

CURRICULUM VITAE

● Personal Details

Dorit Efrat-Treister

Date and place of Birth: 28/04/1980, Israel.

Address and phone number at work: The Department of Management, The Guilford Glazer Faculty of Business & Management, Ben-Gurion University of the Negev, POB 653, Beer Sheva 84105, Israel. Office: Building 15, room 231; 972-8-6461221.

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● Education

B.A. - 2002-2005, Haifa University, Psychology.

M.Sc. - 2005-2007, Technion - Israel Institute of Technology, Industrial Engineering and Management, Organizational Psychology.

Advisor: Prof. Anat Rafaeli

Thesis: The Effect of Emotion on Performance in Creative and Systematic Tasks: the Bright and Dark Sides of Anger.

Ph.D. - 2009-2014, Technion - Israel Institute of Technology, Industrial Engineering and Management, Organizational Psychology.

Advisor: Prof. Anat Rafaeli

Thesis: Hospital Aggression - A Cross Cultural Perspective.

● Employment History

2016- Current: Lecturer, Department of Management, Guilford Glazer Faculty of Business and Management, Ben-Gurion University of the Negev.

Summers of 2017 & 2018: Visiting Scholar, Sauder School of Business, Organizational Behaviour & Human Resources Division, The University of British Columbia.

2014-2016: Post-Doctoral Fellow, Sauder School of Business, Organizational Behaviour & Human Resources Division, The University of British Columbia. Advisor: Prof. Sandra Robinson.

● Professional Activities

(a) Positions in academic administration:

2020- currently: Registration academic counsellor, Management department, Guilford Glazer Faculty of Business and Management, Ben-Gurion University of the Negev.

2019- currently: Decision Making and Economic Psychology steering committee member, Ben-Gurion University of the Negev.

2019- currently: Search Committee member, Management department, Guilford Glazer Faculty of Business and Management, Ben-Gurion University of the Negev.

2019- currently: Member of the Teaching Committee, Management department, Guilford Glazer Faculty of Business and Management, Ben-Gurion University of the Negev.

2017-currently: Organizational Behavior and Decision-Making seminar coordinator, Guilford Glazer Faculty of Business and Management, Ben-Gurion University of the Negev.

2017: Conference organizer: Judgement and Decision Making: Real World Implications, *Workshop of the Decision Making and Economic Psychology center (BGU) & the Federmann Center for the Study of Rationality (HUJI). Beer Sheva, Israel.*

(b) Significant professional consulting

2007-2008: Ergonomic Consulting, The Research Center for Work Safety and Human Engineering, Technion- Israel Institute of Technology.

2006-2007: Organizational psychologist, reserve duty, medical troops, IDF.

(c) Membership in professional/scientific societies

European Association of Work and Organizational Psychology
International Association of Conflict Management
Academy of Management
The Israel National Institute for Health Policy Research
EMONET – Emotions Network
Social Nature of Emotions
Distance in Organizations
Decision Making and Economic Psychology
International Society for Research on Aggression

(d) Ad-hoc Reviewer for Journals:

Journal of Business Ethics
Journal of the Academy of Marketing Science
Journal of Organizational Behaviour

(e) Ad-hoc Reviewer for Conferences:

Academy of Management Annual Meeting
AOM Specialized Conference: From Start-Up to Scale-Up
Israel Organizational Behavior Conference
International Association for Conflict Management.
EMONET Conference
Distance in Organizations

● **Educational Activities**

(a) Courses taught

Micro Organizational Behavior, B.A., Guilford Glazer Faculty of Business and Management, Ben-Gurion University of the Negev. Jointly taught with Uriel Haran.

Stress in health care systems, M.A., Guilford Glazer Faculty of Business and Management, Ben-Gurion University of the Negev.

Human Engineering, B.A., Guilford Glazer Faculty of Business and Management, Ben-Gurion University of the Negev.

Macro Organizational Behavior, B.A., Guilford Glazer Faculty of Business and Management, Ben-Gurion University of the Negev. Jointly taught with Alon Lisak.

Stress in Organizations, MBA, Guilford Glazer Faculty of Business and Management, Ben-Gurion University of the Negev.

Introduction to Organizational Behavior, BA, Sauder School of Business, University of British Columbia.

Organizational Behavior, B.Sc. Industrial Engineering and Management, Technion- Israel Institute of Technology.

Organizational Behavior, M.Sc. Industrial Engineering and Management, Technion- Israel Institute of Technology.

Human Factors Engineering, B.Sc. Industrial Engineering and Management, Technion- Israel Institute of Technology.

Human Performance, B.Sc. Industrial Engineering and Management, Technion- Israel Institute of Technology.

Emotions in Organizations, Galilee Institute.

Managing Emotional Intelligence & Diversity. Galilee Institute.

(Average feedbacks (formal university surveys) from students is about 4.6 on a 5-point scale)

(b) Research students

2010: Ori Plonsky, Noa David, Alon Dorban, Michal Gologorsky; BS.c. in Industrial Engineering final project; Advisor of multidisciplinary final undergraduate project combining organizational behavior & operational research; Project won the *Jacob Nachmani* excellence award; Jointly advised together with Prof. Anat Rafaeli and Prof. Avishai Mandelbaum.

- 2017 - 2019: Noi Krom, MA in Management, Honors program, Guilford Glazer Faculty of Business and Management, Ben-Gurion University of the Negev.
- 2018 - currently: Ido Zigdon, MA in Management, Honors program, Guilford Glazer Faculty of Business and Management, Ben-Gurion University of the Negev.
- 2019 - currently: Yarin Finish, MA in Management, Guilford Glazer Faculty of Business and Management, Ben-Gurion University of the Negev.

