The Role of Emotional Self-Efficacy and Emotional Intelligence in Workplace Incivility and 136 Workplace Satisfaction

References

- Abraham, R. (1998). Emotional dissonance in organizations: Antecedents, consequences, and moderators. *Genetic, Social, and General Psychology Monographs, 124*, 229-246.
- Abraham, R. (1999). The impact of emotional dissonance on organizational commitment and intentions to turnover. *The Journal of Psychology*, *133*, 441-442.

Abraham, R. (1999). Emotional intelligence in organizations: A conceptualisation. Genetic, Social, and General Psychology Monographs, 125, 209-224.

- Abraham, R. (2000a). Organizational cynicism: Bases and consequences. Genetic, Social, and General Psychology Monographs, 126, 269-292.
- Abraham, R. (2000b). The role of job control as a moderator of emotional dissonance and emotional intelligence: Outcome relationships. *The Journal of Psychology, 134,* 169-184.
- Abraham, R. (2004). Emotional competence as antecedent to performance: A contingency framework. *Genetic, Social and General Psychology Monographs, 130,* 117-143.
- Alford, W.K, Malouff, J.M, & Osland, K.S. (2005). Written Emotional Expression as a Coping Method in Child Protective Services Officers. *International Journal of Stress Management*, 12, 177-187.
- Allison, P.D. (2000). Missing data. Thousand Oaks, C.A. Sage.
- Andersson, L.M. & Pearson, C.M. (1999). Tit for tat? The spiraling effect of incivility in the workplace. *Academy of Management Review, 24,* 452-471.
- Acquino, K., & Bradfield, M. (2000). Perceived victimization in the workplace: The role of situational factors and victim characteristics. *Organization Science*, *11*, 525-537.
- Aquino, K., & Bryon, K. (2002). Dominating interpersonal behavior and perceived victimization in groups: Evidence for a curvilinear relationship. *Journal of Management, 28,* 69-87.
- Arbuckle, J. L. (2005). AMOS user's guide: Version 6.0. Chicago: Small Waters.
- Arnold, V.D., & Roach, T.D. (1992). Organizational behavior: Coping with difficult co-workers. *Journal of Education for Business*, 67, 160-163.

- Ashforth, B.E. & Humphrey, R.H. (1993). Emotional labor in service roles: the influence of identity. *Academy of Management Review, 18,* 88-115.
- Ashforth, B. E., & Humphrey, R. H. (1995). Emotions in the workplace: A reappraisal. *Human Relations, 48*, 97-125.
- Ashkanasy, N.M. (2002). Studies of cognition and emotion in organisations: Attribution, affective events, emotional intelligence and perception of emotion. *Australian Journal of Management, 27,* 11-21.
- Ashkanasy, N. M., Hartel, C. E. J., & Zerbe, W. J. (2000). Emotions in the workplace: research, theory and practice. In N. M. Ashkanasy, C. E. J. Hartel & W. J. Zerbe (Eds.), *Emotions in* the workplace: research, theory and practice (pp. 3-17). Westport, CT: Quorum Books.
- Austin, E.J; Saklofske, D.H; Egan, V. (2005). Personality, well-being and health correlates of trait emotional intelligence. *Personality and Individual Differences*, 38, 547-558.
- Aydin, M.D., Leblebici, D.N., Arslan, M., Kilic, M., & Oktem, M.K. (2005). The impact of IQ on EQ on pre-eminent achievement in organizations: implications for the hiring decisions of HRM specialists. *International Journal of Human Resource Management, 16*, 701-719.
- Bagby, R.M., Taylor, G.J. Parker, J.D. (1994). The twenty-item Toronto Alexithymia Scale-II: Convergent, discriminant, & concurrent validity. *Journal of Psychosomatic Research*, 38, 33-40.
- Bandura, A. (1978). Social learning theory of aggression. Journal of Communication, 28, 12-39.
- Bandura (1984). Recycling misconceptions of perceived self-efficacy. Cognitive Therapy and Research, 8, 213-229.
- Bandura, A. (1986). Social foundations of thought and action: A social cognitive theory.Englewood Cliffs, NJ: Prentice Hall.
- Bandura, A. (1990). *Multidimensional scales of perceived self-efficacy*. Stanford, CA: Stanford University.

- Bandura, A. (1997). *Self-Efficacy: The exercise of control*. New York: W.H. Freeman and Company.
- Bandura, A. (2000). Social cognitive theory: An agentic perspective. . Annual Review of Psychology, 52, 1-26

Bandura, A. (2001). *Guide for construction self-efficacy scales*. Division of Educational Studies, Emory University, Atlanta, GA.

- Bandura, A., Barbaranelli, C., Caprara, G. V., & Pastorelli, C. (1996a). Mechanisms of moral disengagement in the exercise of moral agency. *Journal of Personality and Social Psychology*, 71, 364-365.
- Bandura, A., Barbaranelli, C., Caprara, G. V., & Pastorelli, C. (1996b). Multifaceted impact of self-efficacy beliefs on academic functioning. *Child Development*, 67, 1206-1222.
- Bandura, A., Caprara, G. V., Barbaranelli, C., Gerbino, M., & Pastorelli, C. (2003). Role of affective self-regulatory efficacy in diverse spheres of psychosocial functioning. *Child Development*, 74, 769-782.
- Bandura, A., Caprara, G. V., Barbaranelli, C., Pastorelli, C., & Regalia, C. (2001). Sociocognitive self-regulatory mechanisms governing transgressive behavior. *Journal of Personality and Social Psychology*, 80, 125-135.
- Bandura, A., & Locke, E. A. (2003). Negative self-efficacy and goal effects revisited. *Journal of Applied Psychology*, 88, 87-99.
- Barclay, L.J., Skarlicki, D.P., Pugh, D.S. (2005). Exploring the role of emotions in injustice perceptions and retaliaton. *Journal of Applied Psychology*, *90*, 629 [Abstract].
- Baron, R.A., & Neuman, J.H. (1988). Workplace aggression; the iceberg beneath the tip of workplace violence: Evidence on its forms, frequency, and targets. *Public Administration Quarterly, 21*, 446-464.
- Bar-On, R. (1997). The Emotional Quotient Inventory (EQ-i): A test of emotional intelligence.Toronto, Canada: Multi-Health Systems, Inc.

