

Curriculum Vita

Cecily Cooper

Department of Management
University of Miami
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EDUCATION

University of Southern California, Marshall School of Business
Ph.D. in Business Administration, August 2002
Concentration: Organizational Behavior

University of Florida, December 1996, B.S. with high honors
Major: Business Economics

ACADEMIC EMPLOYMENT

Associate Professor. Department of Management. University of Miami School of Business Administration (starting June 1, 2010).

Assistant Professor. Department of Management. University of Miami School of Business Administration (2003-2010).

Visiting Assistant Professor. Department of Management & Organizations. The Southern Methodist University Edwin L. Cox School of Business (2002-2003).

DISSERTATION

Title: No laughing matter: The impact of supervisor humor on leader-member exchange (LMX) quality

Committee: Gretchen M. Spreitzer (co-chair), Thomas G. Cummings (co-chair), Nancy B. Kurland, and Timothy J. Biblarz

ACADEMIC AWARDS

2006 Recipient of the Outstanding Article Award for Best Published Paper of 2004 from the International Association of Conflict Management for the paper entitled, "Removing the Shadow of Suspicion: The Effects of Apology Versus Denial for Repairing Ability- Versus Integrity-based Trust Violations" (with P. Kim, D. Ferrin, & K. Dirks) which appears in *Journal of Applied Psychology*.

2005 Winner of the Best Paper Award (Empirical) from the Conflict Management Division of the Academy of Management for the paper entitled, "Silence Speaks Volumes: The Effectiveness of Reticence for Repairing Trust Violations" (with D. Ferrin, P. Kim, & K. Dirks).

2003 Recipient of an Outstanding Reviewer Award from the Western Academy of Management Annual Conference.

2001 Recipient of the Outstanding Doctoral Student Paper Award from the Southern Management Association Annual Conference for paper entitled, "No Laughing Matter: The Impact of Supervisor Humor on Leader-Member Exchange (LMX) Quality."

ARTICLES PUBLISHED IN REFEREED JOURNALS

K. Dirks, P. Kim, D. Ferrin, and C. Cooper. Forthcoming. Understanding the Effects of Substantive Responses on Trust Following a Transgression. *Organizational Behavior and Human Decision Processes*.

C. Schriesheim, J. Wu, and C. Cooper. Forthcoming. A Two-Study Investigation of Item Wording Effects on Leader-Follower Agreement in Descriptions of the Leader-Member Exchange (LMX) Relationship. *Leadership Quarterly*.

P. Kim, K. Dirks, and C. Cooper. 2009. The Repair of Trust: A Dynamic Bi-Lateral Perspective and Multi-Level Conceptualization. *Academy of Management Review*, 34(3): 401-422.

C. Gibson, C. Cooper, and J. Conger. 2009. Do You See What We See? The Complex Effects of Perceptual Distance Between Leaders and Teams. *Journal of Applied Psychology*, 94(1): 62-76.

M. Augustine and C. Cooper. 2009. Getting the Most from Strategic Partnering: A Tale of Two Alliances. *Organization Dynamics*, 38(1): 37-51.

C. Cooper. 2008. Elucidating the Bonds of Workplace Humor: A Relational Process Model. *Human Relations*, 61(8): 1087-1115.

D. Ferrin, P. Kim, C. Cooper, and K. Dirks. 2007. Silence Speaks Volumes: The Effectiveness of Reticence in Comparison to Apology and Denial for Responding to

Integrity- and Competence-Based Trust Violations. *Journal of Applied Psychology*, 92(4): 893-908.

P. Kim, K. Dirks, C. Cooper, and D. Ferrin. 2006. When More Blame is Better Than Less: The Implications of Internal vs. External Attributions for the Repair of Trust after a Competence- vs. Integrity-based Trust Violation. *Organizational Behavior and Human Decision Processes*, 99(1): 49-65.

C. Cooper. 2005. Just Joking Around? Employee Humor Expression as an Ingratious Behavior. *Academy of Management Review*, 30(4): 765-776.

C. Cooper, T. Scandura, and C. Schriesheim. 2005. Looking Forward but Learning From Our Past: Potential Challenges to Developing Authentic Leadership Theory and Authentic Leaders. *Leadership Quarterly*, 16(3): 475-493.

P. Kim, D. Ferrin, C. Cooper, and K. Dirks. 2004. Removing the Shadow of Suspicion: The Effects of Apology Versus Denial for Repairing Ability- Versus Integrity-based Trust Violations. *Journal of Applied Psychology*, 89(1): 104-118.

