

EMILY D. HEAPHY

Isenberg School of Management
University of Massachusetts Amherst
121 Presidents Drive, Amherst, MA 01003
Phone: (401) 644-9600, Email: eheapy@umass.edu

Academic Appointments

Associate Professor of Management, University of Massachusetts, Amherst, 2021-present

Chancellor's Leadership Fellowship, University of Massachusetts, Amherst, 2023-2024

John F. Kennedy Faculty Fellow, University of Massachusetts, Amherst, 2021-2026

Assistant Professor of Management, University of Massachusetts, Amherst, 2018-2021

Assistant Professor of Organizational Behavior, University of Rhode Island, 2016-2018

Assistant Professor of Organizational Behavior, Boston University, 2008-2016

Assistant Professor of Organizational Behaviour, McGill University, 2007-2008

Instructor, Management and Organizations, University of Michigan, 2007

Academic Affiliation

Faculty Affiliate, Center for Positive Organizations, University of Michigan Ross School of Business, 2021-

Education

PhD in Management and Organizations, University of Michigan, 2008

BA in Women's Studies, minor in Economics, Wellesley College, 1997
Magna cum laude

Honors & Awards

Research

- 2024 Research Excellence Award, Isenberg School of Management
- 2022 Honor Roll of Responsible Research in Business and Management for *Moved to Speak Up: A Model of Compassion-Driven Voice*
- 2021 *Leadership Quarterly*, Best Paper Award of 2020 Second Runner-up
- 2019 *Academy of Management Review*, Best Article of 2018 Top 4 Finalist
- 2013 University of Michigan Ross School of Business Distinguished PhD Alumni Award
- 2013 Employee Engagement Book of the Year for *Employee Engagement in Theory and Practice*, Employee Engagement Network
- 2012 Best Paper Award, UC Davis Qualitative Research Conference
- 2003 Best Symposium Proposal Award, Organization & Management Theory, Academy of Management

Teaching

- 2021- Princeton Review ranked UMass Amherst Full-Time MBA Program for "Best MBA for Human Resources" *Note: Based on student and administrator data; I am the only HR instructor in the full-time program. (2nd place, 2021; 8th place, 2022; 3rd place, 2023)*
- 2021 Isenberg College Outstanding Teacher Award

- 2016 MBA Favorite Professor Award in an Elective Class (Awarded by Full-time MBA students), Boston University
- 2015 PhD Distinguished Faculty Mentor Award, Boston University
- 2014 Nominee, PhD Distinguished Faculty Mentor Award, Boston University
- 2004 Ross School of Business Dykstra Award for Teaching Excellence

Journal Article Reviewing

- 2022 Outstanding Reviewer Award, *Academy of Management Discoveries*
- 2019 Outstanding Reviewer Award, *Organization Science*
- 2016 Outstanding Reviewer Award, *Organization Science*
- 2016 Best Reviewer Award, *Academy of Management Review*
- 2016 Developmental Reviewer of the Year Finalist, *Academy of Management Review*
- 2009 Management & Organizational Cognition Outstanding Reviewer Award, Academy of Management
- 2006 Management & Organizational Cognition Outstanding Reviewer Award, Academy of Management

Research

Google Scholar: 5883; h-index: 18; i10 index: 20

Web of Science: 1420; h-index: 14

PEER-REVIEWED JOURNAL ARTICLES

Heaphy, E.D. and Trefalt, S. Hiding in plain sight: Co-enacting the sustainable worker schema in a professional service firm. *Organization Science*, <https://doi.org/10.1287/orsc.2020.14201>

*Caza, B., *Heaphy, E.D., Roberts, L.M., Spreitzer, G.S. Revaluing ordinary moments: Disrupting gendered positive self-concepts through a narrative feedback intervention. *Academy of Management Discoveries*, 10(1): 34-58. <https://doi.org/10.5465/amd.2021.0021>

- *Indicates equal authorship.

Lawrence, T.B., *Schlindwein, E., *Jalan, R., *Heaphy, E.D., Organizational body work: Efforts to shape human bodies in organizations. 2023. *Academy of Management Annals*, 17(1): 37-73. <https://doi.org/10.5465/annals.2021.0047>

- *Indicates equal authorship, names listed in reverse alphabetical order.

Gottfredson, R. K., Wright, S. L., & Heaphy, E. D. 2022. A critical review of relationship quality measures: Is a fresh start needed? An agenda to move forward. *Journal of Occupational and Organizational Psychology*, 95(3), 624–659. <https://doi.org/10.1111/joop.12395>

Heaphy, E.D., Lilius, J., Feldman, E. (2022) Moved to speak up: A model of compassion-driven voice. *Human Relations*, 75(6): 1113-1139. <https://doi.org/10.1177/00187267211007539>

- Honor Roll of Responsible Research in Business and Management

Waters, L., Algae, S.B., Dutton, J.E., Emmons, R. Fredrickson, B.L. Heaphy, E.D., Moskowitz, J.T., Neff, K., Niemiec, R., Pury, C. & Steger, M. (2021) Positive psychology in a pandemic: buffering, bolstering, and building mental health, *The Journal of Positive Psychology*, DOI: [10.1080/17439760.2021.1871945](https://doi.org/10.1080/17439760.2021.1871945)

Gottfredson, R., Wright, S., Heaphy, E.D. (2020) A Critique of the leader-member exchange construct: Deconstructing the dominant to build a stronger foundation. *Leadership Quarterly*, 31(6). <https://doi.org/10.1016/j.leaqua.2020.101385>

- Second Runner-up: 2020 Best Paper Award, *Leadership Quarterly*

Heaphy, E.D., Byron, K., Ballinger, G.A. Gittell, J.H., Leana, C., Sluss, D.M. (2018). Introduction to Special Topic Forum: The changing nature of work relationships. *Academy of Management Review*, 43(4): 558-569.

