Career, September 29, 2010.
- Served on the Undergraduate Valedictorian Selection Committee (2009, 2010).
- Attended Celebrate Research: Lecture on Sustainability and Social Innovation by James Tansey (March 2009).
- Served as Faculty Advisor for the Alpha Delta Pi Sorority & attended Faculty Tea (2009).
- Met with the European Quality Improvement Committee (Equis) for Business School Accreditation (February 2009).
- Attended Degree Ceremony (May 2008, May 2009, June 2010, November 2010).
- Attended Graduation Tea (May 2008, May 2009).
- Attended the Human Resource Management (HRM) Club's Meet the Professor Dinner (2008, 2009).
- Attended the student-run International Business Conference (2008).
- Met with the Association to Advance Collegiate Schools of Business (AACSB) Accreditation Committee (September 2008).
- Faculty Mentor in the Commerce Scholars Program (2008-2009, 2010).
- Assisted with coaching the undergraduate Jeux du Commerce (JDC) West Team for our Division, which placed second in the case competition (2006).

11. SERVICE TO THE COMMUNITY

(a) Memberships on scholarly societies, including offices held and dates

- Academy of Management, HR Division, Ralph Alexander Best Dissertation Award Committee, 2016 - present
- Canadian Psychological Association, 2014-present
- Society for Industrial and Organizational Psychologists, 2014-present
- Canadian Industrial Relations Association: Member of Onsite Conference Organizing Committee, 2008
- Labor & Employment Relations Association: Member of Editorial Committee, 2008-current
- Academy of Management, Human Resources Division: Member of Scholarly Achievement Award Committee, 2009-2010
- Academy of Management, Human Resources, Organizational Behaviour & Critical Management Studies Divisions: Member, 2004-present
- Academy of Management, Ambassador for Canada, 2011-present

(b) Memberships on other societies, including offices held and dates

Greater Vancouver Food Bank – Director, 2019-present

Appointed Commissioner to the Fair Wages Commission (October 2018) by the Provincial

Minister of Labour (British Columbia)

British Columbia Industrial Relations Association, Secretary-Treasurer (2011-2016)

My role in this organization involves organizing dinner meetings attended by researchers, practitioners, and members of the business community with speakers on topics of current affairs and interest in industrial relations.

March 18, 2015: Magic Hour-Background on Labour Relations in the Film Industry, speakers: Bruce Laughton (Laughton & Company), Barry Dong (Harris & Co.), and Shawn Williamson (Brightlight Pictures Inc.).

November 18, 2014: Challenges and Opportunities Facing the Contemporary Labour Movement, speakers: Jitesh Mistry (Vice Chair, BC Labor Relations Board), Layne Clark (BC Federation of Labour), Brian Lefebvre (Director of Organization, IUOE Local 115), Melanie Vipond (Lawyer at Gall, Legge, Grant and Munroe LLP).

DSM-5: Understanding it and its impact on the workplace (Approximately 103 people attended), March 11, 2014, Speakers: Dr. Elisabeth Zoffman (Clinical Associate Professor, Dept of Psychiatry, UBC); Dr. Gurdeep Parhar (Medical Director of CORE Medical Centre); Dr. Ray Baker (Medical Director of Alliance Medical Monitoring). Moderator: Sharon Kearney (Counsel of the Ministry of Justice, Labour Employment and Human Rights Group).

Strategies for Dealing with Labour and Skill Shortages (Approximately 55 people attended), October 9, 2013, Speakers: Onkar Athwal (VP, HR for Canfor Corporation), Phil Hochstein (President of the Independent Contractors and Businesses Association of BC), and Jessie Uppal (Director, Human Rights for the BC Federation of Labour).

The Future of Labour Relations-February 6, 2013 (Approximately 100 people attended)

Speakers: Pat Bell (Minister of Jobs, Tourism, and Training, and Minister Responsible for Labour); MLA Shane Simpson (Opposition Critic for Labour)
Moderator: Erica Johnson (CBC)

What's Happening in the Private Sector-November 14, 2013 (Approximately 70 people attended), Speakers: Andy Smith (President & CEO of the BC Maritime Employers Association); Tom Sigurdson (Executive Director of the BC Building & Construction Trades); Roslyn Kunin (Director of the BC Office of the Canada West Foundation)
Moderator: Mark Thompson

Labor Relations in Sports, Guest Speakers: Wally Buono (General Manager, BC Lions), Peter Gall (Partner at Heenan Blaikie), Edward Molstad (Legal Counsel with the CFL Player's Association), Daniel Vertlieb (Player's agent); February 22, 2012, 70 attendees.