C. Cooper and N. B. Kurland. 2002. Telecommuting, Professional Isolation, and Employee Development in Public and Private Organizations. *Journal of Organizational Behavior*, 23(4): 511-532.

N.B. Kurland and C. Cooper. 2002. Manager Control and Employee Isolation in Telecommuting Environments. *Journal of High Technology Management Research*, 13(1): 107-126.

PAPERS UNDER REVIEW

P. Kim, C. Cooper, K. Dirks, and D. Ferrin, "The Manifestation of Mob Mentalities: How Individuals and Groups Differ in Their Reactions to Alleged Transgressions," is under review at *Organization Science*.

C. Crossley, C. Cooper, and T. Wernsing, "Trust and Performance: New Perspectives on Trust in Leadership as a Competitive Advantage," is under review at *Academy of Management Journal*.

CONFERENCE PRESENTATIONS

C. Crossley, C. Cooper, and T. Wernsing, "Trust and the Bottom Line: New Perspectives on Trust as a Competitive Advantage," at the Academy of Management Annual Conference in the symposium, "Trust and Performance," August, 2010.

T. Scandura and C. Cooper, "Getting to 'Fair': Justice Interactions as Identity Negotiation," at the Society for Industrial-Organizational Psychology Annual Conference, April, 2009.

D. Ferrin, C. Cooper, K. Dirks, and P. Kim, "Heads Will Roll! Effects of Board and CEO Actions to Repair Trust in the Aftermath of a CEO Transgression" at the Academy of Management Annual Conference in the symposium, "Repairing Trust in Individuals and Organizations," August, 2008.

D. Vandewalle, K. Dirks, D. Ferrin, P. Heslin, C. Cooper, and P. Kim, "Will You Trust a Violator After an Apology? An Implicit Theory Model of Why it Depends on the Violation and the Violated" at the Academy of Management Annual Conference in the symposium, "Repairing Trust in Individuals and Organizations," August, 2008.

C. Schriesheim, J. Wu, and C. Cooper, "A Two-Study Investigation of Item Wording Effects on Leader-Follower Agreement in Descriptions of the Leader-Member Exchange (LMX) Relationship," at the Southern Management Association Annual Conference, November, 2007.

K. Dirks, P. Kim, C. Cooper, and D. Ferrin, "Understanding the Effects of Substantive Responses on Trust Following a Transgression," at the 4th Workshop on Trust Within and Between Organizations, October, 2007.

C. Cooper and T. Scandura, "Mirror, Mirror on the Wall: Justice Interactions as Identity Negotiation," at the Society for Industrial-Organizational Psychology Annual Conference in the symposium, "Leader-Member Exchange: Exploration and Exploitation," April, 2007.

C. Cooper and T. Scandura, "Was I Unfair? Antecedents and Consequences of Managerial Perspective-Taking in a Predicament of Injustice," at the Academy of Management Annual Conference, August, 2006.

P. Kim, K. Dirks, C. Cooper, and D. Ferrin, "The Repair of Trust: Insights, Integration, and New Directions from a Cumulative Series of Four Conceptual Models," at the International Association of Conflict Management Annual Conference, June, 2006.

C. Cooper, "The "Black Box" of Humor: An Exploration of the Processes Underlying Humor and Workplace Relations" at the Academy of Management Annual Conference, August, 2005.

D. Ferrin, P. Kim, C. Cooper, and K. Dirks, "Silence Speaks Volumes: The Effectiveness of Reticence for Repairing Trust Violations" at the Academy of Management Annual Conference, August, 2005.

K. Dirks, P. Kim, C. Cooper, and D. Ferrin, "Trust Under Repair: Regulation and Punishment as Methods for Rebuilding Trust" at the Academy of Management Annual Conference in the symposium, "When Trust is an Uphill Climb: Studying Trust in Contexts that Do Not Encourage It," August, 2005.

P. Kim, K. Dirks, C. Cooper, and D. Ferrin, "The Effects of Internal and External Attributions on Trust Repair" at the Society for Industrial Organizational Psychology Annual Conference, April, 2005.

T. Scandura and C. Cooper, "Looks Aren't Everything: Aren't Managers Concerned with Actually Being Fair?" at the Southern Management Association Annual Conference, November, 2004.