The Role of Emotional Self-Efficacy and Emotional Intelligence in Workplace Incivility and 139 Workplace Satisfaction

- Bar-On, R. (2000). Emotional and social intelligence: Insights from the emotional quotient inventory (EQ-i). In R. Bar-On & J. D. A. Parker (Eds.), *Handbook of emotional intelligence* (pp. 363-388). San Francisco: Jossey-Bass.
- Bar-On, R., Handley, R., & Fund, S. (2006). The impact of emotional intelligence on performance. In D. F. V, Sala; G, Mount (Ed.), *Linking emotional intelligence and performance at work; Current research evidence with individuals and groups* (pp. 3-19). New Jersey: Lawrence Erlbaum Associates.
- Barsade, S. G. (2002). The ripple effect: Emotional contagion in groups. Administrative Sciences Quarterly, 47, 644-675.
- Baruch-Feldman, C., Brondolo, E., Ben-Dayan, D. & Schwartz, J. (2000). Sources of social support and burnout, job satisfaction and productivity. *Journal of Occupational Health Psychology*, 7, 84-93.
- Basch, J., & Fisher, C. D. (2000). Affective events -emotions matrix: A classification of work events and associated emotions. In N. M. Ashkanasy, C. E. J. Hartel & W. J. Zerbe (Eds.), *Emotions in the workplace: Research, theory, and practice* (pp. 36-54). Westport, CT: Quorum Books.
- Bassam, H. (2006). Effectiveness of computer training: The role of multilevel computer selfefficacy. *Journal of Organizational and End User Computing*, 18, 50-68.
- Bastian, V.A; Burns, N.R; Nettelbeck, T. (2005). Emotional intelligence predicts life skills, but not as well as personality and cognitive abilities. *Personality and Individual Differences, 39*, 1135-1145.
- Baumeister, R.F. (2000). Yielding to tempatation: Self-control failure, impulsive purchasing and consumer behavior. *Journal of Consumer Research, 28,* 670-676.
- Baumeister, R.F., & Heatherton, T.F. (1996). Self-regulation failure: An overview. *Psychological Inquiry*, 7, 1-15.

Baumeister, R.F., Muraven, M., & Tice, D.M. (2000). Ego depletion: A resource

model of volition, self-regulation, and controlled processing. Social Cognition,

18, 130-150.

- Benight, C. C., & Bandura, A. (2004). Social cognitive theory of posttraumatic recovery: The role of perceived self-efficacy. *Behaviour Research and Therapy*, *42*, 1129.
- Benight, C. C., Swift, E., Sanger, J., Smith, A., & Zepplin, D. (1999). Coping self-efficacy as a mediator of distress following a natural disaster. *Journal of Applied Social Psychology*, 29, 2443-2364.
- Bennett, R.J., & Robinson, S.L. (2000). Development of a measure of workplace deviance. Journal of Applied Psychology, 85, 349-360.
- Bentler, P.M. (1960). Comparative fit indexes in structural models. *Psychological Bulletin, 107*, 238-246.
- Berkowitz, L. (1989). Frustration-aggression hypothesis: Examination and reformulation. *Psychological Bulletin, 106*, 59-73.
- Berkowitz, L., Schrager, S. M., & Dunand, M. A. (2006). Shared suffering can mitigate aversively-generated aggression: On the role of the target's stimulus characteristics. *Aggressive Behavior*, 32, 80-87.
- Blanchard, M. (2003). Psychology of healing studied. Dermatology Times, 24, 70.
- Bodine, R. J., & Crawford, D. K. (1999). Developing emotional intelligence. Champaign, IL: Research Press.
- Bohn, J. G. (2002). The relationship of perceived leadership behaviors to organizational efficacy. Journal of Leadership & Organizational Studies, 9, 65-83.
- Bong, M. (2002). Predictive utility of subject-, task-, and problem-specific self-efficacy judgments for immediate and delayed academic performances. *Journal of Experimental Education*, 70, 133-162.
- Bong, M., & Skaalvik, E. M. (2003). Academic self-concept and self-efficacy: How different are they really? *Educational Psychology Review*, 15, 1-40.

- Bootzin, R. J., Bower, G. H., Crocker, J., & Hall, E. (1991). *Psychology today: An introduction* (7th ed.). New York: McGraw Hill Inc.
- Boyatzis, R.E., Goleman, D., & Rhee, K.S. (2000). Clustering competence in emotional intelligence: Insights from the emotional competence inventory. In R. B.Bar-On, & J. D. Parker (Ed.), *The handbook of emotional intelligence: Theory, development, assessment, and application at home, school, and in the workplace* (pp. 343-362). San Francisco: Jossey-Bass.
- Brackett, M. A., & Mayer, J. D. (2003). Convergent, discriminant, and incremental validityof competing measures of emotional intelligence. *Personality & Social Psychology Bulletin*, 29, 1147-1158.
- Brief, A.P., & Motowidlo, S.J. (1986). Prosocial organizational behaviours. The Academy of Management. The Academy of Management Review, 11, 710-815.
- Brockner, J, Chen, Y., Mannix, E.A., Leung, K., & Skarlicki, D.P. (2000). Culture and procedural fairness: When the effects of what you do depend on how you do it. *Administrative Science Quarterly*, 45, 138
- Brotheridge, C. l. M., & Grandey, A. A. (2002). Emotional labor and burnout: Comparing two perspectives of "people work". *Journal of Vocational Behavior, 60*, 17-39.
- Brotheridge, C. M., & Lee, R. T. (2003). Development and validation of the Emotional Labour Scale. *Journal of Occupational and Organizational Psychology*, *76*, 365-379
- Brown, S. D., Lent, R. W., & Gore, P. A., Jr. (2000). Self-rated abilities and self-efficacy beliefs: Are they empirically distinct? *Journal of Career Assessment*, *8*, 223-235.
- Burke, R.J., & Greenglass, E.R. (2001). Hospital restructuring and psychology burnout in nursing staff. *Equal Opportunities International, 20,* 61.
- Brown, T. C. (2003). The effect of verbal self-guidance training on collective efficacy and team performance. *Personnel Psychology*, 56, 935-964.

Burler, P.M. (2003). Workplace civility: has it fallen by the wayside. Supervision, 64, 20-22.