A Human Rights Perspective on the Hybrid Approach, November 2011, Guest Speakers: Heath MacNaughton (Former chair of BC Human Rights Tribunal), Sharon Kearney (Former chair of the Labour Relations Board), Enid Marion (Former vice chair of the Labour Relations Board), Mike Wagner (Managing Partner at Roper Greyell), and Catherine Sullivan (Coordinator for the Advocacy Department at the BC Government and Service Employees' Union), 80 attendees.
Debating the Future of Pensions, September 13, 2011, Guest Speakers: Scott Sweatman and Brendan Dick, 40 attendees.

(c) *Memberships on scholarly committees, including offices held and dates*

(d) *Memberships on other committees, including offices held and dates*

(e) *Editorships (list journal and dates)*

- Co-editor, *American Behavioral Scientist*, Special issue on Globalization and Service Work, 2010

(f) *Reviewer (journal, agency, etc. including dates)*

- *Administrative Science Quarterly*, 2018, 2019
- *Journal of Organizational Behavior*, 2018 (2), 2019
- *Journal of Service Management*, 2018, 2019
- *Human Resource Management*
- *Journal of Vocational Behavior*, 2017, 2018
- *Journal of Service Research*, 2017, 2018
- *Human Relations*, 2017
- *Journal of Occupational and Organizational Psychology*, 2014, 2016, 2017
- *Industrial & Labor Relations Review*, 2003, 2009, 2014, 2016, 2017, 2019
- *Organizational Behavior and Human Decision Processes*, 2014
- Academy of Management Conference, Organizational Behavior, Human Resources and Critical Management Studies Division, 2006-present
- *Academy of Management Journal*, 2007, 2009, 2010, 2011, 2018, 2019
- *British Journal of Industrial Relations*, Reviewer, 2009, 2013, 2014, 2016, 2017
- *Cambridge Journal of Regions, Economy & Society*, Reviewer, 2008
- *Canadian Journal of Administrative Sciences*, Reviewer, 2008
- *Canadian Sociological Review*, 2005
- *Journal of Labor Research*, 2007
- *Journal of Management*, 2010, 2011, 2012, 2013 (3), 2017
- Social Sciences and Humanities Research Council, Standard Research Grant Competition, Reviewer, 2009, 2011, 2012
- *Work and Occupations*, Reviewer, 2009, 2011
- *Psychologica Belgica*, 2011
- *Human Resource Management Journal*, 2011
- *Social Behavior and Personality Journal*, 2013
- *Journal of Service Research*, 2012

(g) External examiner (indicate universities and dates)

- External Examiner for Final Doctoral Dissertation for Xiaoyu (Crystal) Huang, Three Essays on Strategic Human Resources Management, University of Toronto, Centre for Human Resources and Industrial Relations, July, 2016.
- External Examiner for Final Doctoral Dissertation for Qian He, Three essays on disadvantaged groups in the labor market. University of Toronto, Centre for Human Resources and Industrial Relations, March 15, 2013.
- UBC University Examiner for Final Thesis Examination for James O'Neil, Centre for Human Settlements, December 2005
- UBC University Examiner for Final Doctoral Examination for Shawn Morford, Forestry, September 2004

(h) Consultant (indicate organization and dates)

- Police Benevolent Association, New York City, April 2001-May 2003

(i) Other service to the community

- UBC Faculty & Staff Society
- Ride to Conquer Cancer: Rider and Fundraiser, raised \$5,078 for the BC Cancer Foundation, 2009, 2010.
- Princeton University Regional Alumni Giving: Chair, 2006-2007
- Princeton University Alumni: Interviewer for Undergraduate Applicants, 2005-2007

12. AWARDS AND DISTINCTIONS*(a) Awards for teaching*

- Nominee for Commerce Undergraduate Society Teaching Excellence Award: Awarded by Commerce Undergraduate Society, 2007

(d) Awards for scholarship

- Robert Johnston Award (2018) for Highly Commended Paper in July 2018 for Subramony, Mahesh, Holcombe, Karen, Groth, Markus, Holtom, Brooks C., **van Jaarsveld, Danielle D.**, Yagil, Dana, Darabi, Tiffany, Walker, David D., Bowen, David, Fisk, Raymond P., Gronroos, Christina, & Wirtz, Jochen. (2017). Accelerating employee-related scholarship in service management: Research streams, propositions, and commentaries. *Journal of Service Management*. 28(5): 837-865.
- Nominated for a John T. Dunlop young scholar award of the Labor and Employment

Relations Association (LERA), the primary scholarly association for Industrial Relations in North America, November 2010.

