

## JENNIFER D. PARLAMIS

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### Education

- 2001 Teachers College, Columbia University New York  
Ph.D. Social and Organizational Psychology May 2001  
Dissertation Title: *Venting Anger in Conflict: The role of attributions, the target of venting and the status of the offender.*  
Advisor: Keith Allred; Chair: Peter Coleman
- 1994 The Moscow Institute of Social and Political Studies, Moscow  
Russian Language Certificate
- 1993 Georgetown University, Washington D.C.  
B.A. Psychology & Fine Arts, Magna Cum Laude, Phi Beta Kappa
- 1991 American University, Washington D.C.

### Professional Positions

- 2009- *Assistant Professor*, School of Management, University of San Francisco. September 2009-Present
- 2008- *Assistant Professor*, Masters of Science in Organization  
2009 Development Program, College of Professional Studies, University of San Francisco.
- 2007- *Term Assistant Professor*, Masters of Science in Organization  
2008 Development Program, College of Professional Studies, University of San Francisco.
- 2002- *Lecturer in Psychology and Education*, Department of  
2005 Organization and Leadership, Teachers College, Columbia University. August 2002-August 2005.
- 2002- *Director, Masters Program for Organizational Psychology*,  
2005 Department of Organization and Leadership, Teachers College, Columbia University. August 2002-August 2005.

- 2001-2002      *Postdoctoral Fellow and Director of the Behavioral Research Lab, Management Division, Columbia Business School, Columbia University. January 2001 to August 2002.*
- 2001-2002      *Adjunct Professor, Executive MBA Program, Columbia Business School, Columbia University. January 2001 to August 2002.*
- 1999-2001      *Adjunct Instructor, Psychology Department, Barnard College. Sept 1999 to August 2001.*
- 2000          *Adjunct Instructor, Stern School of Business, New York University. Fall 2000.*

### **Research Interests**

*Negotiation and Conflict Resolution*, including emotional reactions and expression during conflict, virtual negotiation (i.e., negotiation via email), attribution processes during negotiation and individual difference variables influencing negotiation outcomes.

*Organizational Behavior and Psychology*, including group formation, in-group bias and out-group discrimination, organizational demographics and cross-cultural differences, decision making in organizational contexts.

### **Peer-Reviewed Journal Articles**

Parlami, J.D. (2012). Venting as Emotion Regulation: The influence of venting responses and respondent identity on anger and emotional tone. *International Journal of Conflict Management*, 23 (1), 77-96.

Parlami, J.D., Allred, K. & Block, C.J. (2010). Letting off Steam or Just Steaming? The Influence of Venting Target and Offender Status on Venting. *International Journal of Conflict Management*, 21 (3), 260-280.

Parlami, J.D. and Mitchell, L. (accepted for publication). Teaching negotiations in the new millennium: Evidence-based recommendations for online course delivery. *Negotiation Journal*. Projected publication October 2013 or January 2014.

### **Peer-Reviewed Manuscripts with Revisions in Progress**

Parlami, J.D. and Geiger, I. (R&R in progress). When more is more: a qualitative phase analysis of email negotiations. *Group Decision and Negotiation*. Deadline for revision: October 7, 2013.

Parlami, J.D., Haber, J., Badawy, R., & Brouer, R. (R&R in progress). Am I a good negotiator? The impact of fear of appearing incompetent and competency pressures on negotiation tactics and outcomes. *Group Processes & Intergroup Relations*

### **Manuscripts Under Review**

Geiger, I. and Parlami, J.D. (under review). Is there more to email negotiation than email? The role of email affinity. *Computers in Human Behavior*.

Mitchell, L.D., Parlami, J.D., & Claiborne, S.A. (under review). Ready, set, teach...online! Creating readiness for online education. *Journal of Management Education*.