- Byrne, B. (2001). Structural equation modeling with AMOS: Basic concepts, applications and programming. Mahwah, New Jersey; Larence Erlbaum Associates Inc.
- Campbell, R.S., & Pennebaker, J.W. (2000). The secret life of pronouns: Flexibility in writing style and physical health. *Psychological Science*, *14*, 60 [Abstract].
- Campos, J.J., Campos, R.G., & Barrett, K.C. (1989). Emergent themes in the study of emotional development and emotion regulation. *Developmental Psychology*, 25, 394-402.
- Cannon, W. B. (1927). The James-Lange theory of emotion: a critical examination and an alternative theory. *American Journal of Psychology*, *39*, 106-124.
- Carmeli, A. (2003). The relationship between emotional intelligence and work attitudes, behavior, and outcomes: An examination among senior managers. *Journal of Managerial Psychology, 18*, 788-813.
- Carmeli, A., & Colakoglu, S. (2005). The relationship between affective commitment and organizational citizenship behaviors: The moderating role of emotional intelligence. In
 N.M. Ashkanasy, W.J. Zerbe, & C.E.J., Hartel (Eds.), *The effect of affect in organizational settings* (pp. 77-93). New York: Elsevier Ltd.
- Carmeli, A., & Josman, Z. E. (2006). The relationship between emotional intelligence and task performance and organizational citizenship behavior. *In Press*.
- Cattell, R.B. (1966). The scree test for the number of factors. *Multivariate Behavioral Research, 1*, 245-276.
- Chase, M. A., Magyar, T. M., & Drake, B. M. (2005). Fear of injury in gymnastics: Self-efficacy and psychological strategies to keep on tumbling. *Journal of Sports Sciences, 23*, 465-475.
- Chemers, M. M., Hu, L., & Garcia, B. F. (2001). Academic self-efficacy and first year college student performance and adjustment. *Journal of Educational Psychology*, 93, 55.
- Chen, P.Y., Spector, P.E. (1991). Negative affectivity as the underlying cause of correlations between stressors and strains. *Journal of Applied Psychology*, *76*, 398-407.

- Chen, G., Gully, S. M., & Eden, D. (2004). General self-efficacy and self-esteem: toward theoretical and empirical distinction between correlated self-evaluations. *Journal of Organizational Behavior*, 25, 375-395.
- Chu, A. H. C., & Choi, J. N. (2005). Rethinking procrastination: positive affects of "active" procrastination behavior on attitudes and performance. *The Journal of Social Psychology*, 145, 245-264.
- Ciarrochi, J., Chan, A., Caputi, P., & Roberts, R. (2001). Measuring emotional intelligence. In J. Ciarrochi, J.P. Forgas, & J.D. Mayer (Eds.), *Emotional intelligence in everyday life: A* scientific inquiry (pp. 25-45). New York: Psychology Press.
- Ciarrochi, J., & Godsell, C. (2006). Mindfulness-Based emotional intelligence: Research and training. In D. F. V, Sala; G, Mount (Ed.), *Linking emotional intelligence and performance at work; Current research evidence with individuals and groups* (pp. 21-52). New Jersey: Lawrence Erlbaum Associates.
- Cifre, E. & Salanova, M. (2002). Evidence on the reliability and construct validity of a Spanish version of Warr's (1990) well-being measures. *Journal of Psychology*, *136*, 69-74.
- Cleveland, J.N., & Shore, L.M. (1992). Self-and supervisory perspectives on age and work attitudes and performance. *Journal of Applied Psychology*, 77, 469-484.
- Cleveland, J.N., Shore, L.M., & Murphy, K.R. (1997). Person-oriented perceptual age measures: Additional evidence of distinctiveness. *Journal of Organizational Behavior*, 18, 239-251.
- Conger, J.C., & Keane, S.P.(1981). Social skills intervention in the treatment of isolated or withdrawn children. *Psychological Bulletin, 90,* 478-495.
- Contreras, S. J. P., Trujillo Moncada, M. V., Uribe Valdivieso, C., & Rodrigues Diaz, M. C.
 (2000). Relation between sources of exposition to post-traumatic stress, symptom severity, and perception of self-efficacy. *Revista Argentina de Clinica Psicologica*, 9, 137-148
 [abstract].

- Cooper, C.L., & Cartwright, S. (1994). Healthy mind: healthy organizations a proactive approach to occupational stress. *Human Relations*, 47, 455-471.
- Connolly, J.A. & Viswesvaran, C. (2002). Assessing the construct validity of a measure of learning agility. A Presentation at the Seventeenth Annual Conference of the Society for Industrial and Organizational Psychology, Toronto, Canada [Abstract].
- Cortina, L.M., & Magley, V.J. (2001). Incivility in the workplace: Incidence and impact. *Journal* of Occupational Health Psychology, 6, 64-80.
- Cortina, L.M., Lonsway, K.L., Magley, V.J. Freeman, L.V., Collinsworth, L.L., Hunter, M. & Fitzgerald, L.F. (2002). What's gender got to do with it? Incivility in the federal courts. *Law and Social Inquiry*, *27*, 235-270.
- Cortina, L.M., & Magley, V.J. (2003). Raising voice, risking retaliation: Events following interpersona mistreatment in the workplace. *Journal of Occupational Health Psychology*, 8, 247-265.
- Costa, P.T., & McCrae, R.R. (1980). Influence of extraversion and neuroticism on subjective well-being: Happy and unhappy people. *Journal of Personality and Social Psychology, 38,* 668-678.
- Costa, P.T., & McCrae, R.R. (1992). Revised NEO Personality Inventory (NEO-PI-R) and NEO Five-Factor Inventory (NEO-FFI) professional manual. Odessa, FL: Psychological Assessment Resources.
- Cropanzano, R., & Byrne, Z.S. (2000). Workplace justice and the dilemma of organizational citizenship. In M. VanVugt, T. Tyler, & A. Biel (Eds.), *Collective problems in modern society: Dilemmas and solutions* (pp. 142-161). London: Routledge.
- Crowne, D.P. & Marlowe, D. (1960). A new scale of social desirability independent of psychopathology. *Journal of Consulting Psychology*, 24, 349-354.
- Daiute, C., & Buteau, E. (2002). Writing for their lives: Children's narratives as supports for physical and psychological well-being. In S.J. Lepore & J.A. Smyth (Eds.), *The writing*

cure: how expressive writing promotes health and emotional well-being (pp. 53-73).

Washington DC: American Psychological Association.