- Kahn, W.A., *Barton, M., *Fisher, C., *Heaphy, E.D., *Reid, E., *Rouse, E. (2018). "The geography of strain: Organizational resilience as a function of intergroup relations." *Academy of Management Review*, 43(3): 509-529.
- Top 4 Finalist: AMR Best Paper of 2018
 - *Indicates equal authorship.
- Heaphy, E.D. (2017). "Dancing on hot coals": How emotion work facilitates collective sensemaking. *Academy of Management Journal*, 60(2): 642-670.
- Heaphy, E.D. (2013) Repairing breaches with rules: Maintaining institutions in the face of everyday disruptions. *Organization Science*, 24(5): 1291-1315.
- Uhlmann, E.L., Heaphy, E.D., Ashford, S., Zhu, L., Sanchez-Burks, J. (2013) Acting professional: An exploration of culturally bounded norms against non-work role referencing. *Journal of Organizational Behavior*, 34(6): 866-886.
- Stephens, J.P., Heaphy, E.D., Carmeli, A., Spreitzer, G.S., Dutton, J.E. (2013) Relationship quality and virtuousness: Emotional carrying capacity as a source of individual and team resilience. *Journal of Applied Behavioral Science*, 49(1) 13-41.
- Brown, S.L., Fredrickson, B.L., Wirth, M., Poulin, M. Meier, E.A., Heaphy, E.D., Cohen, M.D., and Schultheiss, O. (2009) Social closeness increases salivary progesterone in humans. *Hormones and Behavior*, 56(1):108-111.
- Heaphy, E.D. and Dutton, J.E. (2008a) Positive social interactions and the human body at work: Linking organizations and physiology. *Academy of Management Review*, 33(1): 137-162.
- In response to commentary inspired by Heaphy & Dutton (2008a)*
 Heaphy, E.D. and Dutton, J.E. (2008b) Integrating organizations and physiology: Getting started. *Academy of Management Review*, 33(4):1009-1010.
- Roberts, L.M., Dutton, J.E., Spreitzer, G., Heaphy, E.D. and Quinn, R.E. (2005) Composing the Reflected Best-Self Portrait: Building Pathways for Becoming Extraordinary in Work Organizations, *Academy of Management Review*, 30(4): 712-736.

BOOK CHAPTERS

- Heaphy, E. D., Baeken, A., Kim, G. Relationships, Relational Work and Disabled People. *The Routledge Companion on 'Disability at Work,'* edited by Oana Branzei and Anica Zeyen, Forthcoming.
- Heaphy, E.D., Locke, K., Booth, B. (2016) Embodied relational competence: Attending the body in the boundary-spanning work of patient advocates. In Elsbach, K. & Bechky, B. (Eds.) *Qualitative Organizational Research: Best Papers from the Davis Conference on Qualitative Research*, vol. 3. Information Age Publishing, 161-197.
- Kahn, W.A. and Heaphy, E.D. (2013) Relational Contexts of Personal Engagement at Work. In Truss, C., Delbridge, R., Soane, E., Alfes, K. and Shantz, A. *Employee Engagement in Theory and Practice*. Routledge, 82-96.
- Employee Engagement Book of the Year, Employee Engagement Network
- Stephens, J.P., Heaphy, E.D. and Dutton, J.E. (2011) High Quality Connections. In Spreitzer, G. and Cameron, K. (Eds.) *Oxford Handbook of Positive Organizational Scholarship*. Oxford University Press, 385-399.
- Heaphy, E.D. (2007) Bodily Insights: Three Lenses on Positive Organizational Relationships. In Dutton, J. & Ragins, B. (Eds.), *Exploring Positive Relationships at Work: Building a theoretical and research foundation*. Mahwah, NJ: Lawrence Erlbaum, 47-71.

Dutton, J.E. and Heaphy, E.D. (2003) The Power of High Quality Connections. In Cameron, K., J.E. Dutton, and R.E. Quinn (Eds.), *Positive Organizational Scholarship*. San Francisco: Berrett-Koehler Publishers, 263-278.

BOOK REVIEW

Heaphy, E.D. (2009) Review of *The Changing Face of Medicine: Women Doctors and the Evolution of Health Care in America*. Ann K. Boulis and Jerry A. Jacobs. *Administrative Science Quarterly*, 54(4), 674-676.

ARTICLES FOR PRACTITIONERS

Roberts, L.M., Heaphy, E.D. and Caza, B.B. (2019) To Become Your Best Self, Study Your Successes. *Harvard Business Review* (online), published May 14.

Dutton, J.E. and Heaphy, E.D. (2016) We Learn More When We Learn Together. *Harvard Business Review* (online), published January 12.

Roberts, L.M., Spreitzer, G., Dutton, J.E., Quinn, R., Heaphy, E.D. and Barker, B. (2005) How to Play to Your Strengths. *Harvard Business Review*, 83(1): 75-80.

- Reprinted in *Harvard Business Review's Guide to Your Professional Growth* (2019)

Research in Progress

Writing or Data Collection in Progress

*Heaphy, E.D. and *Poulton, E. Taking a chance on love: Dynamics of attraction and vulnerability in the development of workplace romances. Data analysis in progress.

- *Indicates equal authorship.

Baeken, A., Heaphy, E.D., Forrier, A., de Cuyper, N. "Embodying specialized job counselling for people with a disability: how embodiment affects job counselling." Writing.

Kim, G., Heaphy, E. D., & Labianca, G. Cognitive, emotional, and organizational mechanisms underlying approaches to socializing after returning from a disrupted workplace: Dormant tie decay, reactivation, and relationship crafting. Writing.

Data Collection Delayed due to Covid-19 Pandemic

Branzei, O., Zeyen, A., Heaphy, E.D., Krzeminska, A., Farah, B., Wiklund, J., Spreitzer, G., Stephan, U., Garud, G. Collective Ethnography of "Dialogue in the Dark." Data collection originally scheduled for April 2020.