### **Peer-Reviewed Published Proceedings (online)**

Lo, K. and Parlami, J. (2012). How will we work together? Synthesizing a cross-cultural collaboration grid from the dual concern model and acculturation framework. IACM 25<sup>th</sup> Annual Conference Paper. Available at SSRN: [http://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=2084838](http://papers.ssrn.com/sol3/papers.cfm?abstract_id=2084838). *Top 10 most downloaded paper July 28, 29, August 4, 27, 2012, September 14, 2012.*

Geiger, I. and Parlami, J. (2011). Is There More to Email Negotiation than Email? Exploring Facets of Email Affinity. IACM 24<sup>th</sup> Annual Conference Paper. Available at SSRN: <http://ssrn.com/abstract=1866506>

Parlami, J. and Ames, D. (2010). Face-to-Face and Email Negotiations: A Comparison of Emotions, Perceptions and Outcomes. IACM 23rd Annual Conference Paper. Available at SSRN: <http://ssrn.com/abstract=1612871>. *Top 10 most downloaded paper June 2, 20, 22, 25, 2010, December 30, 2010, August 5, 2011.*

### **Book Chapters**

Perry, E.L. and Parlami, J.D. (2006). Age and Ageism in Organizations: A Consideration of National Culture. In A.M. Konrad, P.Prasad & J.K. Pringle (Eds), *Handbook of Workplace Diversity*. Thousand Oaks: Sage Publications.

### **Manuscripts in Preparation**

Parlami, J.D., Haber, J., Brouer, R., & Badawy, R. (in preparation). Girl Power: An investigation of negative stereotypes, dyad gender composition and type of negotiation. Target journal: *Group Decision and Negotiation*.

Parlami, J.D. and Ames, D. (in preparation). Disinhibited or Disengaged? A Comparison of Emotions in Email and Face-to-Face Negotiations. To be submitted to *Group Decision and Negotiation*.

Parlami, J.D. (in preparation). Mediator, Therapist, Friend: The impact of venting to different targets. To be submitted to *International Journal of Conflict Management*.

### **Refereed Conference Presentations, Symposia, and Poster Sessions**

Ebner, N., Parlami, J.D., Mitchell, L., & Lewicki, R. (accepted, 2013). Teaching negotiation online: getting started. International Association of Conflict Management. Tacoma, Washington.

Ebner, N., Parlami, J.D., & Mitchell, L. (accepted, 2013). The medium, the message and the methods: Teaching Negotiation Online. International Association of Conflict Management. Tacoma, Washington.

Mitchell, L., Parlami, J.D., & Claiborne, S.A. (May, 2013). Faculty Ambivalence of Online Education: An Organizational Change Perspective. Academic Business World International Conference and International Conference on Learning and Administration in Higher Education. Nashville, Tennessee.

Parlami, J.D., Haber, J., Brouer, R., & Badawy, R. (2012, July). Gender Differences in Perception of Competency in Negotiation. International Association of Conflict Management. Stellenbosch, South Africa.

Parlami, J.D., and Geiger, I. (2012, July) Success in Email Negotiation: A Phase Analysis. International Association of Conflict Management. Stellenbosch, South Africa.

Lo, K. and Parlami, J.D. (2012, July). How will we work together? Synthesizing a Cross-Cultural Collaboration Grid from the Dual Concern Model and Acculturation Framework.

Haber, J., Parlami, J.D., Brouer, R.L., and Badawy, R.L. (2011, November). Am I a good negotiator? The Impact of Fear of Appearing Incompetent on Negotiation Tactics and Outcomes. Southern Academy of Management, Savannah, GA

Geiger, I. and Parlami, J.D. (2011, July). Is there more to email negotiation than email? Exploring facets of email affinity. 24<sup>th</sup> Annual International Association of Conflict Management Conference. Istanbul, Turkey.

Parlami, J.D., (2011, July). Teaching Negotiations Online. 24<sup>th</sup> Annual International Association of Conflict Management Conference, Istanbul, Turkey.

O'Neill, M. and Parlamis, J. (2010, November). Public Confidence in Organized Religion. Association for Research on Nonprofit Organizations and Voluntary Action, annual conference, Alexandria, VA.

O'Neill, M. and Parlamis, J. (2010, October). Public Confidence in Organized Religion. Society for the Scientific Study of Religion, Annual Conference, Baltimore, MD.

Parlamis, J. and Ames, D. (2010, June). Face-to-Face and Email Negotiations: A Comparison of Emotions, Perceptions and Outcomes. 23<sup>rd</sup> Annual International Association of Conflict Management Conference, Boston, MA.