- Citation of Excellence Award, awarded by Emerald Management Reviews, 2008
- Early Career Junior Scholar Award, awarded by Peter Wall Institute for Advanced Studies, UBC, 2006
- Best Dissertation Award, awarded by Labor and Employment Research Association (American Economics Association), 2005
- Seidman Award for Best Thesis, awarded by School of Industrial and Labor Relations, Cornell University, 2001
- Greg Crowe Award, awarded by The S.C. Johnson School of Management, Cornell University, 1999

13. OTHER RELEVANT INFORMATION

I worked with Brian Bemmels and Mark Thompson on organizing the CIRA 2008 Conference, which was part of the Congress of Humanities and Social Sciences held at the University of British Columbia. Over 100 delegates attended this conference from across Canada. In the same year, I also organized a workshop entitled: Globalization and the Service workplace held at the Peter Wall Institute of Advanced Studies from October 17-19, 2008. We brought together thirty scholars and research from North America, Europe, Asia and Australia including local scholars from UBC, UBC-Okanagan, and the University of Victoria.

The keynote speaker, Ron Hira (Rochester Institute of Technology), a leading expert on outsourcing introduced the main themes for the workshop and highlighted some of the major debates about offshore outsourcing. One of the public sessions featured trade union leaders from Vancouver, and one from the UK imparted valuable insights to scholars about the implications of globalization for union members. The closing plenary helped to identify the key questions that emerged over the course of the weekend. The outcomes from this workshop include further collaboration in the form of grant proposals and a special journal issue in the *American Behavioral Scientist* devoted to papers from the workshop. The Inter-University Research Centre on Globalization and Work (CRIMT), an inter-university research consortium funded by SSHRC-MCRI, and the Sauder School of Business co-sponsored the workshop.

Media Cites:

- Wright, A. (2020, February 16). Don't Call It a Trend: A Brief History of Organizing in Tech. *OneZero*. Retrieved from <https://onezero.medium.com/dont-call-it-a-trend-a-brief-history-of-organizing-in-tech-75aa4ed61c>
- Hinojosa, R. (2020, January 2). Study finds poor customer behaviour a top reason for high turnover in service jobs. *The Globe and Mail*. Retrieved from <https://www.theglobeandmail.com/canada/british-columbia/article-study-finds-poor-customer-behaviour-a-top-reason-for-high-turnover-in/>
- Pederson, T. (2019, December 6). Mistreatment by Customers Strongly Tied to Employee Quit Rates. *Psych Central*. Retrieved from

<https://psychcentral.com/news/2019/12/07/mistreatment-by-customers-strongly-tied-to-employee-quit-rates/152439.html>