● **Awards, Citations, Honors, Fellowships**

(a) Honors, Citation Awards

- 2020: Glant teaching excellence award (\$1,500).
- 2017: Guilford Glazer Faculty of Business and Management, Ben-Gurion University of the Negev. Teaching excellence award.
- 2011: Technion - Israeli Institute of Technology, Sandor Szego award for excellence in teaching. (\$2,600).
- 2010: The Israel National Institute for Health Policy and Health Service (NIHP). Graduate excellence award (\$10,500).
- 2010: Zeff. Excellence award for beginning PhD students (\$5,000).
- 2008: Taab. Excellence award (\$500).
- 2007: Bond University. Travel and research excellence award (\$800).
- 2005: Salti Foundation. Excellence award (\$1,200).

(b) Fellowships

- 2014: The Israel Council for Higher Education (Vatat). (\$40,000). Post-doctoral research fellowship.
- The Israel Association for Canadian Studies (IACS). (NIS 22,000). Research grant.
- 2009-2013: Faculty of Industrial Engineering and Management, Technion- Israel Institute of Technology. (\$72,000). Doctoral research scholarship.
- 2005-2007: Faculty of Industrial Engineering and Management, Technion- Israel Institute of Technology. (\$ 24,000). Masters' research scholarship.

● **Scientific Publications**

- (a) H-index: ISI: 4; GS: 5

(b) Total number of citations: ISI: 164; GS: 366

(c) Total number of citations without self-citation: ISI: 156; GS: 354.

(a) Refereed articles in scientific journals:

1. Miron-Spektor, E.^{PI}, **Efrat-Treister, D.^S**, Rafaeli, A.^{PI}, & Schwarz-Cohen, O.^S (2011). Others' Anger Makes People Work Harder Not Smarter: The Effect of Observing Anger and Sarcasm on Creative and Analytic Thinking. *Journal of Applied Psychology*, 96 (5), 1065-1075. (Citations: GS: 89, ISI: 32; IF: 4.643; JCR: 6/82; ABDC Rank: A*; SJR: 249; Q1).
2. Rafaeli, A.^{PI}, Erez, A.^{PI}, Derfler-Rozin, R.^S, Ravid, S.^S, **Efrat-Treister, D.^S**, & Rozilio, R.^S (2012). When Customers Exhibit Verbal Aggression Employees Pay Cognitive Costs. *Journal of Applied Psychology*, 97(5), 931-950. (Citations: GS:181, ISI: 94; IF: 4.643; JCR: 6/82; ABDC Rank: A*; SJR: 249; Q1).
3. Severance, L.^S, Bui-Wrzosinska, L.^C, Gelfand, M.J.^{PI}, Lyons, S.^C, Nowak, A.^C, Borkowski, W.^C, Soomro, N.^C, Soomro, N.^C, Rafaeli, A.^C, **Efrat-Treister, D.^S**, Lin, C.^C, & Yamaguchi, S.^C (2013). The Psychological Structure of Aggression across Cultures. *Journal of Organizational Behavior: Special Issue on Collaboration and Negotiation in Multi-Cultural Environments*. (Citations: GS: 56, ISI: 21; IF: 5; JCR: 20/147; ABDC Rank: A*; SJR: 152; Q1).
4. Stamkou, E.^{PI}, Van Kleef, G. A.^{PI}, Homan, A. C.^C, Gelfand, M. J. ^C, Van de Vijver, F. J. R. ^C, van Egmond, M. C. ^C, Boer, D. ^C, Phiri, N. ^C, Ayub, N. ^C, Kinias, Z. ^C, Cantarero, K. ^C, **Efrat-Treister, D. ^C**, Figueiredo, A. ^C, Hashimoto, H. ^C, Hofmann, E. B. ^C, Lima, R. P. ^C, & I-Ching Lee, I.-C. ^C (2019). Cultural collectivism and tightness moderate responses to norm violators: Effects on power perception, moral emotions, and leader support. *Personality and Social Psychology Bulletin*. (Citations: GS: 23, ISI: 13; IF: 2.603. JCR: 17/64; ABDC Rank: A*; SJR: 172; Q1).
5. **Efrat-Treister, D.*^{PI}**, Cheshin, A.*.^{PI}, Harari, D.^S, Agasi, S.^S, Moriah, H.^S, Admi, H.^T, Rafaeli, A.^C (2019). How Psychology Might Alleviate Violence in Queues: Perceived Future Wait and Perceived Load Moderate Violence against Service Providers. *PLoS ONE*. 14(6): e0218184. <https://doi.org/10.1371/journal.pone.0218184> (Citations: GS:7, ISI: 2; IF:2.766; JCR: 15/64; ABDC rank: A; SJR: 268; Q1).
6. Michael-Tsabari, N.^{PI}, Houshmand, M.^{PI}, Strike, V.^{PI}, **Efrat-Treister, D.^{PI}** (2020). Uncovering Implicit Assumptions: Reviewing the Work–Family Interface in Family Business and Offering Opportunities for Future Research. *Family Business Review* (Citations: GS:1; IF: 6.188; JCR: 13/147; Business; Q1; ABDC Rank: A; SJR: 87).
7. **Efrat-Treister, D. ^{PI}**, Moriah, H. ^C, & Rafaeli, A. ^{PI}. (2020). The Effect of Waiting on Aggressive Tendencies toward Emergency Department Staff: Providing Information Can Help but May Also Backfire. *PLoS ONE*. (Citations: GS: 5; IF:2.766; JCR: 15/64; ABDC rank: A; SJR: 268; Q1).