Parlamis, J. (2008, July). Venting Anger: Third Party Targets and Responses. Paper presentation. 22<sup>nd</sup> Annual International Association of Conflict Management Conference, Chicago, IL.

Sedlar, S., Parlamis, J., Kaufman, B., & Kurul, A. (2003) Affirmative Action and Intergroup Discrimination. American Psychological Association. Toronto, Canada.

Parlamis, J.D. (2002) Venting Anger in Conflict. Society for Personality and Social Psychology. Savannah, Georgia.

Parlamis, J.D., & Sedlar, S. (2000) Discriminatory Behavior and Affirmative Action. American Psychological Association. Washington D.C.

Allred, K.G., Parlamis, J.D., & Chiongbian, V. (1999) Biases in Judgments of Responsibility. The International Association for Conflict Management. 11<sup>th</sup> Annual Conference.

### **Invited Talks**

Parlamis, J. (2011). Is there more to email negotiation than email? Exploring facets of email affinity. Research Colloquium. University of San Francisco.

Parlamis, J. (2010). Emotional engagement and perception in Email and Face-to-face Negotiations. Research Colloquium. University of San Francisco.

Parlamis, J. (2008, February). Venting Anger in Conflict. Invited Speaker. Northern California ADR Faculty Conference.

Parlamis, J. (2007). Venting Anger in Conflict. Paper presentation. University of San Francisco, College of Professional Studies.

Parlamis, J.D. (2000) Venting Anger in Conflict: A Cognitive Appraisal Theory of Venting. Columbia Business School, Management Department Invited Talk

## **Academic Awards and Honors**

Faculty Award Nomination from the Graduate Business Association, University of San Francisco Spring 2013

Faculty Learning Community. "Teaching Qualitative Research". 2013/2014

Dean's commendation for teaching excellence, Columbia Business School, Summer 2002

## **Teaching**

Applied Research and Analysis for OD. Graduate course focusing on applied research methods and statistical techniques relevant to the practice of OD. Format: lectures, group work, service learning project, online statistics program, and exams. Topics include research strategy and design, quantitative and qualitative research methods and data analysis techniques.

Negotiation and Bargaining. Course designed for managers and executives. Simulation-based course premised on learning through experience. Format: negotiation simulations, lectures, reflective journal, real-world negotiations. Topics covered: Distributive, Integrative, Mixed-Motive, Multi-Issue and Multi-Party Bargaining; Power, Trust and Emotions in Negotiation; Coalitions, Agents, and Third-Party Intervention.

Negotiation in Organizations ONLINE. Online negotiation course designed for MBA students and working professionals. Topics covered: Distributive bargaining, interest-based bargaining, mixed-motive negotiations, emotions in negotiations, attribution biases, negotiation preparation and closing the deal.

Group Process, Communication, and Facilitation. Graduate course introducing students to major theories of group process and team dynamics, as well as practical techniques for facilitating productivity as a team member or outside facilitator. Format: case analysis, group projects, class exercises, and exams. Topics include group structure; cohesion; power, conflict, and negotiation; decision-making; and group facilitation.

Leadership for Organization Development. Course designed to introduce students to the history of leadership theory as well as the issues and practice of contemporary leadership. Through critique and personal assessment and reflection, students will develop their own voices as leaders of change. Format: personal assessment & feedback, reflective practice, case analysis, exams, lectures, and presentations. Topics include team leadership, transformational leadership, change leadership, strategic leadership, gender and cultural influences on leadership, ethical leadership, approaches to developing leaders, coaching and

trends and current issues (e.g. positive leadership, complexity science, courage, appreciative inquiry and leadership, generational issues, globalization).

Psychological Aspects of Organizations. Upper-level graduate course examining contemporary theory, research and practice in organizational behavior with a focus on social psychological underpinnings of organizational theory. Format: lectures, group projects, research, student-led discussions, primary source readings. Topics covered: Social Facilitation, Impression Formation, Impression Management, Decision Making, Attitudes, Ethics, Group Dynamics, Social Identity Theory, Intergroup Conflict.

Organizational Behavior. Upper-level undergraduate or first-year graduate course focusing on individual and group dynamics in organizations. Format: lectures, group projects, case studies, executive summaries. Topics covered: Organizational Development and Change; Organizational Culture; Job Attitudes and Satisfaction; Motivation Theories and Applications; Leadership, Power and Authority; Organizational Demographics and Discrimination; Conflict Resolution; Negotiation in Organizations.