Teaching Experience

University of Massachusetts, Department of Management

- Qualitative Research Methods (PhD course), 2022, 2024
- Human Resource Management (Required Undergraduate and MBA course), 2018-current
- Human Resource Management (MSBA), 2019-2020

University of Rhode Island, Department of Management

- Organizational Behavior (Undergraduate Required Course), 2016-2018

Boston University, Department of Organizational Behavior

- Doctoral Proseminar (Course for First-year doctoral students in Organizational Behavior, Strategy & Innovation, and Information Systems), Fall 2013
- The Leadership Challenge (Undergraduate Elective), 2011-2013
- Negotiations (MBA Elective), 2008-present
- Negotiations and Personal Development (Executive MBA Elective), Summer 2009, Winter 2015
- Negotiations (Executive Teaching, Mini-MBA for CIOs), 2015-2016

McGill University, Department of Organizational Behaviour

- Organizational Change (MBA and BCom Elective), Winter 2008

University of Michigan, Management & Organizations Department

- Negotiations (MBA Elective), Winter 2007
- Organizational Behavior Core Course (Undergraduate Elective), Winter 2004

Harvard Business School, Department of Organizational Behavior

- Course Assistant for Prof. Thomas' course Self-Assessment and Career Development, 1997-1998

Graduate Student Committees

Ph.D. Students

- Susan Bernstein, Santa Barbara Graduate Institute, Somatic Psychology, External Examiner, 2008
- Jina Mao, Boston University, Organizational Behavior, Committee Member, 2012
 - Placement: Skidmore College
- Elana Feldman, Boston University, Organizational Behavior, Committee Member, 2015
 - Placement: University of Massachusetts Lowell
- Njoke Thomas, Case Western Reserve University, Organizational Behavior, Committee Member, 2017
 - Placement: Wharton School of Management, Postdoctoral Fellow
- Matt Lyle, University of Massachusetts Amherst, Committee Member, 2020
 - Placement: University of Colorado – Colorado Springs
- Howard Jean-Denis, University of Massachusetts Amherst, Committee Member, 2022
 - Placement: Pepperdine University
- Mengjie Xu, University of Massachusetts Amherst, Committee Member, 2023
 - Placement: Eastern Kentucky University
- Elizabeth Hood, Boston College, Committee Member, 2024
 - Placement: University of Southern California Post-doc
- Gihyun Kim, University of Massachusetts Amherst, Advisor, 2024
 - Placement: Bryant University
- Ashley Hockensmith, University of Massachusetts Amherst, Committee Member
- Joanne Sundet, BI Norwegian Business School, Committee Member

Master's Students

- Christopher Kabakis, HEC Montréal, 2008
- Steven Fellows, Boston University, 2015
- Brandy Booth, Boston University, 2015

Cases and Teaching Notes

Bohmer, Richard, Amy C. Edmondson and Emily Heaphy. "The Patient Care Delivery Model at the Massachusetts General Hospital" Harvard Business School Case No. 699154.

Higgins, Monica C. and Emily Heaphy. "Elizabeth Fisher (D)." Harvard Business School Case No. 400013.

Thomas, David A. and Emily Heaphy. "International Use of the Myers-Briggs Type Indicator." Harvard Business School Note No. 498038.

Thomas, David A., Nancie Zane and Emily Heaphy. "Yvette Hyater-Adams and Terry Larsen at CoreState Financial Corp." Harvard Business School Case No. 401023.

Course Overview

Thomas, David A. and Emily Heaphy. "Self-Assessment and Career Development, Instructor's Course Overview Teaching Note." Harvard Business School Teaching Note No. 498072.

Teaching Notes

Bohmer, Richard, Amy C. Edmondson and Emily Heaphy. "Patient Care Delivery Model at the Massachusetts General Hospital, The Teaching Note." Harvard Business School Teaching Note No. 600083.

Heaphy, E. (2021) "Lovely Braids": Teaching Notes (Diversity and Inclusion Lessons). Dispute Resolution Research Center. Kellogg School of Management, Northwestern University.

Thomas, David A. and Emily Heaphy.

"Bob Fifer." Harvard Business School Teaching Note No. 498063.

"Craig Parks (A),(B)." Harvard Business School Teaching Note No. 498062.

"Development Relationships." Harvard Business Teaching Note No. 498071.

"The Job Search Workshop." Harvard Business School Teaching Note No. 498070.

"Personality Types: The Myers-Briggs Type Indicator." Harvard Business School Teaching Note No. 498069.

Research Grants

University of Massachusetts Amherst

- Flex Grant for Teaching/Faculty Development (\$500), 2018, 2019

Boston University

- Human Resources Policy Institute Research Support (\$2500)

University of Michigan

- Center for the Education of Women Faculty Women's Club Scholarship, 2006-2007
- IRWG Community of Scholars Fellowship, 2006-2007
- Doctoral Research Grant, Ross School of Business, (\$2000), 2006
- Rackham Discretionary Research Grant (\$2000), 2006
- Nonprofit and Public Management Center (\$1500), 2006
- Center for the Education of Women Graduate Women's Leadership Program, 2005
- Multiple funding sources in support of 5-day Rackham Interdisciplinary Workshop (\$11,200), 2004
 - *Rackham Interdisciplinary Workshop Seed Money; Institute for Survey Research; Office of the Vice President of Research, Center for Positive Organizational Scholarship*

Wellesley College

- Horton-Hallowell Fellowship for Graduate Study, 2006-2007
- Hewlett Grant for Women and Development, 1996
- Multicultural Research Grant, 1996

Other

- Blue Cross Blue Shield of Michigan (\$3000), 2006

Presentations

REFEREED

2024 Heaphy, E.D., Poulton, E. "Taking a chance on love: A process model of workplace romance" Positive Relationships at Work Meeting, Case Western Reserve, May 2024.

2023 Baeken, A-S., Heaphy, E.D., Forrier, A., de Cuyper, N. "Resolving misfit through embodiment work in specialized job coaching." In *Connection in Unexpected Places: How, Why, and With What Consequences Workers Connect with Clients*, Symposium, MOC Division, [Organizers: S. Draga & M. Christianson], Academy of Management Meetings, August 2023, Boston, MA.