- Dalgleish, T. (1997). Once more with feeling: The role of emotion in self-deception. *Behavioural* and Brain Sciences, 20, 110-111.
- Davidson, K., Schwartz , A.R., Sheffield, D., McCord, R.S., Lepore, S.J., & Gerin,
 W. (2002). Expressive writing and blood pressure. In S.J. Lepore & J.A. Smyth (Eds.),
 The writing cure: how expressive writing promotes health and emotional well-being (pp. 17-30). Washington, DC: American Psychological Association.
- Davies, M., Stankov, L., & Roberts, R. D. (1998). Emotional intelligence: In search of an elusive construct. *Journal of Personality and Social Psychology*, 75, 989-1015.
- DePaulo, B. M. (1992). Nonverbal behavior and self-presentation. *Psychological Bulletin, 111*, 203-243.
- Depue, R.A., & Monroe, S.M. (1986). Conceptualization and measurement of human disorder in life stress research: The problem of chronic disturbance. *Psychological Bulletin*, 99, 36-51.
- Diefendorff, J. M., & Richard, E. M. (2003). Antecedents and consequences of emotional display rule perceptions. *Journal of Applied Psychology*, 88, 284-294.
- Diener, E., & Emmons, R. A. (1984). The independence of positive and negative affect. Journal of Peronality and Social Psychology, 47, 71-75.
- Dimberg, U., Thunberg, M., & Grunedal, S. (2002). Facial reactions to emotional stimuli: Automatically controlled emotional responses. *Cognition and Emotion*, *16*, 449-471.
- Donovan, M.A., Drasgow, F., & Munson, L.J. (1998). The perceptions of fair interpersonal treatment scale. *Journal of Applied Psychology*, 83, 683-692
- Drake, A. (2003). Journal of Corporate Real Estate. 5, 107.
- Duke, M. P., Nowicki, S., & Martin, E. A. (1996). *Teaching your child the language* of social success. Atlanta, GA: Peachtree.

- Duffy, M. K., Ganster, D. C., & Shaw, J. D. (1998). Positive affectivity and negative outcomes: The role of tenure and job Satisfaction. *Journal of Applied Psychology*, 83, 950-959.
- Dutton, J. (2003). Acts of compassion have impact: Researchers say compassion at work can have a long-term impact, generating positive emotions and shaping attitudes in the future. *Work & Family Newsbrief, 3.*
- Duran, A., Extremera, N., & Rey, L. (2004). Self-reported emotional intelligence, burnout and engagement among staff in services for people with intellectual disabilities. *Psychological Reports*, 95, 386-390.
- Ekman, P. (1992). An argument for basic emotion. Cognition and Emotion, 6, 169-200.
- Elfenbein, H. A. (2006). Team emotional intelligence: What it can mean and how it can affect performance. In V. U. Druskat, F. Sala & G. Mount (Eds.), *Linking emotional intelligence* and performance at work: current research evidence with individuals and groups (pp. 165-222). Mahwah, NJ: Lawrence Erlbaum Associates, Inc.
- Elias, S. M., & Loomis, R. J. (2002). Utilizing need for cognition and perceived self-efficacy to predict academic performance. *Journal of Applied Social Psychology*, *32*, 1687-2002.
- Engelberg, E., & Sjöberg, L. (2005). Emotional intelligence and inter-personal skills.
 In R. Schulze, & R.D. Roberts (eds.), *Emotional intelligence: An international handbook* (pp. 289-307). Ohio, US: Hogrefe & Huber Publishers.
- Erez, A., & Isen, A.M. (2002). The influence of positive affect on the components of expectancy motivation. *Journal of Applied Psychology*, 87, 1055-1067.
- Esterling, B.A., Antoni, M. H., Fletcher, M.A., Margulies, S., Schneiderman, N. (1994). Significantly lower Epstein-Barr virus (EBV) antibody after intervention. *Journal* of Consulting and Clinical Psychology, 62, 130-140.
- Etter, J. (2000). Development and validation of a scale measureing self-efficacy of current and former smokers. *Addiction*, *95*, 901-913.

- Feshbach, N. D. (1989). Empathy and physical abuse. In D. C. V. Carlson (Ed.), Child maltreatment: theory and research on the causes and consequences of child abuse and neglect (pp. 349-373). New York: Cambridge University Press.
- Finn, K. V., & Frone, M. R. (2004). Academic performance and cheating moderating role of school identification and self-efficacy. *The Journal of Educational Research*, 97, 115-122.
- Fisher, C. D. (2002). Antecendents and consequences of real-time affective reactions at work. *Motivation and Emotion, 26*, 3-30.
- Fitness, J. (2001). Emotional intelligence and intimate relationships. In J. Ciarrochi, J. P. Forgas,
 & J. D. Mayer (Eds.), *Emotional intelligence in everyday life: A scientific inquiry* (pp. 98-112). Philadelphia: Psychology Press.
- Folger, R., & Cropanzano, R. (1998). Organizational justice and human resource management. Thousand Oaks, CA: Sage
- Forgas, J. P. (1995). Mood and judgement: The affect infusion model. *Psychological Bulletin*, *117*, 39-66.
- Forgas, J.P. (2000). Affect and information processing strategies: An interactive reationship. InJ.P. Forgas (Ed.), *Feeling and thinking: The role of affect in social cognition*. UK:Cambridge University Press.
- Fredrickson, B.L. (2002). Positive emotions. In C. R. Snyder & S. J. Lopez (Eds.), Handbook of positive psychology (pp. 120-134). Oxford, England: Oxford University Press.
- Frederickson, B. L. & Joiner, T. (2002). Positive emotions trigger upward spirals toward emotional well-being. *Psychological Science*, 13, 172-175.
- Fresco, D. M., Frankel, A. N., Mennin, D. S., Turk, C. L., & Heimberg, R. G. (2002). Distinct and overlapping features of rumination and worry: The relationship of cognitive production to negative affective states. *Cognitive Therapy and Research*, 26, 179-188.

Frijda, N. H. (1988). The laws of emotion. American Psychologist, 43, 349-358.

The Role of Emotional Self-Efficacy and Emotional Intelligence in Workplace Incivility and 148 Workplace Satisfaction

- Frost, P. J. (2004). Handling the hurt: A critical skill for leaders. *Ivey Business Journal Online*, 68, 6.
- Galavotti, C., Pappas-DeLuca, K. A., & Lansky, A. (2001). Modeling and reinforcement to combat HIV: The MARCH approach to behavior change. *American Journal of Public Health*, 91, 1602-1607.
- Gardner, H. (1985). Frames of mind: The theory of multiple intelligences. London: Granada Publishing Ltd.
- George, J. M. (1989). Mood and absence. Journal of Applied Psychology, 74, 317-324.
- George, J. M. (2000). Emotions and leadership: The role of emotional intelligence. *Human Relations*, 53, 1027-1055.
- Gernigon, C., Fleurance, P., & Reine, B. (2000). Effects of uncontrollability and failure on the development of learned helplessness in perceptual-motor tasks. *Research Quarterly for Exercise and Sport, 71*, 44-54.
- Giardini, A., & Frese, M. (2006). Reducing the negative effects of emotion work in service occupations: Emotional competence as a psychological resource. *Journal of Occupational* and Organizational Psychology, 11, 63-75.
- Glomb, R.M., & Liao, H. (2003). Interpersonal aggression in work groups: Social influence, reciprocal, and individual effects. *Academy of Management Journal, 46*, 486-496

Goffman, E. (1969). Strategic interaction. Philadelphia: University of Pennsylvania Press.