8. **Efrat-Treister, D.**^{PI}, Daniels, M.^C & Robinson, S.L.^C (2020). Putting Time in Perspective: How and Why Construal Level Buffers the Wait Time - Aggression Relationship. *Journal of Organizational Behavior: Special Issue on Time Perspective*. (Citations: GS: 2, ISI: 2; IF: 5; JCR: 20/147, Business; Q1; ABDC Rank: A*; SJR: 152).
9. Yeshua-Katz, D.^{PI} & **Efrat-Treister, D.**^{PI} (2020). "Together in the tech trenches": A view of Israel's innovation culture. *Innovation: Organization & Management*. (IF: 1.429; Q2; ABDC Rank: C; SJR: 24).
10. **Efrat-Treister, D.**^{PI}, Altman, D.^S, Friedman, E.^C, Lev-Arie Margalit., D.^C, & Teodorescu, K.^C, (2020). Exploring the Usefulness of Medical Clowns in Elevating Satisfaction and Reducing Aggressive Tendencies in Pediatric and Adult Hospital Wards. *BMC Health Services Research*. (IF: 1.98; Q1; SJR: 101).

* Equal contribution

(b) Published scientific reports and technical papers

1. Rafaeli, A.^{PI}, **Efrat-Treister^S, D.**, Neshet, H.^S. (2012). Bullying and Hassles in the Workplace. *The Israel Ministry of Industry and Commerce (TAMAT)*.
2. **Efrat-Treister^{PI}, D.**, (2013). Applying Construal Theory to Buffering Aggression in Queues. *The Israel Association for Canadian Studies (IACS)*.
3. Rafaeli, A.^{PI}, Admi, H.^C, **Efrat-Treister^S, D.**, Cheshin, A.^S, Agasi, S.^S, Neshet, H.^S. (2016). Managing and Handling Violence and Aggression toward Hospital Medical Staff. *Israel National Institute for Health Policy Research (NIHP)*.
4. Rafaeli, A.^{PI}, **Efrat-Treister^S, D.**, (2017). Values, Offenses and Aggression: A Group and Individual Level Multi-Culture Analysis of Aggression toward Medical Service Providers in Israel. Israel Science Foundation (ISF).
5. Anat Rafaeli^{PI}, Chen Shapira^C, Arie Eisenman^C, **Dorit Efrat-Treister^C**, Dalit Lev-Arie Margalit^C. (2017). The Influence of Providing Information on Reducing Aggressive Tendencies of Patients and Escorts toward ED Medical Staff. *The Israel National Institute for Health Policy Research (NIHP)*.
6. Lisak^{PI}, A. **Efrat-Treister^{PI}, D.** Cultural Sensitivity and Accessibility in Health-Care Systems. (2019). *The Israel National Institute for Health Policy Research (NIHP)*.

(c) Classified articles and reports

1. Plonsky, O.^{PI} **Efrat-Treister, D.**^{PI}, Rafaeli, A.^{PI}, Mandelbaum, A.^{PI} (2013). Fairness in Patient Routing: Maternity Wards in Rambam Hospital. Technical Report. *Technion-Israel Institute of Technology*.

Lectures and Presentations at Meetings and Invited Seminars

(a) Invited plenary lectures at conferences/meetings

- 2020: Panel discussant: Introductions and Navigating the PhD program. *Distance in Organizations, Virtual conference.*
- Round table chair, Doctoral Students and Junior Faculty Consortium: Learning from experience of leading academics; Publishing and grant writing. *Israel Organizational Behavior Conference (IOBC), Haifa, Israel.*
- 2019: keynote speaker: How Psychology Might Alleviate Violence in Queues: Perceived Future Wait and Perceived Load Moderate Violence against Service Providers. *Nursing and Nursing Diagnosis. Florence, Italy.*
- 2018: Symposium chair: Working Globally. *AOM Specialized Conference: From Start-up to Scale-up. Tel-Aviv, Israel.*
- 2018: Plenary session: Reducing Patient Aggression against Hospital Staff. Independent Doctor's Conference. *Caesarea, Israel.*
- 2018: Symposium chair: Distance & Interpersonal Feelings/Interactions. *Distance in Organizations Workshop. Montreal, Canada.*
- 2018: Panellist: Preparing for the job market. *Distance in Organizations Workshop. Montreal, Canada.*
- 2018: Round table chair, Doctoral Students and Junior Faculty Consortium: Learning from experience of leading academics; establishing professional networks. *Israel Organizational Behavior Conference (IOBC), Haifa, Israel.*
- 2016: Symposium Chair: Walking on the Dark Side: Multiple Methods and Findings of Workplace Deviance. *International Association for Conflict Management. New York, NY, USA.*
- 2010: Symposium Chair: Daring to Face Aggression, Caring to Understand It. *Academy of Management Annual Meeting. Montreal, Canada.*

(a) Presentation of papers at conferences/meetings (oral or poster)

Efrat-Treister, D., Oreg, S., Dover, Y., Reyt, J-N, (May, 2020). The Relationships Between Emotion Dimensions and Level of Construal. *Distance in Organizations, Virtual conference.*

Efrat-Treister, D.*, Sherf, E. N.*, Lisak, A. (January, 2020). Not Fair! (According to my Values): A Cultural Orientation Lens on Fairness Judgments and Workplace Aggression of Peers. *Israel Organizational Behavior Conference (IOBC). Tel-Aviv, Israel.*

Efrat-Treister, D.*, Sherf, E. N.*, Lisak, A. (October, 2019). Not Fair! (According to my Values): A Cultural Orientation Lens on Fairness Judgments and Workplace Aggression of Peers. *International Society for Research on Aggression, Jerusalem, Israel.*