C. Cooper, "Did You Hear the One About Humor and Leadership?: A Field Study of Supervisor Humor and LMX Quality" at the Academy of Management Annual Conference, August, 2004.

C. Cooper, T. Scandura, and C. Schriesheim, "Looking Forward but Learning From Our Past: A Constructive Commentary on Potential Challenges in the Study of Authentic Leadership" at the Gallup Leadership Institute Summit, June, 2004.

D. Ferrin, P. Kim, C. Cooper, and K. Dirks, "The Use of Explanations and Trustworthy Behavior to Repair Trust in the Aftermath of a Perceived Violation" at the Academy of Management Annual Conference in the symposium "Denials, Deception, Apologies, and Actions: The Mechanics of Restoring Trust," August, 2003.

C. Cooper, "Just Joking Around?: Employee Humor Expression as an Ingratiation Behavior" at the Western Academy of Management Annual Conference, April, 2003.

P. Kim, D. Ferrin, C. Cooper, and K. Dirks, "Removing the Shadow of Suspicion: The Effects of Apology vs. Denial for Repairing Trust Violations" at the Academy of Management Annual Conference in the "All-Academy" symposium "Theory, Evidence, and an Agenda for Future Research on Rebuilding Trust," August, 2002.

C. Gibson, C. Cooper, and J. Conger, "Cultural Moderators of 'Perceptual Distance' in Teams: The Relationship of Leader-Member Perceptual Differences and Team Productivity Across Cultures" at the Academy of International Business Annual Conference, July, 2002.

C. Cooper, "No Laughing Matter: The Impact of Supervisor Humor on Leader-Member Exchange (LMX) Quality" at the Southern Management Association Annual Conference, November, 2001.

C. Cooper, "Managing People is Funny Business: The Importance of Supervisor Humor" at the Southern Management Association Annual Conference in the symposium "Fun and Humor at Work: Under-Explored Managerial Issues," November, 2001.

C. Gibson, J. Conger, and C. Cooper, "Perceptual Distance: The Impact of Differences in Team Leader and Member Perceptions Across Cultures" at the Academy of Management Annual Conference in the "Showcase" symposium "Teams Within Cultures, Cultures Within Teams," August, 2001.

C. Cooper, "What's Funny About Work?: A Serious Assessment of the Literature on Humor in Organizations" at the Western Academy of Management Annual Conference, April, 2001.

C. Cooper, "Just Joking Around?: The Implications of Employee Expressed Humor on Individual Outcomes in the Workplace" at the Southern Management Association Annual Conference, November, 2000.

C. Cooper, "Organizational Dress: Is it really that simple?" at the Southern Management Association Annual Conference, October, 1999.

C. Cooper, N. Kurland, and D. Bailey, "Telecommuting: Manager Control and Employee Development in One Public and Two Private Organizations", at the Academy of Management Annual Conference, August, 1999.

WORKING PAPERS

C. Cooper and T. Scandura, "Getting to Fair: Justice Interactions as Identity Negotiation," to be submitted to *Journal of Applied Psychology*.

D. Ferrin, C. Cooper, K. Dirks, and P. Kim, "Heads Will Roll! Effects of Board and CEO Actions to Repair Trust in the Aftermath of a CEO Transgression."

D. Vandewalle, K. Dirks, D. Ferrin, P. Heslin, C. Cooper, and P. Kim "Trust Repair: An Implicit Theory Model of Who, What, When, and Why."

C. Cooper, C. Schriesheim, and J. Wu, "The Development and Validation of a Scale to Measure Ingratiation Behaviors in Organizations," to be submitted to *Journal of Applied Psychology*.

BOOK CHAPTER

C. Cooper and J. Sosik. Forthcoming. The Laughter Advantage: Cultivating High Quality Connections and Workplace Outcomes through Humor. In K. Cameron and G. Spreitzer (Eds.) *Handbook of Positive Organizational Scholarship*. New York, NY: Oxford University Press.

C. Gibson, J. Conger, and C. Cooper. 2001. Perceptual Distance: Impacts of Differences in Team Leader and Member Perceptions Across Cultures. In W.H. Mobley and M. McCall (Eds.) *Advances in Global Leadership*. Greenwich, CT: JAI Press Inc.

INVITED SPEAKING ENGAGEMENTS

Invited panelist for the HRM Learning Board at King's College. London, England, June 18, 2009. The roundtable was entitled, "Maintaining or Repairing Trust During a Recession."