Winkelman, K., Heaphy, E.D. "Out enough: Disclosure processes of individuals with concealable stigmatized identities." In *Putting Worker Identity Front and Center: Identity Construction Beyond the Organizational Scaffold*, Symposium, MOC & CAR Divisions, [Organizers: N. Janardhanan & R. Sonal], Academy of Management Meetings, August 2023, Boston, MA.

- Showcase Symposium

Heaphy, E.D., Poulton, E.C. "Taking a chance on love: Dynamics of attraction and risk in the development of workplace romances." Sub-theme 22: Bridging the Space Between Us: Exploring Connection, European Group for Organizational Studies, July 2023, Cagliari, Italy.

Baeken, A-S., Forrier, A., de Cuyper, N., Heaphy, E.D. "Embodying specialized job counselling for people with a disability: how embodiment affects job counselling." *Human Relations* 75th Anniversary, March 2023, London, UK.

2022 Heaphy, E.D., Poulton, E.C. "Risky or risqué?: The role of stigmatized identity in workplace romance formation." In *Bringing to Light What's Been Cast to the Shadows: Marginalized Relationships and Narratives at Work*, Symposium, MOC & OB Divisions, [Organizers: E.D. Heaphy & E. Poulton], Academy of Management Meetings, August 2022, Seattle, WA.

Lawrence, T.B., Heaphy, E.D., Jalan, R., Schlindwein, E.K. "Organizational Body Work." In *Remembering the Body: Surfacing Critical Insights into the Body's Role in Organizations*, Symposium, CMS Division, [Organizers: N. Thomas, E. Archibold & J.P. Stephens], Academy of Management Meetings, August 2022, Seattle, WA.

Heaphy, E.D., Kim, G., Winkelman, K. "Disrupted workplace socializing." In *Bridging the Space Between Us: Exploring Connection and Disconnection in Workplace Relationships*, Symposium, MOC & OB Divisions, [Organizers: J. Petriglieri & E. Sheprow], Academy of Management Meetings, August 2022, Seattle, WA.

- Showcase Symposium

2021 Kim, G., Heaphy, E.D. "Socializing Interrupted: How Covid-19 Altered The Experience Of Workplace Socializing." Positive Relationships at Work Research Meeting, April 30, 2021. Virtual Conference.

Wright, S.L., Gottfredson, R., Heaphy, E.D. "A Fresh Start for the Measurement of Relationship Quality in Organizations: A Critical Review of Instruments and an Agenda to Move Forward." Positive Relationships at Work Research Meeting, April 30, 2021. Virtual Conference.

2020 Heaphy, E.D. "The role of the human body in social interactions in organizations." In *Embodied Insights: Broadening the Scope of Management Research with a Bodily Lens*, Symposium, MOC & OB Divisions, [Organizers: E. Archibold & N. Thomas], Academy of Management Meetings, August 2020, Vancouver, CA.

- Selected for the All-Academy Theme program

- Heaphy, E.D. "Looking beyond the dyad: Lessons from two empirical studies of relationship development." In *The architecture of relationships at work: How strangers become relationship partners*, Symposium, MOC & OB Divisions, [Organizers: G. Sala, B. Schinoff & L. Garrett], Academy of Management Meetings, August 2020, Vancouver, CA.
- Heaphy, E.D. "Reflections on disability and allyship." In *Broadening Our Sight: Embodiement, Allyship & Posthuman Organizing for Disabilities*, Symposium [Organizers: O. Branzei & A. Zeyen], Academy of Management Meetings, August 2020, Vancouver, CA.
- Selected for the All-Academy Theme program
- 2019 Heaphy, E.D., Lilius, J., Feldman, E. "How Prosocial Emotions Drive Voice." May Meaning Meeting, May, University of Washington & Yale University, May 2019, Bainbridge Island, WA.
- Heaphy, E.D., Lilius, J., Feldman, E. "The Emergence and Influence of Prosocial Emotions in the Voice Process." Positive Organizational Scholarship Conference (Emotions Track), June, 2019, Ann Arbor, MI.
- Heaphy, E.D., Lilius, J., Feldman, E. "The Emergence and Influence of Prosocial Emotions in the Voice Process." In *Uncovering New Perspectives on Compassion Towards Others and the Self*, Symposium, OB, MOC & HR Divisions [Organizers: Y.T. Heng & R. Fehr], Academy of Management Meetings, August 2019, Boston, MA.
- Discussant for *Pathways to Inclusion: Relationships and Community in the New World of Work*, Symposium, MOC, OB & ODC Divisions [Organizers: H. Hendricks & G. Spreitzer], Academy of Management Meetings, August 2019, Boston, MA.
- Showcase Symposium
- 2018 Trefalt, S. & Heaphy, E.D. "Becoming a Balanced Consultant: Learning about Boundary Work." In *Relational Underpinnings of Identity: How Interpersonal Interactions Shape "Who I Am" & "Who We Are"*, Symposium MOC & CAR Divisions [Organizer: E. Jones], Academy of Management Meetings, August 2018, Chicago, IL.
- Heaphy, E.D. "Work Spouses." In *Complicating Connection: Unpacking Affection, Attraction, and Intimacy at Work*, Symposium OB, GDO, MOC Divisions [Organizers: B. Humberd & B. Rouse], Academy of Management Meetings, August 2018, Chicago, IL.
- Showcase Symposium
- 2017 Reid, E., Heaphy, E.D. "Relational Career Intersections." May Meaning Meeting, May, Boston College & Yale University.
- Wright, S., Gottfredson, R., Heaphy, E.D. "Measuring the Quality of Work Relationships: A Critical Review of Survey Instruments." Academy of Management Meetings, August 2017, Atlanta, GA.
- Roberts, L.M., Caza, B.B., Heaphy, E.D., Spreitzer, G.S., Dutton, J.E. "Putting identities all together: Unpacking the content and dynamics of positive self-concept." *Academy of Management Discoveries* Paper Development Workshop, November 2017, New York, NY.
- 2016 Heaphy, E.D., Lilius, J., Feldman, E. More than a feeling: How compassion drives employee voice and organizational change. In *Empowering Compassion: Exploring How and Why Compassion Can Be Expanded and Leveraged*, Symposium, OB, MOC & OMT Divisions [Organizers: R. Livne-Tarandach], Academy of Management Meetings, August 2016, Anaheim, CA.
- Showcase Symposium
- 2015 Heaphy, E.D., Booth, B. "Work Spouses: Why Do They Matter for Organizations?" May Meaning Meeting, May, Yale University.