Efrat-Treister, D.*, Reyt, J-N.*, Altman, D., Rafaeli, R. (October, 2019). When Crowding Leads to Aggression: The Moderating Effect of Construal Level. *International Society for Research on Aggression, Jerusalem, Israel.*

Krom, N., **Efrat-Treister, D.**, Cheshin, A. (August, 2018). The Impact of emotions on Satisfaction from Computer Mediated Service: Was the Customer Service provider a Human? *EMONET XI, Chicago, U.S.A.*

Efrat-Treister, D., Altman, D., Rafaeli, R. (May, 2018). When Too Crowded to See the Forest, Focus on the Trees. *Distance in Organizations, Montreal, Canada.*

Efrat-Treister, D., Oreg, S. (May, 2018). The Differential Effects of Construal Level on Task Performance. *Distance in Organizations, Montreal, Canada.*

Efrat-Treister, D., Robinson, R., Daniels, M., & Jeong, E. (January, 2018). The Role of Mental Construal in Buffering Aggression. *Israel Organizational Behavior Conference (IOBC). Tel-Aviv, Israel.*

Efrat-Treister, D., Moriah, H., Rafaeli, A. (December, 2017). Why am I Waiting? When Information Backfires. Judgement and Decision Making: Real World Implications, *Workshop of the Decision Making and Economic Psychology Center (BGU) & the Federmann Center for the Study of Rationality (HUJI). Beer Sheva, Israel.*

Efrat-Treister, D., Robinson, R., Daniels, M., & Jeong, E. (August, 2017). It's a Matter of Time - The Role of Mental Construal in Buffering Aggressive Reactions to Waiting. *Academy of Management. Atlanta, Georgia, USA.*

Efrat-Treister, D., Robinson, R., Daniels, M., & Jeong, E. (July, 2017). The Mechanism Explaining How Mental Construal Buffers Aggression. *International Association for Conflict Management. Berlin, Germany.*

Efrat-Treister, D., Moriah, H, Rafaeli, R. (June, 2017). Why am I Waiting? The Effects of Information on Aggression. *The Production and Operations Management Society (POMS) Conference, Tel Aviv, Israel.*

Strike, V.M., Michael-Tsabari, N., **Efrat-Treister, D.**, & Houshmand, M. (June, 2017). Lieben und Arbeiten, To Love and To Work: Understanding the Implications of Cross-Culture on Work-Life Balance in Family Firms. *International Family Enterprise Research Academy (IFERA) Conference, Zadar, Croatia.*

Efrat-Treister, D., Rafaeli, A., Shapira, C., and Eisenman, A. (May, 2017) Hospital Aggression – A Multi-Cultural Lens. *Israel National Institute for Health Policy Research. Tel Aviv, Israel.*

Efrat-Treister, D., Cheshin, A., Harari, D., Agasi, A., Rafaeli, A., & Moriah, H. (January, 2016). How Long Do I Still Have to Wait? Deviant Anger in the Hospital Emergency Department. *The Israel Organizational Behavior Conference (IOBC). Tel-Aviv, Israel.*

Efrat-Treister, D., Sandra Robinson, & Emily Jeong (June, 2016). Applying Construal Theory to Buffering Aggression in Queues. *International Association for Conflict Management. New York, NY, USA.*

Efrat-Treister, D., Cheshin, A., & Admi, H. (June, 2016). Aggression in Queues: the Light at the End of the Tunnel. *International Association for Conflict Management*. New York, NY, USA.

Efrat-Treister, D., Agasi, A. Harari, D., Moriah, H. & Rafaeli, A. (August, 2015). How Long Do I Still Have to Wait? Deviant Anger in the Hospital Emergency Department. *Academy of Management Annual Meeting*. Vancouver, Canada.

Lev -Arey, D. **Efrat-Treister, D.**, Rafaeli, A. Moriah, H., Rosenfeld, Y. & Admi, H. (August, 2014) Curtailing Anger in Emergency Departments: Providing Information to Patients and Escorts as a Way to Reduce Aggressive Tendencies. *Academy of Management Annual Meeting*. Philadelphia, PA, USA.

Efrat-Treister, D., Rafaeli, A., Shapira, C., and Eisenman, A. (July, 2014). Understanding Aggression through the Lens of Cultural Values. *International Association of Conflict Management*, Leiden, The Netherlands.

Efrat-Treister, D., Rafaeli, A. (August, 2013). Values, Offenses and Aggression Intensity: A Group and Individual Level Multi-Culture Analysis of Aggression toward Medical Service Providers in Israel. *Academy of Management Annual Meeting*. Orlando, Florida, USA.

Efrat-Treister, D., Rafaeli, A., Shapira, C., and Eisenman, A. (May, 2013). Values, Offenses and Aggression: A Cultural Analysis of Aggression toward Medical Service Providers in Israel. *The Social Nature of Emotions*. Amsterdam, The Netherlands.

Efrat-Treister, D., Rafaeli, A. (December 2013). The Feeling of Offense as a Predictor of Hospital Aggression - a Cultural Perspective. *The Doctoral Social Psychology Conference*. BGU, Beer Sheva, Israel.

Efrat-Treister, D., Rafaeli, A. (December, 2011). Understanding Aggression of Israeli Cultural Sub Groups through the Lens of Cultural Values of Honor and Dignity. *The First Israel Organizational Behavior Conference (IOBC)*. Tel-Aviv, Israel.