- Goldenberg, I; Matheson, K.; Mantler, J. (2006). The assessment of emotional intelligence: A comparison of performance-based and self-report methodologies. *Journal* of Personality Assessment, 86, 33-45.
- Goleman, D. (1995). Emotional intelligence. New York: Bantam Books
- Goleman, D. (1999). Working with emotional intelligence. UK: Bloomsbury.
- Goode, E. (1999). Your mind may ease what's ailing you. The New York Times, 4, 6.

- Grandey, A. A. (2000). Emotion regulation in the workplace: A new way to conceptualize emotional labor. *Journal of Occupational Health Psychology*, *5*, 95-110.
- Greenberg, J. (1990). Organizational justice: Yesterday, today, and tomorrow. Journal of Management, 16, 399-432
- Greenberg, L.S., & Safran, J.D. (1987). Emotion in psychotherapy: Affect, cognition, and the process of change. New York: Guilford.
- Greenberg, J., & Scott, K.S. (1996). Why do workers bite the hands that feed them? Employee theft as a social exchange process. In L. L. Cummings & B. M. Staw (Eds.), *Research in* organizational behavior (pp. 111-156). Greenwich, CT: JAI Press.
- Greenberg, M.A., Wortman, C.B., & Stone, A.A. (1996). Emotional expression and physical health: Revising traumatic memories or fostering self-regulation. *Journal of Personality and Social Psychology*, 71, 588-589.
- Gresham, F.M., Lane, K.L, & Lambros, K.M. (2000). Comorbidity of conduct problems and ADHD: Identification of "fledgling psychopaths". Journal of Emotional and Behavioral Disorders, 8, 83 [Abstract].
- Gross, J. J. (1998). The emerging field of emotion regulation: An integrative review. *Review of General Psychology*, 2, 271-299.
- Gross, J. J., & John, O. P. (2003). Individual differences in two emotion regulation processes: Implication for affect, relationships, and well-being. *Journal of Personality and Social Psychology*, 85, 348-362.
- Guadagnoli, E., & Velicer, W.F. (1988). Relation of sample size to the stability of component patterns. *Psychological Bulletin, 103*, 265-275.
- Hackman, J.R., & Oldman, G.R. (1975). Development of the job diagnostic survey. *Journal of Applied Psychology*, 60, 159-170.
- Hardy, G.E., Woods, D., & Wall, T.D. (2003). The impact of psychological distress on absence from work. *Journal of Applied Psychology*, 88, 306-314.

The Role of Emotional Self-Efficacy and Emotional Intelligence in Workplace Incivility and 150 Workplace Satisfaction

- Harrell-Cook, G., Ferris, G.R., & Dulebohn, J.H. (1999). Political behaviors as moderators of the perceptions of organizational politics- work outcomes relationships. *Journal of Organizational Behavior, 20*, 1093-1105.
- Heinrichs, D. W., Schoch, W., Soravia, L. M., Hellhammer, D. H., & Ehlert, U. (2005).
 Predicting posttraumatic stress symptoms from pretraumatic risk factors: a 2-year prospective follow-up study in firefighters. *American Journal of Psychiatry*, 162, 2276-2286.
- Hochschild, A. R. (1983). The managed heart: The commercialization of human feeling. Berkeley, CA: University of California Press.
- Hochwater, W. (2005). LMX and job tension: Linear and non-linear effects and affectivity. Journal of Business and Psychology, 19, 505-520.
- Horn, J.L. (1969). On the internal consistency reliability of factors. *Multivariate Behavioral Research, 4,* 115-125
- Hu, L., & Bentler, P.M. (1998). Fit indices in covariance structure modeling:
 Sensitivity to underparameterized model misspecification. *Psychological Methods*, 3, 424-453.
- Hutri, M., & Lindeman, M. (2002). The role of stress and negative emotions in an occupational crisis. *Journal of Career Development, 29*, 19-36.
- Hutri, M., & Lindeman, M. (2004). Spontaneous explanations for work events among individuals in an occupational crisis. *Journal of Adult Development*, 11, 273-280.
- Ilies, R., & Judge, T.A. (2002). Understanding the dynamic relationship between personality, mood, and job satisfaction: A field experience-sampling study. Organizational Behavior and Human Decision Processes, 89, 1119-1139.
- Irving, G.P., Coleman, D., & Bobocel, R.D. (2005). The moderating effect of negative affectivity in the procedural justice-job satisfaction relation. *Canadian Journal* of Behavioural Science, 37, 20-32.

Isaacs, K. S. (1998). Uses of emotion: Nature's vital gift. Westport, CT: Praeger Publishers.

- Isen, A. M., & Baron, R. A. (1991). Positive affect as a factor in organizational behavior. In B. M. Staw & L. L. Cummings (Eds.), *Research in organizational behavior* (pp. 1-54). Greenwich, CT: JAI Press.
- Isen, A. M., Daubman, K. A., & Nowicki, G. P. (1987). Positive affect facilitates creative problem solving. *Journal of Personality and Social Psychology*, 48, 1413-1426.
- Iverson, R.D., & Deery, S.J. (2001). Understanding the "personological" basis of employee withdrawal: The influence of affective disposition on employee tardiness, early departure, and absenteeism. *Journal of Applied Psychology, 86*, 856-866.
- Izard, C. (1977). Human emotions. New York: Plenum Press.
- Izard, C. (1993). Four systems of emotion activation: Cognitive and noncognitive processes. *Psychological Review, 100*, 68-90.
- James, W. (1890). The principles of psychology. New York: Holt.
- Jenkins, A. L. (1994a). The role of managerial self-efficacy in corporate compliance with the law. Law and Human Behavior, 18, 71-88.
- Jenkins, J. M., Oatley, K., & Stein, N. L. (1998). History and culture. In J. M. Jenkins, K. Oatley& N. L. Stein (Eds.), *Human emotions: A reader* (pp. 7-12). UK: Blackwell Publishers.
- Jermier, J.M., Knights, D., & Nord, W. (1994). *Resistance and power in organizations*. London: Routledge.
- Johnson, P.R., & Indvik, J. (2000). Rebels, criticizers, backstabbers, and busybodies: Anger and aggression at work. *Public Personnel Management, 29,* 165-174.
- Johnson, P.R., & Indvik, J. (2001). Stings and arrows of rudeness: Incivility in the workplace. *The Journal of Management Development, 20,* 705-714.
- Jordan, P. J., & Ashkanasy, N. M. (2006). Emotional intelligence, emotional self-awareness, and team effectiveness. Mahwah, NJ: Lawrence Erlbaum Associates Inc.