Invited speaker for the Department of Management & Organization at National University of Singapore. Singapore, September 3, 2008. The presentation was entitled, "How the "Guilty" Regain Trust: The Role of Accounts, Actions, and Attributions."

Invited speaker for the HRM Learning Board at King's College. London, England, June 4, 2008. The presentation was entitled, "Trust: How It's Built, Broken, and Repaired."

Invited speaker for the Department of Management at King's College. London, England, June 3, 2008. The presentation was entitled, "How the "Guilty" Regain Trust: The Role of Accounts, Actions, and Attributions."

Invited panelist for a session entitled "Damage Control: Stories of Recovery from Career Crises" at the National Lesbian and Gay Journalists Association Conference. Miami Beach, Florida, September 9, 2006.

Invited speaker for a meeting of the Chartered Property Casualty Underwriters (CPCU) Society of South Florida. Miami, Florida, December, 16, 2003.

Invited speaker for the News America Training & Development series. The presentation was entitled, "The Role of Telecommuting in the Work-Life Debate," Los Angeles, California, November 29, 2000.

RESEARCH PUBLICITY/MEDIA MENTIONS

Swary, Ann-Margaret. 2009. From Surviving to Thriving: Inexpensive ways to motivate employees in lean times. *The Key West Citizen*. September 6, page 1C (Business & Classified Section).

Woollard, S. 2009. How to Regain the Trust of Disengaged Staff. *BNET Insight* (part of CBS Interactive UK). June 30.

Carey, B. Denial Makes the World Go Round. 2007. *The New York Times*. November 20, page F01 (Health Section).

Vedantam, S. 2007. Persistence of Myths Could Alter Public Policy Approach. *Washington Post*. September 4, page A03.

Vedantam, S. 2006. Apologies Accepted? It Depends on the Offense. *Washington Post*. September 25, page A02.

OTHER PUBLICATIONS

D. Ferrin, P.Kim, C. Cooper, and K. Dirks. 2005. Silence Speaks Volumes: The Effectiveness of Reticence for Repairing Trust Violations, *2005 Academy of Management Best Paper Proceedings* (Honolulu, Hawaii).

T. Scandura and C. Cooper. 2004. Looks Aren't Everything: Aren't Managers Concerned with Actually Being Fair?, *Proceedings of the 2004 Southern Management Association Annual Conference* (San Antonio, Texas).

C. Cooper. 2001. Not Just a Numbers Thing: Tactics for Improving Reliability and Validity in Qualitative Research, *RM Forum* (the on-line publication of the Research Methods Division of the Academy of Management), volume 6.

Cooper, C. 2001. No Laughing Matter: The Impact of Supervisor Humor on Leader-Member Exchange (LMX) Quality, *Proceedings of the 2001 Southern Management Association Annual Conference* (New Orleans, Louisiana).

Cooper, C. 2000. Just Joking Around?: The Implications of Expressed Humor on Individual Outcomes at Work, *Proceedings of the 2000 Southern Management Association Annual Conference* (Orlando, Florida).

TEACHING

Teaching Assistant

Microeconomics (UF)

Undergraduate Courses

Organizational Behavior (USC and UM)

Managerial Decision Making and Strategic Planning (USC)

MBA Core Program (full-time)

Organizational Behavior (SMU)

Managing Through People (UM)

Professional MBA Program

Leadership in a Global Economy (SMU)

Designing and Managing Effective Organizations (SMU)

Executive MBA Program

Organizational Behavior (UM)

Leadership and Motivation (UM)

Doctoral Program

Survey of Organizational Behavior (UM)

CONFERENCE INVOLVEMENT

Chair for the symposium "Trust and Performance" (with co-chair N. Gillespie) at the Academy of Management Annual Meeting, August 2010.

Chair for the symposium “Repairing Trust in Individuals and Organizations” at the Academy of Management Annual Meeting, August 2008.

Facilitator for the interactive poster session “I Second That Emotion” at the Society for Industrial and Organizational Psychology Annual Meeting, April 2008.

Discussant for the “What Leaders Know and Tell: Leaders, Knowledge, and Account-Giving” session at the Academy of Management Annual Meeting, August 2007.

Panelist in the workshop “What’s So Funny?! A Roundtable Discussion on Humor and Work” at the Society for Industrial-Organizational Psychology Annual Meeting, April 2007.

Facilitator for the “Safety” interactive poster session at the Society for Industrial and Organizational Psychology Annual Meeting, May 2006.

