Abstract: In this research incubator Sandra will present two work in progress theoretical papers examining the role of shame in organizations from different, but related perspectives. The first paper examines how shame may inhibit or promote unethical transgressions that continue to plague organizational life, often invoking global headlines (e.g. Volkswagen emissions scandal) and affecting our everyday behaviour (e.g. bullying, sexual harassment)(under review Journal of Business Ethics). The second paper explores how we talk about shame or its emotionology (EMONET Symposium 2016). Emotionology is “the attitudes or standards that a society, or a definable group within a society, maintains toward basic emotions and their appropriate expression; ways that institutions reflect and encourage these attitudes in human conduct” (Steams & Stearns, 1985: 813). Audience feedback and observations including avenues for future research are anticipated and welcomed!

Presenter: Sandra Kiffin-Petersen is a Senior Lecturer in the Management and Organisations Discipline at The University of Western Australia Business School. Her research is in understanding the role of emotions in organizational life and has presented and published a number of papers in this area, including in a special issue of Human Relations on the Life of the Happy Worker. She has examined the role of emotions in virtual work, emotional labor in customer service roles, mistreatment and coping strategies, work design, and unethical behaviour.