Efrat-Treister, D., Severance, L. Gelfand, M., Lyons, S. Rafaeli, A, Nowak, A., Bui-Wrzosiska, L., Soomro, N., Lin, C. and Yamaguchi, S. (2011, July). Understanding Aggression through the Lens of Cultural Values of Honor and Dignity. *The 12th European Congress of Psychology*. Istanbul, Turkey.

Efrat-Treister, D., Rafaeli, A. (2011, July). Understanding Aggression through the Lens of Cultural Values of Honor and Dignity. *The 2011 Annual Conference of the International Association for Conflict Management*. Istanbul, Turkey.

Moriah, H., **Efrat-Treister, D.**, Rafaeli, A., Cheshin, A., Agasi, S. (2011, July). Situational Antecedents of Customer Conflict and Aggression toward Healthcare Professionals in the Hospital Setting. *The 2011 Annual Conference of the International Association for Conflict Management*. Istanbul, Turkey.

Severance, L., Gelfand, M., Lyons, S., Nowak, A., Bui-Wrzosiska, L., Rafaeli, A., **Efrat-Treister, D.** Soomro, N., Lin, C., Yamaguchi, S. (2011, April). Mapping the Structure of Aggression Across Cultures. *The 26th Annual Society for Industrial and Organizational Psychology*. Chicago, USA.

Miron-Spector, E. Rafaeli, A. **Efrat-Treister, D.** (2011, April). Others' Anger Makes People Work Harder Not Smarter: The Effect of Observing Anger and Sarcasm on Creative and Analytic Thinking. *The 26th Annual Society for Industrial and Organizational Psychology*. Chicago, USA.

Tzishichisky, O., Epstein, R., Ribbak, Y., Pillar, G., **Efrat-Treister, D.**, Lavie, P. (2010, September). Screening Applicants for Professional Driving License for Sleep-Disordered Breathing. *The 20th Congress of the European Sleep Research Society*. Lisbon, Portugal.

Efrat-Treister, D., Cheshin, A., Agasi, S., Neshet, H. & Rafaeli, A. (2010, August). Aggressive Acts as Sources of Wisdom in Hospital Settings: Curtailing Cycles Helplessness. *Academy of Management Annual Meeting*. Montreal, Canada.

Agasi, S., Cheshin, A., **Efrat-Treister, D.**, Neshet, H. & Rafaeli, A. (2010, August). Antecedents to Hospital Aggression: Communication Style Workload and Crowdedness. *Academy of Management Annual Meeting*. Montreal, Canada.

Miron-Spektor, E., **Efrat-Treister, D.**, Rafaeli, A. & Schwarz, O. (2009, August). Anger Can Enhance or Hinder Performance in Creative and Structured Tasks. *Academy of Management Annual Meeting*. Chicago, USA.

Lifschitz, Y., **Efrat-Treister, D.**, Karupnia, V., Ritz, T. & Epstein, R. (2009, August). Implementation of Ergonomic Danger Factors (TLV) of Mono Tasks in Industrial Factories in Israel for Prevention of Muscle – Skeleton Disorder, by the ACGIH Instructions. *The 17th World Congress on Ergonomics IEA*, Beijing, China.

Miron-Spector, E., **Efrat-Treister, D.**, Schwarz, O. & Rafaeli, A. (2009, May). The Bright and Dark Sides of Anger: The Effect of Direct and Indirect Anger on Performance in Creative and Structured Tasks. *The 14th European Congress of Work and Organizational Psychology*, Santiago de Compostella, Spain.

Lifschitz, Y., **Efrat-Treister, D.**, Friedland, Y. & Epstein, R. (2009, March). Development of Work Inspectors' Tool for Detection of Ergonomic Risk Factors in Industrial Settings. *Ergonomics in the Industry*. Tel Aviv, Israel.

Efrat-Treister, D. & Lifschitz, Y. (2008, June). The Importance, Utility and Feasibility of Ergonomic Implications in the Industry. *The 2008 National Conference for Safety Engineers*, Ashdod, Israel.

Miron-Spektor, E., **Efrat-Treister, D.**, Schwarz, O. & Rafaeli, A. (2008, August) The Bright and Dark Sides of Anger: The Effect of Direct and Indirect Anger on Performance in Creative and Structured Tasks. *Academy of Management Annual Meeting*. Anaheim, USA.

Efrat-Treister, D., Rafaeli, A. & Miron-Spektor, E. (2007, November). The Effect of Emotion on Performance in Creative and Analytic Tasks: The Bright and Dark Sides of Anger. *The 2nd Asia-Pacific Symposium on Emotions in Work life*. Gold Coast, Australia.