Facilitator for the “Leader-Member Exchange” interactive poster session at the Society for Industrial and Organizational Psychology Annual Meeting, May 2006.

Participant in the OB Junior Faculty Consortium at the Academy of Management Annual Meeting, August, 2002.

Symposium co-chair for the “Fun and Humor at Work: Under-Explored Managerial Issues” symposium at the Southern Management Association Annual Meeting, November 2001.

Session chair for the “There’s Nothing Funny About E-Commerce” session at the Western Academy of Management Annual Meeting, April 2001.

Discussant for the “Changing Nature of Individual and Organizational Identity” session at the Western Academy of Management Annual Meeting, April 2000.

Panelist for Qualitative/Quantitative Joint Professional Development Workshop session at the Academy of Management Annual Meeting, August, 2000.

Participant in the OMT/OB/ODC Doctoral Consortium at the Academy of Management Annual Meeting, August, 2000.

Participant in the Doctoral Student Consortium at the Southern Management Association Annual Meeting, October, 1999.

Participant in the CIBER Doctoral Internationalization Consortium hosted by the University of Michigan Business School, January, 1999.

Participant in the New Doctoral Student Consortium at the Academy of Management Annual Meeting, August, 1998 and August, 1999.

Participant in the Doctoral/Junior Faculty Consortium at the Western Academy of Management Annual Meeting, March, 1998, March, 1999, and April 2000.

HONORS

Beta Gamma Sigma (business honor society)
Full-tuition fellow, USC Ph.D. Program , 1997-2002

PROFESSIONAL SERVICE

Associate Editor for *Journal of Trust Research*.

Editorial Board member for *Academy of Management Review*.

Editorial Board member for *Human Relations*.

Editorial Board member for *Organizational Behavior and Human Decision Processes*.

Adhoc Reviewer for *Organization Science*.

Adhoc Reviewer for *Academy of Management Journal*.

Adhoc Reviewer for *Journal of Applied Psychology*.

Adhoc Reviewer for *Group & Organization Management*.

Adhoc Reviewer for *Negotiation & Conflict Management Research*.

Adhoc Reviewer for *Management and Organization Review*.

Reviewer for the Southern Management Association Conference, 2001.

Reviewer for the Society of Industrial-Organizational Psychology, 2006-2010.

Reviewer for the Academy of Management Conference, 2000-2006, 2008-2010.

Member of the Sponsorship Committee for the New Doctoral Student Consortium at the Academy of Management, 2000.

Reviewer for the Western Academy of Management Conference, 1999-2003.

Co-chair of the Interaction Committee for the New Doctoral Student Consortium at the Academy of Management, 1999.

UNIVERSITY SERVICE

Management Department Speaker Series Coordinator, University of Miami, 2010-current.

University Research Council (Alternate Member), University of Miami, September 2010-May 2013.

Research Awards Committee, Joseph L. Endosowan Leadership Institute, University of Miami, 2010.

Faculty Advisor for Ning Li, School of Business Administration, University of Miami, 2009-current.

Member of Dissertation Committee for Betti Hamilton, School of Business Administration, University of Miami, 2003-2006.

Member of Qualifying Examination Committee for Ekin Pellegrini, School of Business Administration, University of Miami, 2003.

STUDENT ADVISING (OTHER)

Dissertation Committee External Reader for Lisa Graham, Leadership and Change Program, Antioch University, 2009. Dissertation entitled, "What is it Like to be Funny? The Humor Producer's Subjective Experience."

GRANTS

Principal Investigator. James W. McLamore Summer Award in Business and Social Sciences. "Forgiveness or Condemnation? Comparing the Reactions of Individuals Versus Groups to Trust Violations." June, 2009-August, 2009.

Principal Investigator. James W. McLamore Summer Award in Business and Social Sciences. "Damage Control: Exploring the Relative Effectiveness of CEO & Director Responses to Organizational Malfeasance." June, 2008-August, 2008.

Principal Investigator. James W. McLamore Summer Award in Business and Social Sciences. "Turning Justice Research on its Ear: Challenging Two Basic Assumptions of Organizational Justice Scholarship." June, 2005-August, 2005.

Principal Investigator. James W. McLamore Summer Award in Business and Social Sciences. "Just Joking Around?: Employee Humor Expression as an Ingratiation Behavior." June, 2004-August, 2004.

PROFESSIONAL AFFILIATIONS

Academy of Management
American Psychological Association

Society for Industrial-Organizational Psychology