- Trefalt, S. and Heaphy, E.D. "Achieving Temporal Flexibility in Project Work: The Role of Job Crafting." In *Positive Spirals: Practices that Foster Positive Relationships*, Symposium, MOC, OB & ODC Divisions [Organizers: L. Cameron & G. Spreitzer], Academy of Management Meetings, August 2015, Vancouver, BC.
- Discussant for *Physicality of Relational Processes: Space and the Interactions Within Them*, Symposium, OB & OMT Divisions [Organizers: D. Mannen & A. Perlmutter]. Academy of Management Meetings, August 2015, Vancouver, BC.
- Heaphy, E.D. "The Role Of Emotion Work In Everyday Occasions Of Sensemaking And Sensegiving." In *Affect and Interpersonal Dynamics in Organizations*, Symposium, OB, OMT & HR Divisions [Organizer: A. Knight] Academy of Management Meetings, August 2015, Vancouver, BC.
- 2014 Discussant for *Relationships, Relational Identification, Personal Identification: Similar yet Distinct Constructs?*, Symposium, [Organizers: S. Creary, K. Rogers, B. Schinoff] Academy of Management Meetings, August 2014, Philadelphia, PA.
- Showcase Symposium
- Trefalt, S. and Heaphy, E.D. "Process and Management Expertise: The Relational Construction of Temporal Flexibility." Academy of Management Meetings, August 2014, Philadelphia, PA.
- Heaphy, E.D. "Organizational Smoothing: A Process Model of the Work of Handling Non-routine Problems." Sixth International Symposium on Process Organization Studies, June 2014, Rhodes, Greece.
- Heaphy, E.D., Locke, K., Booth, B. "Embodied Relational Competence." Eastern Sociological Society, February 2014, Baltimore, MD.
- Heaphy, E.D., Locke, K., Booth, B. "Embodied Relational Competence." Positive Relationships at Work Research Meeting, March 2014, Philadelphia, PA.
- Selected to be a featured presentation
- 2013 Heaphy, E.D. "The Process of Developing and Deploying Plausible Accounts: The Work of Patient Advocates." May Meaning Meeting, June 2013, University of Michigan, MI.
- Heaphy, E.D., Lilius, J., Feldman, E. "Reporting from the Frontlines: How Client Interactions Shape Voice Behavior." May Meaning Meeting, June 2013, University of Michigan, MI.
- Heaphy, E.D., Rogers, K. Co-organizers of Symposium, *Positive Relationships at Work: Expanding the Empirical Foundation of an Emerging Research Domain*. Academy of Management Meetings, August 2013, Orlando, FL.
- Discussant for Paper Session, *Organizational Identity Claims and Change*. Academy of Management Meetings, August 2013, Orlando, FL.
- Heaphy, E.D. "How to Build and Find a Microcommunity: Lessons from the Positive Relationships at Work Microcommunity." Academy of Management Meetings, August 2013, Orlando, FL.
- 2012 Heaphy, E.D., Lilius, J., Feldman, E. "How Positive Connections with Clients Fuel Second-Order Change by Frontline Workers." May Meaning Meeting, May, Yale University, CT.
- Stephens, J.P., Heaphy, E.D., Lindberg, A. "Bringing the Body Back In: The Role of Bodily Action in Organizational Routines." *Qualitative Research in Management and Organizations*, April 2012, University of New Mexico, NM.

- Trefalt, S. and Heaphy, E.D. "Autonomy v. Interdependence: How Professionals Navigate Intra-Firm "Free Markets" to Achieve Work-Life Balance." Academy of Management Meetings, August 2012, Boston, MA.
- 2011 Trefalt, S. and Heaphy, E.D. "Autonomy v. Interdependence: How Professionals Navigate Intra-Firm "Free Markets" to Achieve Work-Life Balance." Wharton 4th Annual People and Organizations Conference, October 2011, University of Pennsylvania, PA.
- Heaphy, E.D. "Storytelling as a Means of Organizational Problem Handling: The Work of Patient Advocates." Academy of Management Meetings, August 2011, San Antonio, TX.
- Stephens, J.P., Heaphy, E.D., Carmeli, A., Spreitzer, G., Dutton, J.E., and Bagozzi, R. "Relationship Capacity as a Source of Resilience in Individuals and Teams in the Workplace." Academy of Management Meetings, August 2011, San Antonio, TX.
- Heaphy, E.D. "The Embodiment of Advocacy Work: The Case of Patient Advocates" (accepted) European Group for Organizational Studies, July 2011, Goteborg, Sweden.
- 2010 Heaphy, E.D. "Rules in Problem-Handling Work: Coercive and Enabling Bureaucracy." In *Engaging with Rules: How Actors Put Rules, Regulations, and Law to Use in Organizations*, Symposium [Organizers: H. Bruns & E.D. Heaphy], Academy of Management Meetings, August 2010, Montreal, Quebec.
- Dutton, J.D., Spreitzer, G., Heaphy, E.D., Stephens, J.P. "When and How Employees Lend a Hand: Facilitators of Compassion Outside of Work." In *Compassion Research Incubator: Emerging Perspectives on the Nature, Importance, and Practice of Compassion in Organizations*, Symposium [Organizers: J. Kanov & J. Lilius], Academy of Management Meetings, August 2010, Montreal, Quebec.
- 2009 Heaphy, E.D. "What Patient Advocates Taught One Professor about Making Organizational Change" *Society for Healthcare Consumer Advocacy Annual Conference*, April 2009, Reno, NV
- 2008 Heaphy, E.D. "Playing with Rules: Patient Advocates' Rule Use in Two Hospital Types." Positive Organizational Scholarship Conference, University of Michigan, December, 2008.
- Stephens, J.P., Heaphy, E.D., Spreitzer, G., and Dutton, J. "Developing a Measure of High Quality Connections at Work." In *Toward theory refinement: Advancing Positive Organizational Scholarship through measure development*, Symposium [Organizers: J.A. Cobb & F. G. Stevens], Annual Meeting of the Academy of Management, Anaheim, CA.
- 2007 Roberts, L.M., Caza, B.B., Heaphy, E.D., Spreitzer, G., Dutton, J. "Becoming Your Best-Self: The Role of Contribution Stories in the Development of Positive Self-construals." In *The Power of Positive Self-Construction: Enacting Identities at Work*, Symposium [Organizers: A. Verbos & J. Dutton] Academy of Management Meetings, August 2008, Philadelphia, PA.
- 2006 Roberts, L.M., Caza, B.B., Heaphy, E.D., Spreitzer, G., Dutton, J. "Envisioning Capacity: How Professional Identity Shapes Positive Self-construal." Academy of Management Meetings, August 2006, Atlanta, GA.
- 2005 Heaphy, E.D. "Expanding the Construct of Engagement: Physiological Correlates and Sensory Awareness of the Body." Academy of Management Meetings, August 2005, Honolulu, HI.
- Heaphy, E.D. "High Quality Connections as a Resource for Making a Positive Difference in Work Organizations." Academy of Management Meetings, August, Honolulu, HI.