- Jordan, P.R., Ashkanasy, N.M., & Hartel, C.E.J. (2002). Emotional intelligence as a moderator of emotional and behavioral reactions to job insecurity. Academy of Management Review, 27, 361-372.
- Jordan, P.R., Ashkanasy, N.M., & Hartel, C.E.J. (2003). The case for emotional intelligence in organizational research. *Academy of Management Review, 28,* 195-197.
- Jordan, P.R., & Troth, A.C. (2002). Emotional intelligence and conflict resolution: Implications for human resource development. *Advances in Developing Human Resources*, *4*, 128-139.
- Joreskog, K.G., & Sorbom, D. (1984). *LISREL VI user's guide. (3rd ed.)*. Mooresville, IN: Scientific Software.
- Joreskog, K.G., & Sorbom, D. (1996). LISREL 8: Users' reference guide. Chicago Scientific Software International.
- Judge, T. A., & Bono, J. E. (2001). Relationship of core self-evaluations traits self-esteem, generalized self-efficacy, locus of control, and emotional stability, with job satisfaction and job performance: A meta-analysis. *Journal of Applied Psychology*, 86, 80-92.
- Kaiser, F.H. (1960). Varimax solution for primary mental abilities. *Psychometrika*, 25, 153-158.
- Kammeyer-Mueller, J.D., Wanberg, C.R., Glomb, T.M., & Ahlburg, D. (2005). The role of temporal shifts in turnover processes: Its about time. *Journal of Applied Psychology*, 90, 644-658.
- Kapp, B. S., Wilson, A., Pascoe, J. P., Supple, W., & Whalen, P. J. (1990). A neuroanatomical systems analysis of conditioned bradycardia in the rabbit. In M. Gabriel & J. Moore (Eds.), *Learning and computational neuroscience: Foundations of adaptive networks* (pp. 53-90). Cambridge, MA: MIT press.
- Kiefer, T. (2005). Feeling bad: antecedents and consequences of negative emotions in ongoing change. *Journal of Organizational Behavior, 26*, 875-897.

King, L.A. (2002). Gain without pain? Expressive writing and self-regulation. In

S.J. Lepore & J.A. Smyth (Eds.). *The writing cure: how expressive writing promotes health and emotional well-being* (pp.119-134). Washington DC: American Psychological Association.

- Kirk, B.A., Schutte, N.S, & Hine, D.W. (2005). Unpublished manuscript. University of New England Armidale N.S.W Australia.
- Koenig, A.L., Cicchetti, D., & Rogosch, F.A. (2000). Child compliance/noncompliance and maternal contributors to internalization in maltreating and nonmaltreating dyads. *Child Development*, 71, 1018-1032.
- Kline, R.B. (1998). *Principles and practices of structural equation modeling*. New York: Guilford Press.
- Kraiger, K., Billings, R. S., & Isen, A. M. (1989). The influence of positive affective states on task perceptions and satisfaction. Organizational Behavior & Human Decision Processes.
- Kramer, M., & Hess, J. (2000). Dealing with emotion in the workplace. USA Today, 131, 9.
- Kurland, N.B., & Pelled, L.H. (2000). Passing the word: Toward a model of gossip and power in the workplace. Academy of Management Review, 25, 428-438.
- Lane, R. D., Ahern, G. L., Schwartz, G. E., & Kaszniak, A. W. (1997). Is alexithymia the emotional equivalent of blindsight? *Biological Psychiatry*, *42*, 834-844.
- Larson, L. M., & Daniels, J. A. (1998). Review of the counselling self-efficacy literature. *The Counseling Psychologist, 26*, 179-218.
- Le Doux, J. E. (1995). Emotion: Clues from the brain. *Annual Review of Psychology*, 46, 209-235.
- Le Doux, J. E. (1996). The emotional brain: The mysterious underpinnings of emotional life. New York: Simon & Schuster.
- Le Doux, J. E. (1998). The emotional brain. In J. M. Jenkins, K. Oatley & N. L. Stein (Eds.), Human emotions: A reader (pp. 98-111). Oxford, UK: Blackwell Publishers Ltd.

- Le Doux, J. E., Iwata, j., Cicchetti, P., & Reis, D. J. (1988). Different projections of the central amygdaloid nucleus mediate autonomic and behavioral correlates of conditioned fear. *Journal of Neuroscience*, *8*, 2517-2529.
- Lee, C. (1999). The death of civility. Training, 36, 24-29.
- Lee, K., & Allen, N.J. (2002). Organizational citizenship behavior and workplace deviance: The role of affect and cognitions. *Journal of Applied Psychology*, 87, 131-142.
- Lee, S., & Klein, H. J. (2002). Relationships between conscientiousness, self-efficacy, self-deception, and learning over time. *Journal of Applied Psychology*, 87, 1175-1182.
- Lehto, J. E. (2004). A test for children's goal-directed behavior: a pilot study. *Perceptual and Motor Skills, 98, 223-236.*
- Lepore, S.J., Greenberg, M., Bruno, M., & Smyth, J.M. (2002). Expressive writing and health self-regulation of emotion-related experience, physiology, and behavior. In S.J.
 Lepore & J.A. Smyth (Eds.). *The writing cure: how expressive writing promotes health* and emotional well-being (pp.99-117). Washington DC: American Psychological Association.
- Lepore, S.J. & Smyth, J.M. (2002). The writing cure: an overview. In S.J. Lepore &J.A. Smyth (Eds.). *The writing cure: how expressive writing promotes health and emotional well-being* (pp.3-14). Washington DC: American Psychological Association.
- Leung, A.S.M. (2005). Emotional intelligence or emotional blackmail: A study of a
 Chinese professional-service firm. *International Journal of Cross Cultural Management*, 5, 181-195.
- Levin, I., & Stokes, J. P. (1989). Dispositional approach to job satisfaction: role of negative affectivity. *Journal of Applied Psychology*, 74, 752-758.
- Liao, H., Joshi, A., & Chuang, A. (2004). Sticking out like a sore thumb: Employee dissimilarity and deviance at work. *Personnel Psychology*, *57*, 969-990.