● Research Grants

- 2009: The Israel Association for Canadian Studies (IACS). Dorit Efrat-Treister^{PI}. (1-year; annual & total amount: \$4,200; total amount: \$4,200).
- 2010: The Israel Ministry of Industry and Commerce. Anat Rafaeli^{PI}, Dorit Efrat-Treister^S, Hadar Neshet^S. "Bullying and Hassles in the Workplace." (2-years; annual amount: \$12,100; total amount: \$24,200).
- 2011: The Israel National Institute for Health Policy and Health Service (NIHP). Anat Rafaeli^{PI}, Hanna Admi^C, Dorit Efrat-Treister^S, Arik Cheshin^S, Shira Agasi^S, Hadar Neshet^S. "Managing and Handling Violence and Aggression toward Hospital Medical Staff". (3-years; annual amount: \$92,100; total amount: \$276,300).
- 2013: Israel Science Foundation (ISF). Anat Rafaeli^{PI}, Dorit Efrat-Treister^C. "Values, Offenses and Aggression: a Group and Individual Level Multi-Culture Analysis of Aggression toward Medical Service Providers in Israel" (3-years; annual amount: \$90,000; total amount: \$270,000)
- 2013: The Magi Foundation. Dorit Efrat-Treister^{PI}, Dalit Lev-Arie Margalit^{PI}. "Clowns' Time is No Joke - Optimizing the Intervention of the Medical Clown"(1-year; annual & total amount: \$13,200).
- 2014: The Israel National Institute for Health Policy Research (NIHP). Anat Rafaeli^{PI}, Chen Shapira^C, Arie Eisenman^C, Dorit Efrat-Treister^C, Dalit Lev-Arie Margalit^C. "The Influence of Providing Information on Reducing Aggressive Tendencies of Patients and Escorts toward ED Medical Staff". (1.5-years; annual amount \$39,500; total amount: \$59,250).
- 2016: The Israel National Institute for Health Policy Research (NIHP). Alon Lisak^{PI}, Dorit Efrat-Treister^{PI}. "Cultural Sensitivity and Accessibility in Health-Care Systems". (1.5years; annual amount: \$24,924; total amount: \$37,386).
- 2018: Israel Science Foundation (ISF). Dorit Efrat-Treister^{PI}. New faculty member equipment grant. (3-years; annual amount: \$2739; total amount: \$8219).
- 2018: Israel Science Foundation (ISF). Dorit Efrat-Treister^{PI}. "Buffering Waiting-Induced Aggression". (3-years; annual amount: \$104,660; total amount: \$313,980).

• **Present Academic Activities**

(a) Research in progress (Under review):

1. Lisak, A., **Efrat-Treister, D.**, Glikson, E., Zeldetz, V., Schwatrsfuks, D. (2nd R&R). Cultural Sensitivity and Accessibility in Health-Care Systems. *Plos One*.
2. **Efrat-Treister, D.***, Reyt, J-N.*, Altman, D., Rafaeli, R. (1st R&R). When Crowding Leads to Aggression: The Moderating Effect of Construal Level. *Journal of Occupational Health Psychology*.

3. **Efrat-Treister, D.**, Harush, R., Lisak, A., Eisenman, A., Shapira, C., Rafaeli, A. (Under review). Aggression Toward Frontline Emergency Care Providers: The Influence of Value-Violating Situations and Procedural Justice. *Journal of Occupational Health Psychology*.
4. Friedmann, E., **Efrat-Treister, D.** (Under review). Gender-bias in STEM hires: A suggested solution. *Gender, Work and Organization*.

(b) Research in progress (in preparation):

1. **Efrat-Treister, D.***, Sherf, E. N.*, Lisak, A. Not Fair! (According to my Values): A Cultural Orientation Lens on Fairness Judgments and Workplace Aggression of Peers. *Target: Journal of Applied Psychology*.
2. Cheshin, A., Glikson, E. Krom, N., **Efrat-Treister, D.** The Impact of Emotions on Satisfaction from Computer Mediated Service: Was the Customer Service provider a Human? *Target: Journal of Service Management*.
3. Harush, R., **Efrat-Treister, D.** Favouritism Threat. *Target: Journal of Organizational Behavior*.
4. **Efrat-Treister, D.**, Fuchs, G. The Influence of Psychological Distance on Risk Perception and Tourism Behaviours. *Target: Journal of Tourism Management*.
5. Zigdon, I., Haran, U., **Efrat-Treister, D.** The Effects of Witnessing Rudeness on Cooperation. *Target: Journal of Organizational Behavior*.
6. Friedmann, E., **Efrat-Treister, D.** Does It Pay to Offend? Short- and Long-term Responses to Offensive Ads. *Target: Journal of Consumer Psychology*.

Media Coverage

- 2020:
- Daily mail:
<https://www.dailymail.co.uk/sciencetech/article-8037895/Millennials-likely-agitated-forced-wait-without-smartphone.html>
- Times of Israel:
<https://www.timesofisrael.com/angry-about-waiting-think-concrete-thoughts-israeli-researchers-say/>
- Fast company:
<https://www.fastcompany.com/90468000/researchers-reveal-the-secret-to-waiting-in-line-patiently>
- 2019:
- Channel 7:
<https://www.inn.co.il/News/News.aspx/406804?fbclid=IwAR1SICXVt9GK8s-UqfZ0TLmOzfXBKPisiSlejmlO0e6UpqynqwT3FBTChhk>
- Radio Haifa: 107.5:
<http://www.1075.fm/%D7%9E%D7%97%D7%A7%D7%A8->

<https://www.themarker.com/career/1.5907936>
<http://www.10.tv/overshav/158024>
<https://www.youtube.com/watch?v=0xewqH2FEqQ&feature=youtu.be>

Krayot net:

<https://newshaifakrayot.net/?p=144642>

Twitter:

<https://mobile.twitter.com/ploschannels/status/1150784373614141446>

- 2018: The Marker: <https://www.themarker.com/career/1.5907936>
 Channel 10 (min 13:16): <http://www.10.tv/overshav/158024>
 Channel 23:
<https://www.youtube.com/watch?v=0xewqH2FEqQ&feature=youtu.be>
- 2017: BGU magazine special issue for Woman's Day: Now It's Your Turn. (March, 2017)
- 2017: Behavioural Economics: What Motivates our Decisions? *Education and Research* (Dec, 2017)
- 2011: BBC Radio Broadcast (August, 2011)
 Wall Street Journal (June, 2011)
 Men's Health magazine (June, 2011)
 Self Magazine (May, 2011)

● Additional Academic Activity

- 2013: PhD Summer School on Managerial Agility and Innovation - managing change, Interdisciplinary Center (IDC) Herzliya, taught by Adam Galinski, Torry Higgins, Yaacov Trope and Ido Erev.
- 2012-2013: Statistical counselling for graduate students at Haifa University.
- 2009: Teaching assistant, Social Psychology, Haifa university.
- 2005: Research Assistant, The Institute of Information Processing and Decision Making (IIPDM), Haifa University.