- 2004 Heaphy, E.D., Roberts, L.M., Dutton, J.E., Spreitzer, G., Barker, B., Quinn, R. "Enacting the Reflected Best Self: How Jolts and Socially-Embedded Resources Enable Action in and Beyond Organizations." Academy of Management Meetings, August 2004, New Orleans, LA.
- 2003 Heaphy, E.D., Dutton, J.E. "Re-embodying Relationships at Work: Understanding the Physiological Effects of High Quality Connections." Academy of Management Meetings, August 2003, Seattle, WA.
- 2002 Roberts, L.M., Heaphy, E.D. "The Missing Link: Disappeared Connecting Work during Interracial Encounters." Academy of Management Meetings, August 2002, Denver, CO.

INVITED

- 2024 Heaphy, E.D. "Hiding in Plain Sight"
University of Massachusetts Boston, Organizations and Social Change Seminar
- 2023 Heaphy, E.D. Three talks on "Hiding in Plain Sight" (with S. Trefalt), How to build theory, and Organizational body work (with T. Lawrence, Schlindwein, E., Jalan, R.).
KU Leuven, Belgium, June 2023
- 2021 Seed Generator (Discussant) for C.G.V. Coutifaris, "The Early Bird Conveys the Culture: The Effects of Preboarding Practices on Newcomer Socialization and Performance"
Adderley Positive Research Incubator, Center for Positive Organizations, December 2021, Virtual
- Heaphy, E.D. "Learning Work-Nonwork Boundary Work: The Processes of Learning Stigmatized Knowledge"
Management and Entrepreneurship Department, April, Iowa State University
- Heaphy, E.D. Methodology Innovation Workshop: "Embodiment and the Body in Research."
Spring Abilities Workshop (Virtual and Global), March
- Heaphy, E.D. "Special Edition: Where are they now? Paper Session"
Work, Identity and Meaning Research Group, February, Boston College, Boston, MA
- 2020 Heaphy, E.D. "The Social Life of Work and Organizing"
New Faculty Talk, Isenberg School of Management, University of Massachusetts, Amherst
- 2019 Heaphy, E.D. and Trefalt, S. "Work-Life Crafting: The Relational construction of work-life balance."
 - *Work, Identity and Meaning Research Group, Boston College, Boston*
 - *Organizations and Networks Group, Sociology, University of Massachusetts, Amherst*
- Heaphy, E.D. "'Dancing on Hot Coals': How Emotion Work Facilitates Collective Sensemaking"
Consortium for Research on Emotional Intelligence in Organizations, May, Boston, MA.
- 2018 Heaphy, E.D. "Growing Relationships Research: Lessons from editing a special issue of *Academy of Management Review*"
BI Norwegian Business School, Oslo, Norway.
- 2015 Heaphy, E.D. "The Role of Emotion Work in Everyday Occasions for Sensemaking and Sensegiving"
Cornell University Johnson OB/ILR Colloquia Series, November, Ithaca, NY.
- 2014 Heaphy, E.D. "The Role of Emotion Work in Everyday Occasions for Sensemaking and Sensegiving"
Wharton OB Conference, November, Philadelphia, PA.
- 2013 Trefalt, S., Heaphy, E.D. "The Relational Construction of Temporal Flexibility"
Center for Gender in Organizations, December, Boston, MA.

- 2012 Heaphy, E.D. "The Construction of Narratives as Boundary Objects: The process of emergent problem-handling by boundary spanners in human services work."
UC Davis Qualitative Research Conference, March, UC Davis, CA
 ○ Received "Best Paper" Award of the Conference
- 2009 Heaphy, E.D. "Repairing Breaches with Rules: Agency in the Work of Patient Advocates"
 • *University of Southern California, Management and Organizations, September*
 • *Massachusetts Institute of Technology, Organization Studies Group, October*
- 2008 Heaphy, E.D. "Storytelling as a means of organizational problem-solving"
 • *University of Toronto, Organizational Behaviour and HR Management*
 • *Harvard Business School, Organizational Behavior*
 • *Boston University, Organizational Behavior*
- 2007 Heaphy, E.D. "Storytelling as a means of organizational problem-solving"
 • *Queen's University, Organizational Behaviour*
 • *Columbia University, Health Policy and Management*
 • *McGill University, Organizational Behaviour*