- Liao, H., Rupp, D.E. (2005). The impact of justice climate and justice orientation on work outcomes: A cross-level multifoci framework. *Journal of Applied Psychology*, 90, 242-256.
- Liu, Y., Perrewe, P. L., Hochwarter, W. A., & Kacmar, C. J. (2004). Dispositional antecedents and consequences of emotional labor at work. *Journal of Leadership & Organizational Studies*, 10, 12-25.
- Locke, E.A. (1976). The nature and causes of job satisfaction. In M.D. Dunnete (Ed.), *Handbook* of industrial and organizational psychology (pp. 1297-1349). Rand McNally; Chicago.
- Lopes, P. N., Brackett, M. A., Nezlek, A. J., Sellin, I., & Salovey, P. (2004). Emotional intelligence and social interaction. *Personality & Social Psychology Bulletin*, 30, 1018-1024.
- Lopes, P. N., Cote, S., & Salovey, P. (2006). An ability model of emotional intelligence: Implications for assessment and training. In D. F. V, Sala; G, Mount (Ed.), *Linking emotional intelligence and performance at work; Current research evidence with individuals and groups* (pp. 53-80). New Jersey: Lawrence Erlbaum Associates.
- Lubit, R. (2004). The tyranny of toxic managers: Applying emotional intelligence to deal with difficult personalities. *Ivey Business Journal Online, 68*, 1-6.
- Lumley, M.A, Tojek, T. M., & Macklem, D. J. (2002). The effects of written emotional disclosure among repressive and alexithymic people. In S. J. Lepore & J. M. Smyth (Eds.), *The writing cure: How expressive writing promotes health and emotional well-being* (pp. 75-96). Washington, DC: American Psychological Association.
- Lyons, J.B; & Schneider, T.R. (2005). The influence of emotional intelligence on performance. *Personality and Individual Differences, 39*, 693-703.
- Lyubomirsky, S., & Nolen-Hoeksema, S. (1995). Effects of self-focused rumination on negative thinking and interpersonal problem solving. *Journal of Personality and Social Psychology*, 69, 176-190.

- Maddux, J. E. (2002). Self-efficacy the power of believing you can. In C. R. Snyder & S. J. Lopez (Eds.), *Handbook of positive psychology* (pp. 277-287). New York: Oxford University Press.
- Majer, J. M., Jason, L. A., Ferrari, J. R., Olson, B. D., & North, C. S. (2003). Is self-mastery always a beneficial resource? Coping with paradoxical findings in relation to optimism and abstinence self-efficacy. *American Journal of Drug and Alcohol Abuse*, 29, 385-399.
- Markoczy, L. (2004). Rational Choice in and Uncertain World: The Psychology of Judgement and Decision Making. *The Journal of Socio-Economics, 33,* 816-819.
- Manzella, J., & West, B. (2003). Emotional intelligence and how it contributes to officer safety. *Corrections Today, 3,* 84.
- Martin, R. J., & Hine, D.W. (2005). Development and validation of the uncivil workplace behavior questionnaire. *Journal of Occupational Health Psychology*, *10*, 477-490.
- Martin, L. L., Tesser, A., & McIntosh, D. (1993). Wanting but not having: The effects of unattained goals on thoughts and feelings. In D. M. Wegner & J. W. Pennebaker (Eds.), *Handbook of mental control* (pp. 552-572). Englewood Clifs, NJ: Prentice Hall.
- Martocchio, J.J. & Jimeno, D.I. (2003). Employee absenteeism as an affective event. Human Resource Management Review, 13, 227-241.
- Mathews, G. & Zeidner, M. (2000). Emotional intelligence adaptation to stressful encounter, and health outcomes. *The handbook of emotional intelligence: Theory, development, assessment, and application at home, school, and in the workplace* (pp. 106). San Francisco: Jossey-Bass.
- Mayer, J. D. (2001). A field guide to emotional intelligence. In J. Ciarrochi, J. P. Forgas & J. D.
 Mayer (Eds.), *Emotional intelligence in everyday life: A scientific inquiry* (pp. 3-24). New York: Psychology Press.
- Mayer, J. D., Caruso, D. R., & Salovey, P. (1999). Emotional intelligence meets traditional standards for an intelligence. *Intelligence*, 27, 267-298.

- Mayer, J. D., DiPaolo, M., & Salovey, P. (1990). Perceiving affective content in ambiguous visual stimuli: A component of emotional intelligence. *Journal of Personality Assessment*, 54, 772-781.
- Mayer, J. D., & Salovey, P. (1988). Personality moderates the interaction of mood and cognition.In K. Fiedler & J. Forgas (Eds.), *Affect, cognition, and social behavior* (pp. 87-99).Toronto: Hogrefe.
- Mayer, J. D., & Salovey, P. (1993). The intelligence of emotional intelligence. *Intelligence*, 17, 433-442.
- Mayer, J. D., & Salovey, P. (1995). Emotional intelligence and the construction and regulation of feelings. *Applied & Preventive Psychology*, *4*, 187-208.
- Mayer, J. D., & Salovey, P. (1997). What is emotional intelligence? In P. Salovey & D. J. Sluyter (Eds.), *Emotional development and emotional intelligence* (pp. 396-420). New York: Basic Books.
- Mayer, J.D., Salovery, P., & Caruso, D.R. (2000). Emotional Intelligence as zeitgeist, personality, and as a standard intelligence. In R.Bar-On, & J.D.A. Parker (Eds.). *Handbook of emotional intelligence* (pp. 92-117). New York: Jossey-Bass.
- Mayer, J.D., Salovery, P., & Caruso, D.R. (1997). *The Multifactor Emotional Intelligence Scale*.Information at http://www.eiconsortium.org/measures/meis.htm
- Mayer, J.D., Salovey, P., & Caruso, D. (2002). Mayer-Salovey-Caruso Emotional Intelligence Test (MSCEIT) Users Manual. Toronto, Canada: MHS Publishers.
- Mayer, J. D., Salovey, P., Gomberg-Kaufman, S., & Blainey, K. (1991). A broader conception of mood experience. *Journal of Personality and Social Psychology*, 60, 100-111.
- Mayer, J. D., & Stevens, A. (1994). An emerging understanding of the reflective (meta-) experience of mood. *Journal of Research in Personality*, 28, 351-373.
- McAlister, A. (1991). Population behavior change: A theory-based approach. *Journal of Public Health Policy*, *12*, 345-361.

The Role of Emotional Self-Efficacy and Emotional Intelligence in Workplace Incivility and 158 Workplace Satisfaction

McCrae, R.R., & Costa, P.T. (1990). Personality in adulthood. New York: Guilford Press

- McFarland, S.G., & Sparks, C.M. (1985). Age, education and internal consistency of reliability scales. *Journal of Personality and Social Psychology*, 49, 1692-1702.
- Mehrabian, A. (1968). Relationship of attitude to seated posture, orientation, and distance. Journal of Personality and Social Psychology, 10, 26-30.

Milgram, S. (1974). Obedience to authority: An experimental view. New York: Harper and Row.