● Professional Activities

- 2008: Educational Psychologist, Kiryat Tivon Psychological service.
- 2006-2008: Human Engineer, The Research Center for Work Safety and Human Engineering, Technion- Israel Institute of Technology.

● Volunteer Activities

2016-currently: Lecturer, “Ofek” program, “*An active academia in the community*”.

2013: Lecturer, the Haifa Center for the Blind.

2009: Educational Psychologist, Kiryat Tivon Psychological service.
Diagnosis and therapy of children from underprivileged families, as well as organizational advice to local schools and kindergartens.

● **Computer Skills**

Spss, Mplus, C, Visual basic.

● **Languages**

Fluent in Hebrew and English (Bilingual); Spanish – advanced level

Research Statement

The research I have been focusing on investigates the social-cognitive mechanisms that explain people's aggressive behavior in multiple levels of analysis: individual, group and organizational. I use laboratory studies to reveal the underlying mechanisms explaining people's aggressive behavior, and to test in theory-based interventions aimed at reducing such behavior. I then implement the interventions I developed in field experiments and test their usefulness.

At the individual level, I explore the social-cognition underlying anger and aggression. In a series of studies with Anat Rafaeli and Ella Miron-Spektor, we examined how individuals are influenced by witnessing anger. We explored whether and how observing others anger influences creative and analytical problem solving, and show that it influences performance differently depending on task type, harming creative performance, while enhancing analytical performance. We show that the mechanism explaining this effect is regulatory focus. The main contribution of this work is in solving the contradiction between literature that predicts that anger enhances or harms performance (*Journal of Applied Psychology, 2011*). Building on this work, in a project with Anat Rafaeli and Amir Erez, we explored the effects of customer verbal aggression on the cognitive performance of the targets of this aggression, and found that even minor aggression from customers can strongly harm working memory of customer service employees and reduce their task performance. This work demonstrates that the mechanism explaining why being exposed to even minor verbal aggression harms performance (*Journal of Applied Psychology, 2012*). I continued this stream of work in a research project funded by the *Israel Science Foundation (2018)*, exploring how to buffer aggression stemming from wait duration. In a paper with Sandra Robinson we showed that perceived wait duration explains the relationship between wait duration and aggression and that reducing people's construal level buffers the harmful influence of wait duration on aggression. This work contributes to existing theory by showing the boundaries of the positive effect of high construal on workplace outcomes, and by showing the mechanism explaining why construal level moderates the influence of perceived wait duration on aggression – reducing peoples construal level lowers their sense of power and therefore buffers the influence of perceived wait duration on aggressive tendencies (published in the *Journal of Organizational Behavior, 2020*).

At the group level, I study how people from different cultural groups perceive social situations, and how these perceptions predict their aggressive behavior. Specifically, my research examines the importance of cultural values for understanding the consequences that elicit aggression. In a study of multi - dimensional scaling with Michele Gelfand, we compare the influence of cultural values on the perception of aggressive behaviors across the United States, Pakistan, Japan and Israel (study funded by the *Israel Science Foundation, 2013*, and published in the *Journal of Organizational Behavior, 2013*). Continuing this line of research, in a study with Eftychia Stamkou, Gerben van Kleef, Astrid Homan and Michele Gelfand, we examined how collectivism influences what is important to people, which subsequently helps to determine whether people view a situation as norm violating (*Personality and Social Psychology Bulletin, 2018*). These papers contribute to existing literature by illustrating how people with different cultural values differ in their perceptions of social norm violations, and of what constitutes aggression.

At the organizational level, I examine three different industries: hospitals, family firms, and start-ups. In the hospital studies I continue to examine aggression, while in the

family firms and start-ups I expand to other organizational behaviors. Within hospitals, I examine the organizational consequences that lead patients to react aggressively toward hospital staff, and how to reduce such aggression. I conducted several field studies for this line of research. In a study with Anat Rafaeli and Arik Cheshin, we explore how the patients' perceptions of the emergency departments as crowded and loaded predict their tendency to engage in aggression (*Plos One*, 2019). To examine moderators of such aggression, we explore the usefulness of distributing information to patients waiting in emergency departments, as a method for eliciting procedural justice and thus reducing their aggression. Specifically, we show that distributing such information should be done with caution, as it may backfire and enhance aggression when it sets unmet expectations. This work contributes by exhibiting that while providing explanatory information is expected to lead to higher perceived justice and lower aggression, this positive effect is bounded, and exists only when the information sets expectations that are met (*Plos One*, 2020). In a subsequent study, together with Kinneret Teodorescu and Daniel Altman, we test the usefulness of a medical clown as an intervention that enhances patient satisfaction and reduces aggression. This work contributes by demonstrating that while medical clowns are known to have positive effects on patients, they enhance satisfaction and reduce aggression of children, but dissatisfy older adults and lead to higher aggression among them. Thus, their positive effect is bounded (study funded by *The Magi Foundation*, 2013, and published in *BMC Health Services Research*, 2020).