PROFESSIONAL DEVELOPMENT WORKSHOPS

- 2023 Invited Facilitator, *The Power of Sisterhood: Revitalizing the Feminist Spirit in Our Academic and Personal Lives*, Professional Development Workshop [Organizers: N. Schneider, M. Yadav, X. Zhu], DEI, OB, MSR Divisions, Academy of Management Meetings, August 2023, Boston, MA.
- Invited Facilitator, *Reviewing in the Rough Workshop*, Professional Development Workshop [Organizers: N. Janardhanan, J. Zhu, A. Rheinhardt, J. Zhu], MOC, AAM, CM, DEI, ENT, INDAM, NEU, OB, ODC, OMT, RM Divisions, Academy of Management Meetings, August 2023, Boston, MA.
- Invited Presenter, *Teaching Relationally: Building Community and Connection in Our Classrooms* [Organizers: J.E. Dutton, A. Carlsen, S. Maitlis] MOC, OB, OMT, MED Divisions, Academy of Management Meetings, August 2023, Boston, MA.
- 2021 Invited Expert, *Navigating Qualitative Dissertations: Advice from the Experts*, Professional Development Workshop [Organizers: N. Tong & B. Csillag] Academy of Management Meetings, July 2021, Chicago, IL.
- Invited Facilitator, *Diamonds in the Rough Workshop*, Professional Development Workshop [Organizers: K. Schabram, J. Bednar, J. Ryu, M. McBride], MOC Division, Academy of Management Meetings, July 2021, Virtual.
- Invited Expert, *Behind the Scenes of Highly Cited Ethnographies*, Professional Development Workshop [Organizers: K. Schabram, J. Bednar, J. Ryu, M. McBride], MOC, OB, ODC, OMT, RM, SAP Divisions, Academy of Management Meetings, August 2021, Virtual.
- 2019 Invited Facilitator, *Diamonds in the Rough Workshop*, Professional Development Workshop [Organizers: S. Creary & K. Strauss], MOC Division, Academy of Management Meetings, August 2019, Boston, MA.
- Invited Moderator, *Nevertheless She Persisted: Succeeding as a Woman Academic*, Professional Development Workshop [Chairs: S. Soderstrom & M. Farkas], MOC Division, Academy of Management Meetings, August 2019, Boston, MA.
- Selected for All-Academy Theme program

- 2018 Heaphy, E.D. "Cultivating Positive Relationships Through Teaching Teams." In *Teaching Positive Relationships at Work*, Professional Development Workshop [J. Kanov & K.R. Gibson], Academy of Management Meetings, August 2018, Chicago, IL.
- Invited Facilitator, *Navigating Qualitative Dissertations: Advice from the Experts*, Professional Development Workshop [Organizers: N. Tong, K. Ginea & W. Jiang] Academy of Management Meetings, August 2018, Chicago, IL.
- Invited Facilitator, *MOC Connecting: Sharing Expertise on MOC Hot Topics (Relationships)*, Social Event [Organizers: H. Vough & T. Cardador] Academy of Management Meetings, August 2018, Chicago, IL.
- 2016 Invited Facilitator, *Cognition in the Rough Workshop*, MOC Division, Academy of Management Meetings, August 2016, Anaheim, CA.
- Discussant, *Cultivating Well-being and Catalyzing Thriving in Our Work Practices, Organizations, and Society*, Professional Development Workshop [Organizers: R. Livne-Tarandach & E. Steckler] Academy of Management Meetings, August 2016, Anaheim, CA.
- 2015 Presenter, *Being There/Being Them: The Intersection Of Organizational And Occupational Ethnography*, Professional Development Workshop, OMT, RM, OB & SAP Divisions [Organizers: E. Hansen, C. Chan, J. DeBenigno, M. Anteby], Academy of Management Meetings, August 2015, Vancouver, BC.
- Presenter, *Bridging Positive Relationships at Work: Crossing Literatures and Building Connections*, Professional Development Workshop, OB & MOC Divisions [Organizers: M. Chamberlin, L. Garrett, K.R. Gibson, B. Schinoff], Academy of Management Meetings, August 2015, Vancouver, BC.
- Invited Facilitator, *Cognition in the Rough Workshop*, MOC Division, Academy of Management Meetings, August 2015, Vancouver, BC.
- 2014 Ashford, S. & Heaphy, E.D. Hosts, Positive Organizational Scholarship, Community Gathering. Academy of Management Meetings, August 2014, Philadelphia, PA.
- Heaphy, E.D., McCorkle, B., Grosser, L. "Bringing Mindfulness and Emotions Theories to Negotiations Courses," Professional Development Workshop, *Innovative Teaching of Positive Organizational Scholarship in the Management Classroom* [Organizers: K. Cameron & M. Lavine] Academy of Management Meetings, August 2014, Philadelphia, PA.
- 2013 Invited Panelist, "How to Build and Find a Research Community". Academy of Management Meetings, August 2013, Orlando, FL.
- 2012 Invited Panelist, *Past, Present, and Future Investigation of Positive Relationships at Work*, Professional Development Workshop [Organizers: D. Bright, S. Creary, E. Feldman, R. Ghosh, K. Gibson, D. Mannen] Academy of Management Meetings, August 2012, Boston, MA.
- 2007 Akinola, M., Heaphy, E.D. Co-organizers. *Measuring the Pulse in Organizations: Integrating Physiological Measures and Outcomes into the Organizational Toolkit*. Professional Development Workshop, Academy of Management Meetings, August 2007, Philadelphia, PA.
- Heaphy, E.D. "Lessons Learned from Studying the Physiology of Positive Social Interactions at Work." In *Measuring the Pulse in Organizations: Integrating Physiological Measures and Outcomes into the Organizational Toolkit*, Professional Development Workshop [Organizers: M. Akinola & E.D. Heaphy] Academy of Management Meetings, August 2007, Philadelphia, PA.
- Presider, Roundtable. American Sociological Association, August 2007, New York, NY.

- 2004 Heaphy, E.D. "Positive Connections and Health." Rackham Graduate School Interdisciplinary Workshop: Mapping the Physiological Pathways Underlying Positive Social Connections (co-organized by Brown, S. and Heaphy E.D.), University of Michigan, Ann Arbor, MI.