- Science News (2019, December 4). I quit: How poor treatment by customers leads to high turnover in the service industry. *Science News*. Retrieved from <https://www.sciencedaily.com/releases/2019/12/191204100531.htm>
- CBC News (2019, June 26). As Burnaby moves to pay a living wage, residents say it still won't be enough. Retrieved from <https://www.cbc.ca/news/canada/british-columbia/burnaby-living-wage-1.5190618>
- Pawson, C. (2019, May 27). Provincial commission seeks to close gap between minimum wage and living wage. *CBC*. Retrieved from <https://www.cbc.ca/news/canada/british-columbia/fair-wages-commission-minimum-wage-versus-living-wage-british-columbia-1.5150179>
- CBC, Go Public, October 2018.
- Good Morning America, December 14, 2016.
- Interview with Natasha Hall Show, December 13, 2016
- Young, S. D., (2016, December 13). For better customer service, use positive language and focus on the problem. *Consumer Affairs*. Retrieved from <https://www.consumeraffairs.com/news/for-better-customer-service-use-positive-language-and-focus-on-the-problem-121316.html>.
- TV interview with CBC News Vancouver, December 12, 2016.
- Interview with CBC, On the Coast, December 12, 2016.
- Interview with CBC Radio West, December 12, 2016.
- Interview with CKNW, December 12, 2016.
- Britten, L. (2016, December 12). Your call is important to us: why you should be nice to call centre agents. *CBC Web*. Retrieved from <http://www.cbc.ca/news/canada/british-columbia/call-centre-research-1.3893464>.
- Get better customer service by choosing your words wisely. (2016, December 12). *Science Magazine*. Retrieved from <https://scienmag.com/get-better-customer-service-by-choosing-your-words-wisely/#>.
- Panelist on call in show (July 8, 2014). NPR San Francisco: Could there be a next wave of tech worker organizing? KALW (NPR affiliate), Program: Your Call.
- Scott Simpson (March 19, 2013). Technology transforms the future of healthcare, redefines the workplace. *Vancouver Sun*.
- Ivor Tossell (June 11, 2012). Reverse Mentoring See the Young Teach the Old. *The Globe and Mail*.
- Susan Lazaruk (September 1, 2012). Women still in a minority. *The Province*.
- van Jaarsveld, Danielle D. (March 2011). Telecom Firm Reduces Employee Stress Levels. *The Globe and Mail*.
- Interviewed by Brian Banks for Maclean's article: Who's Whistling Loudest While They Work (October 2010).

- Interview with CBC Radio, The Great Northwest, January 18, 2010.
- TV Interview with Shaw's The Express, December 2009.
- Interview with CBC Radio, Daybreak North, April 30, 2009.
- Interview with Radio Canada, August 2008.
- Interview with CBC, On the Coast, August 2008.
- Interview with CBC Radio, March 11, 2008.
- Monica Wolfson (2008, February 28). Call centre field grows, study finds. *The Windsor Star*, p. A7. Retrieved April 21, 2008, from Canadian Newsstand Major Dailies database. (Document ID: 1437510521).
- Kara Aaserud (2007, November). Instant MBA. *Profit*, 26(5), p. 14. Retrieved April 21, 2008, from ABI/INFORM Global database. (Document ID: 1378469211).
- Paul Luke (2007, August 22). B.C. benefits when U.S. firms 'near-shore' call centres to Canada. *The Province*, p. A31. Retrieved April 21, 2008, from Canadian Newsstand Major Dailies database. (Document ID: 1325358291).
- Kristin Goff (2007, August 11). Repetitive, simplistic work fuels turnover at call centres: study. *The Ottawa Citizen*, p. D1. Retrieved April 21, 2008, from Canadian Newsstand Major Dailies database. (Document ID: 1319521601).
- Anonymous (2007, August 8). Call centre employees deserve some empathy, study suggests. *The Record* (Kitchener, Cambridge & Waterloo). p. F2, Retrieved April 21, 2008, from news.therecord.com/article/225466.
- Hank Daniszewski (2007, August 7). Study Unveils Call Centre Reality, *London Free Press*. Retrieved from <http://lfpres.ca/newsstand/Business> archives.

THE UNIVERSITY OF BRITISH COLUMBIA

Publications Record

Date: May 4, 2020 Initials: DVJ

SURNAME: van Jaarsveld**FIRST NAME:** Danielle**MIDDLE NAMES(S):** D.

The convention in the journals listed below is authors are listed in order of responsibility for the paper. There are two exceptions to this rule, van Jaarsveld & Yanadori (2011), and Kwon & van Jaarsveld (2013). In these two articles, both authors contributed equally to the article.

1. REFEREED PUBLICATIONS*(a) Journals*

van Jaarsveld, Danielle D., Walker, D. David, Restubog, Simon, Skarlicki, Daniel, Chen, YueYang, and Pascale Frické. (2019). Unpacking the relationship between customer (in)justice and employee turnover outcomes: Can fair supervisor treatment reduce employees' emotional turmoil? *Journal of Service Research*.

Li, Y., Wang, M., **van Jaarsveld, Danielle D.**, & Ma, D. (2018). From Employee-experienced high involvement work system to innovation: An emergence-based human resource management framework. *Academy of Management Journal*. 61(5): 2000-2019.