Organizational Psychology. Introduction to the theories and research that underlie the field of organizational psychology, with consideration of applications to various organizational contexts. Format: lectures, group projects, case study analyses, exam. Topics covered: Job Satisfaction, Job Commitment, Motivation, Perception, Stereotyping, Group Dynamics, Leadership, Power, Organizational Culture and Structure, Conflict Resolution, Negotiation in Organizations.

Understanding Behavioral Research. Designed to teach graduate students about research methods in the social sciences. Students acquire basic knowledge necessary for critiquing and conducting research. Format: lectures, written assignments, study critiques. Topics covered: True and Quasi-experiments, Correlational Research, Sampling, Survey Research, Questionnaire Design, Case Study Research, Qualitative and Quantitative Data Analysis, Basic Statistics, Regression Analysis.

### **Applied Experience and Professional Development**

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| 2013 | <i>USF Book Club Participant</i> . “Whistling Vivaldi: How Stereotypes Affect Us and What We Can Do” by Claude M. Steele. |
| 2013 | <i>Participant</i> . Reinventing Rigor. Center for Teaching Excellence, University of San Francisco.                      |
| 2010 | <i>Team dynamics Consultant</i> , KIVA.org, Pro bono consulting project   |

- 2009      *Participant*. Service Learning Faculty Seminar
- 2009      *CADE Training*, Faculty seminar on Jesuit Pedagogy and Online Learning.
- 2008      *Participant*. El Salvador Faculty Immersion.
- 1995      *Consultant and Corporate Trainer*, Bank of New York, New York

**Professional Service:**

*University, School, and Department Service*

*Internal Consulting:*

- 2013      *Survey Research: Design, Implementation and Analysis*, Faculty and Staff Satisfaction Survey, Downtown Campus, USF.
- 2012      *Survey Research: Design, Implementation and Analysis*. Follow-up to USF climate survey for the President's Advisory Committee on the Status of Women.
- 2009      *Survey Research: Design, Implementation and Analysis*, Survey research assessing viability of online learning. University of San Francisco, College of Professional Studies.

*Committees*

- Presidential Advisory Committee on the Status of Women (3 year term) 2010-present
- Strategic Planning Committee, School of Management 2012-present
- USF Academic Affairs Committee Faculty Representative (2 year term) 2009-2011
- School of Business and Professional Studies, Mission Committee, 2010
- AACSB Mission Committee Representative for BPS
- Hospitality Faculty Search Committee 2009
- OB Faculty Search Committee 2008
- USF MSOD Scholarship Committee Reviewer.
- USF College of Professional Studies Strategic Planning Committee.
- USF College of Professional Studies Faculty task force on alternative formats.
- USF College of Professional Studies Brown Bag Seminar.
- Faculty Representative, Grade Appeal Hearing, CPS, 2008



*Other*

MBAE Orientation Facilitator  
Commencement Convocation 2010  
Western Conversations USF Faculty Representative (Seattle, Washington)  
Commencement Benediction 2007  
OD/OBL Edge speaker series. Founder

*Ad-Hoc Reviewer and Other professional Service*

Western Academy of Management Conference  
Western Academy of Management Program Committee, 2010  
International Association of Conflict Management Conference  
Southern Management Association Conference  
International Journal of Conflict Management  
Negotiation and Conflict Management Research  
Bay Area Organization Development Network, Academic Council, 2007-2009

*Volunteer Activities*

Georgetown Alumni Admissions Interviewer  
Strawberry Point School, *Fundraising and Event Organizer*.  
Saint Mark's School, *Volunteer*  
Haleakala Waldorf School, President, Parent Steering Group.  
Habitat for Humanity  
Georgetown Emergency Response Medical Service, *Emergency Medical Technician* 1991-1993

*Activities and Associations*

American Psychological Association  
Association for Conflict Resolution  
Bay Area Organization Development Network  
International Association for Conflict Management  
Southern Academy of Management  
Western Academy of Management  
Academy of Management  
Northern California group of Alternative Dispute Resolution professionals and academics  
Phi Beta Kappa