Lately, I have expanded my focus of research to types of organizations beyond hospitals: together with Nava- Michael-Tsabari, Marjan Houshmand, and Vanessa Strike, we published a review paper focusing on work-family balance in family firms. This paper contributes to existing literature by highlighting implicit assumptions in the literature on work-family balance in family firms. We show how boundary theory, the work-home resources model, and the resource-based view can be used to highlight issues related to ownership, work-family enrichment, and contextual factors at the individual, family, and firm domains (*Family Business Review*, 2020). Recently I studied how the cultural characteristics of Israel set a ground for growing start-ups. Daphna Yeshua-Katz and I show that Israel has a unique combination of cultural values, representing both East and West, which enables it to become 'the start-up nation' (*Innovation: Organization & Management*, 2020).

Today, I continue this research stream, using new methods and theories. At the individual level, in a study with Uriel Haran, we are exploring the boundaries of the negative effects of rudeness. While most existing literature shows that rudeness reduces cooperation, we show that it can enhance it when the observer of the rudeness is empathetic toward the victim of rudeness; in a study with Galia Fuchs, we are exploring how altering people's psychological distance changes perceived risk of Covid-19, and tourism purchase intentions. At the group level, in a study with Elad Sherf and Alon Lisak, we are examining how understanding differences in cultural perceptions can be used to bridge cultural gaps. In a subsequent study with Raveh Harush and Alon Lisak, we show that whether people hold high or low collectivistic values leads them to perceive the same situation differently and to react to the situation accordingly (under review in the *Journal of Occupational Health Psychology*). This research involves multiple studies, including lab experiments and field studies in two large hospitals. At the organizational level, in a study with Alon Lisak, I demonstrate that providing patients with culturally sensitive information reduces their aggression against hospital staff (study funded by *The Israel National Institute for Health Policy Research*, 2016). In a large hospital study with Jean-Nicolas Reyt, we are showing how the medium of providing patients with information should accommodate to crowding levels in order to be effective. Here too, we show the boundaries of exciting phenomena - while most literature shows that the usefulness of

providing patients with information depends on the information type, we show that sometimes the medium of the information matters more than the type (currently in 1st R&R in the *Journal of Occupational Health Psychology*).

In attempt to expand my study of organizational behavior to other organizations beyond hospitals, I am now in the process of conducting a large research project in the Israel Electric Company with Arik Cheshin, Raveh Harush and Ella Glikson, in which we are examining how emotions should be communicated in the virtual world. Following the Covid-19 pandemic, I am now exploring the usefulness of flexible work models among employees in an Israeli branch of a well-known high-tech company. Lately, I am excited to conduct a meta-analysis together with Shaul Oreg, Yaniv Dover and Jean-Nicolas Reyt, on emotions and construal level. This meta-analysis is expected to shed light on the relationship between these two distinct phenomena, and contribute to the literature in both fields.

The main contribution of my research is in showing the mechanisms underlying social interactions, and means of reducing harmful social behavior such as aggression. I develop and test my theories in the laboratory, and implement theory-based interventions in the field. I highlight contradictions between existing theories, to set the boundaries between them. In doing so, I show that well established effects have their generalization limits. I close gaps in existing literature by explaining why and when existing theories may contradict and how this contradiction can be solved by setting the boundaries for each phenomenon.

In summary, my research advances the understanding of social phenomena to promote individual performance, solve group misunderstandings, and manage organizational problems. Besides empirical work, I have also conducted a literature review and am in the process of conducting a meta-analysis. My research stream has both practical and theoretical implications. In practice, my research will help managers plan policies that promote organizational performance. Theoretically, my work solves contradictions between existing theories, and serves as a foundation for future research.

Teaching Statement

Teaching is one of my passions and I enjoy it. I constantly learn from my students, and find that my research is inspired by my work in the classroom and my interactions with students.

Through teaching, I wish to inspire students to love learning, become curious, motivate them to ask questions, think critically, and ‘learn how to learn’ independently. I see the teaching of organizational phenomena as a mean to have the opportunity to affect students, educate them and motivate them to think as researchers. Whether they continue to research or practice, I believe that critical thinking, an ability to independently learn, ability to summarize main ideas from texts, integrate between materials, and implement theory in the field are skills that will follow them throughout their life. My teaching philosophy is that my role is to enhance and broaden their abilities rather than teach specific material. In my classes, I teach students to independently read academic material, integrate theories into a coherent idea that will combine various theories. In these courses, the main course project is always “hands on” – the students are asked to take the theory into the field, collect data (using interviews, surveys or observations), summarize their findings, and implement the ideas from theory in the field. The field may be an organization they choose, a department within an organization, or a machine they study from the perspective of human engineering.

At the undergraduate level, I have taught several courses on organizational behavior -Introduction to Micro-Organizational Behavior and Introduction to Macro-Organizational Behavior, and courses on Man-Machine Systems and Human Engineering. At the graduate level I have taught the courses Stress in Organizations and Stress in Health Care Systems.

During class I encourage student engagement by conducting open discussions and the use of critical thinking about a question or dilemma I present. I evaluate their comprehension by asking the students themselves to bring to class examples of what we learned, and by asking them to write questions about the material I taught. Through their questions, I can see how well they understood the material. In addition, I always run a mid-term survey, asking them for feedback on my teaching. I take their feedback seriously, and do my best to improve my teaching from class to class.

My class involves examples from the news, from my own past experience and those of my students, videos, TED-Talks and podcasts. I do my best to update each course, with the newest research and ideas. In the future, I wish to conduct a multi-cultural, international course which will teach students about cross-cultural differences in management. Moreover, I wish to take them out into the field, and organize visits to organizations. I hope to make my classes as connected to the real world as possible, so that students will know how to implement the theoretical knowledge. I was honored to win a teaching excellence award in 2017, and I recently won the Glant award for teaching excellence.