Subramony, Mahesh, Holcombe, Karen, Groth, Markus, Holtom, Brooks C., **van Jaarsveld, Danielle D.**, Yagil, Dana, Darabi, Tiffany, Walker, David D., Bowen, David, Fisk, Raymond P., Gronroos, Christina, & Wirtz, Jochen. (2017). Accelerating employee-related scholarship in service management: Research streams, propositions, and commentaries. 28(5): 837-865.

Walker, D. D., **van Jaarsveld, Danielle D.**, & Skarlicki, D. P. (2017). Sticks and stones can break my bones but words can also hurt me: The relationship between customer verbal aggression and employee incivility. *Journal of Applied Psychology*, 102(2), 163-179.

Skarlicki, D., **van Jaarsveld, Danielle D.**, Shao, R., Song H., & Wang, M. (2016). Extending the multifoci perspective: The role of supervisor justice and moral identity in the relationship between customer justice and customer-directed sabotage. *Journal of Applied Psychology*, 101(1), 108-121.

van Jaarsveld, Danielle D., Restubog, S., Lloyd D., Walker, D. D., & Amarnani, R. K. (2015). Misbehaving customers: Understanding and managing customer injustice in service organizations. *Organizational Dynamics*, 44(4), 273-280.

Yanadori, Y., & **van Jaarsveld, Danielle D.** (2014). The relationships of informal high performance work practices to job satisfaction and workplace profitability. *Industrial Relations: A Journal of Economy & Society*, 53(3), 501-534.

Liu, H., **van Jaarsveld, Danielle D.**, Batt, R., & Frost, A. (2014). The influence of capital

structure on strategic human capital: Evidence from US and Canadian firms. *Journal of Management*, 40, 422-448.

Walker, D. D., **van Jaarsveld, Danielle D.**, & Skarlicki, D. (2014). Walker, D. D., van Jaarsveld, D. D., & Skarlicki, D. P. (2014). Exploring the effects of individual customer incivility encounters on employee incivility: The moderating roles of entity (in) civility and negative affectivity. *Journal of Applied Psychology*, 99(1), 151-161.

Kwon, H., & **van Jaarsveld, Danielle D.** (2013) It's all in the mix: Determinants and consequences of workforce blending in call centres. *Human Relations*, 66, 1075-1100.

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2. NON-REFEREED PUBLICATIONS

(a) Journals

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3. BOOKS

(a) Authored

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4. PATENTS

5. SPECIAL COPYRIGHTS

6. ARTISTIC WORKS, PERFORMANCES, DESIGNS

7. OTHER WORKS

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8. WORK SUBMITTED (INCLUDING PUBLISHER AND DATE OF SUBMISSION)

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Li, Yixuan, Wang, Mo, Takeuchi, Riki, & **van Jaarsveld, Danielle D.** (2020). How and When Negative Financial Performance Hurts Innovation: A Human Capital Resource Perspective. *Journal of Management*. (submitted Feb 4, 2020).

Liu, Xiangmin., & **van Jaarsveld, Danielle D.** (2020). How Does Workforce Blending Affect Establishment-level Operational Performance? *ILR Review*. (submitted Jan 27, 2020).

9. WORK IN PROGRESS (INCLUDING DEGREE OF COMPLETION)

(a) Completed Working Papers

Li, Yixuan, Wang, Mo, Takeuchi, Riki, & **van Jaarsveld, Danielle D.** (2020). How and When Negative Financial Performance Hurts Innovation: A Human Capital Resource Perspective. *Journal of Management*. (submitted Feb 4, 2020).

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(b) Other Works In Progress

van Jaarsveld, Danielle D. & Yanadori, Y. (2019). Organization-level relationships among customer aggression, employee turnover, and human resource practices. Revising. We plan to submit this paper in 2020 to *International Journal of Human Resources*.

Bayazit, M., **van Jaarsveld, Danielle D.**, and Dennis Ma. (2019). Workplace Consequences of Competitive vs. Egalitarian Strategic Compensation Plans (New Paper). We plan to submit this paper in Fall 2020 to *Academy of Management Journal*.

Frické, P., **van Jaarsveld, Danielle D.**, and David Walker. (2020). Another day, another death? Examining discrete mortality event experiences among employees repeatedly exposed to mortality events (New Paper). We plan to submit this paper to *Academy of Management Journal* in 2021.