Professional Service

University of Massachusetts Amherst

Management Department

- Department Promotion Committee
 - Member, 2021-2023, Fall 2024
 - Chair, 2023-2024
- Department Doctoral Comprehensive Committees
 - Organization Studies, 2019, 2020, 2023
 - Strategy Comprehensive Committee, 2020
- Strategy Hiring Committee, 2019-2020
- Berthiaume Endowed Chair in Management Recruiting Committee, 2018-2019

Isenberg School of Management

- Masters Programs Core Faculty Committee, 2019-present
- Undergraduate Curriculum Faculty Committee, 2020-2021
- Aspen Institute's 2019 Business & Society International MBA Case Competition, 2019
- MBA Core Faculty Committee, 2018-2019

University

- Leadership Essentials for All Faculty: Making Working Together Work (University Service), Workshop Design Team and Facilitator, February 19, 2020
- Partnership for Worker Education, Brainstorming Group to Support Hiring New Employees, 2022
- Executive Board, Massachusetts Society of Professors, 2022-2023
- Chancellor's Leadership Fellowship, 2023-2024
Developing standalone and 5-part workshops for department chairs on improving the quality of departmental work relationships. Drawing on work relationships and inclusive leadership research.

University of Rhode Island

- Management Department, Strategy & Policy Hiring Committee, 2017-2018
- College of Business Scholarship and Research Task Force, 2016-2017
- College of Business Career Day, Mock Interviewer, 2016

Boston University

- Organizational Behavior Department Doctoral Program Liaison, 2014 – 2015
- Organizational Behavior Departmental Brown Bag Coordinator, 2014 – 2015
- Senior Faculty Recruiting Committee, 2013-2014, 2014-2015
- Junior Faculty Recruiting Committee, 2012-2013
- Field Research Methods Conference Organizer, November 2011
- Boston University Organizations Seminar Coordinator 2009-2013
- Boston University Work in Progress Group Coordinator, 2009-2010
- Faculty Annual Report Committee, 2008-2010
- Organizational Behavior Seminar Series Coordinator, 2008-2009

McGill University

- Faculty Recruiting Committee, 2007-2008

University of Michigan

- Co-Coordinator of ICOS Dissertation Poster Session, 2005
- President, Ph.D. Forum, Ross School of Business, 2004-2005

- Student Brownbag Coordinator, Management and Organizations Department, 2003-2004
- Coordinator of Student Committee, Second Positive Organizational Scholarship Conference, 2003
- Ph.D. Admissions and Recruitment Committee, Management and Organizations Department, 2002
- Member of Student Committee, First Positive Organizational Scholarship Conference, 2001

Editorial Service

- Guest Editor
 - Mentor for *Academy of Management Review's* Bridge Reviewer program, 2023 - present
 - Special Issue of *Journal of Management Studies* on Special Issue on "Extending the Turn to Work: New Directions in the Study of Social-Symbolic Work in Organizational Life" (Expected publication 2024)
 - Special Issue of *Academy of Management Review* on the "Changing Nature of Work Relationships" (2018)
- Editorial Board Member:
 - *Academy of Management Journal*, 2015 – 2017
 - *Academy of Management Review*, 2014 – present
 - Facilitator, AMR Virtual Theory Writing Workshop, October 2020
 - *Administrative Science Quarterly*, 2023-2025
 - *Journal of Management Inquiry*, 2009 – 2015
 - *Organization Science*, 2014 – present
- Ad hoc Reviewer:
 - *Academy of Management Journal*, *Administrative Science Quarterly*, *Career Development International*, *Human Relations*, *Journal of Applied Behavioral Science*, *Journal of Applied Social Psychology*, *Journal of Management Studies*, *Sociological Theory*
- Academy of Management Conferences, 2002-2006, 2009-2010, 2012-2014
- Responsible Research in Business and Management
 - Selection Committee, 2022-
- Academy of Management Review
 - Best Paper Committee, 2024

Academy of Management

- Academy-wide Service
 - Chair, William H. Newman Award for Best Paper based on a Dissertation, 2018
 - Committee Member, All-Academy Theme Committee, 2018
 - Committee Member, William H. Newman Award for Best Paper based on a Dissertation, 2016
- Managerial and Organizational Cognition Division
 - Outreach Committee, 2009-2011
 - Best Qualitative Award Committee, 2024
- Organizational Behavior Division
 - Committee Member, Award for Outstanding Publication in Organizational Behavior, 2017, 2018
- Conflict Management Division
 - Teaching Innovations in Negotiations and Conflict Management Workshop, 2021

Positive Organizational Scholarship Conference

- Relationships Research Track, Research Track Host (design, solicit & select research session), 2015, 2019

Positive Relationships Micro-community (<http://positiveorgs.bus.umich.edu/micro/>), 2011-present

- Co-founder and Steering Committee Member
- Steering Committee Member for Positive Relationships at Work Research Meeting, Case Western Reserve University, May 2024
- Co-organizer, Positive Relationships at Work Virtual Research Meeting, April 2021
- Steering Committee Member for Positive Relationships at Work Research Meeting, George Mason University, June 2018

- Steering Committee Member for Positive Relationships at Work Research Meeting, Drexel University, March 2014
- Co-organizer of Inaugural Positive Relationships at Work Research Meeting, Boston University, March 2012

Process Organization Studies

- Co-organizing the theme of the international 16th Conference (2025) on the topic of “Embodying Process” with Mark de Rond

The Tenure Project

- Senior Faculty Sponsor for two Tenure Project junior faculty (Black, Latinx, Native American junior faculty seeking tenure in US business schools), 2022-present

Membership

- Academy of Management, European Group for Organizational Studies

Additional Work Experience

Ernst & Young: Global Leadership Institute, Cambridge, MA

Collaborative Author and Knowledge Worker, 1999-2000

Harvard Business School, Boston, MA

Research Associate: Professors David Thomas, Jack Gabarro, Amy Edmondson & Richard Bohmer, 1997-1999

Wellesley Centers for Research on Women, Wellesley, MA

Research Assistant (Curriculum Development) to the Executive Director, 1995-1997

City Year-Boston, Boston, MA

Corps Member (Teacher’s Assistant), 1992-1993