- Miller, D. R., & Swanson, G. E. (1960). *Mechanisms of defense*. New York: Henry Holt and Company.
- Miner-Rubino, K., & Cortina, L.M. (2004). Working in a context of hostility toward women: Implications for employees' well-being. *Journal of Occupational Health Psychology*, 9, 107-122.
- Morris, J.A., & Feldman, D.C. (1996). The dimensions, antecedents, and consequences of emotional labor. *Academy of Management. The Academy* of Management Review, 21, 986-1010.
- Morris, A. J., & Feldman, D. C. (1997). Managing emotions in the workplace. Journal of Managerial Issues, 9, 257-274.
- Namie, G. (2003). Workplace bullying: Escalated incivility. *Ivey Business Journal,* 68.
- Namie G., & Namie, R. 2003). Anti-bullying advocacy: An unrealized EAP opportunity: Educating executives about the impact of workplace bullying can help EAPs define their role as productivity tools. *The Journal of Employee Assistance, 33*, 9-11.
- Necowitz, L. B., & Roznowski, M. (1994). Negative affectivity and job satisfaction: Cognitive processes underlying the relationship and effects on employee behaviors. *Journal of Vocational Behavior*, 45, 270-294.

Niederhoffer, K.G., & Pennebaker, J.W. (2002). Sharing one's story: On the benefits of writing or talking about emotional experience. In C.R. Snyder, & S.J. Lopez (Eds.), *Handbook of positive psychology* (pp. 573-583). New York: Oxford University Press.

Oatley, K., & Jenkins, J.M. (1996). Understanding emotions. London: Blackwell.

- Organ, D.W. (1988). Organizational citizenship behavior: The good soldier syndrome. Lexington, MA: Lexington Books.
- Palmer, B. R., Gignac, G., Manocha, R., & Stough, C. (2005). A psychometric evaluation of the Mayer-Salovey-Caruso emotional intelligence test version 2.0. *Intelligence*, 33, 285-305.
- Pantchenko, T., Lawson, M., & Joyce. M.R. (2003). Verbal and non-verbal disclosure of recalled negative experiences: relation to well-being. *Psychology and Psychotherapy*, 76, 251-255.
- Parker, J. D., Taylor, G. J., & Bagby, R. M. (1993). Alexithymia and the recognition of facial expressions of emotion. *Psychotherapy and Psychosomatics*, *59*, 197-202.
- Parker, J. D., Taylor, G. J., & Bagby, R. M. (2001). The relationship between emotional intelligence and alexithymia. *Personality and Individual Differences, 30*, 107-115.
- Parks, J., Russell, R., Wood, P., Robertson, M. A., & Shewokis, P. (1995). The paradox of the contented working woman in intercollegiate athletics administration. *Research Quarterly* for Exercise and Sport, 66, 73-79.
- Pelled, L.H. & Xin, K.R. (1999). Down and out: An investigation of the relationship between mood and employee withdrawal behavior. *Journal of Management 25*, 875.
- Pender, N.J. (1996). *Health promotion in nursing practice* (3rd ed.). Stamford, CT: Appleton & Lange.
- Pennebaker, J.W. (2002). Writing about emotional events: from past to future. In S.J. Lepore & J.A. Smyth (Eds.), *The writing cure: how expressive writing promotes health* and emotional well-being (1-16). Washington DC: American Psychological Association

- Pennebaker, J. W., & Beall, S. K. (1986). Confronting a traumatic event: Toward an understanding of inhibition and disease. *Journal of Abnormal Psychology*, 95, 274-281.
- Pennebaker, J. W. & Francis, M. E. (1996). Cognitive, emotional, and language processes in disclosure. *Cognition & Emotion*, 10, 601-626.
- Pennebaker, J.W., Hughes, C. F. & O'Heeron, R. C. (1987). The psychophysiology of confession: Linking inhibitory and psychosomatic processes. *Journal of Personality and Social Psychology*, 52, 781-793.
- Pennebaker, J.W., & Lay, T.C. (2002). Language use and personality during crises Analyses of Mayor Rudolph Giuliani's press conferences. *Journal of Research in Personality*, 36, 271-282.
- Pennebaker, J.W., Mayne, T.J., & Francis, M.E. (1997). Linguistic predictors of adaptive bereavement. *Journal of Personality and Social Psychology*, 72, 863-871
- Pennebaker, J.W., Mehl, M.R., & Niederhoffer, K.G. (2003). Psychological aspects of natural language use: our words, our selves. *Annual Review of Psychology*, 54, 547-577.

Pennebaker, J.W., & Seagan, J. (1999). Forming a story: The health benefits of narrative. *Journal of Clinical Psychology*, 55, 1243-1254.

- Petrides, K.V., & Furnham, A. (2001). Trait emotional intelligence: Psychometric investigation with reference to established trait taxonomies. *European Journal of Personality*, 15, 425-448.
- Petrides, K.V., & Furnham, A. (2003). Trait emotional intelligence: Behavioral validation in two studies of emotion recognition and reactivity to mood induction.
 European Journal of Personality, 17, 39-57
- Petrie, K.J., Booth, R.J., Pennebaker, J.W., Davidson, K.P., & Thomas, M.G. (1995).

Disclosure of trauma and immune response to a hepatitis B vaccination program. *Journal* of Consulting and Clinical Psychology, 63, 787-792.

Pittenger, K, & Heimann, B. (2000). Building effective mentoring relationships.

Review of Business, 2, 38.

- Poulson, C., Duncan, J., & Massie, M. (2005). "I am not what I am": Destructive emotions in an organizational hierarchy: The case of Othello and Iago. In N.M. Ashkanasy, W.J. Zerbe, & C.E.J., Hartel (Eds.), *The effect of affect in organizational settings* (pp. 211-240). New York: Elsevier Ltd
- Pullich, M. & Tourigny, L. (2004). Workplace defiance: Strategies for modifying employee behavior. *The Health Care Manager*, 23, 290-301.
- Rafaeli, A., & Sutton, R.I. (1987). Expression of emotion as part of the work role. Academy of Management. The Academy of Management Review, 12, 23-37.
- Reynolds, W.M. (1982). Development of reliable and valid short forms of the Marlowe-Crowne Social Desirability Scale. *Journal of Clinical Psychology*, *38*, 119-125.
- Richards, J.M., Beal, W.E., Seagal, J.D., & Pennebaker, J.W. (2000). Effects of disclosure of traumatic events on illness behavior among psychiatric prison inmates. *Journal of Abnormal Psychology*, 109, 156-160.
- Riggio, R. E., Riggio, H. R., Salinas, C., & Cole, E. J. (2003). The role of social and emotional communication skills in leader emergence and effectiveness. *Group Dynamics: Theory, and Practice, 7*, 83-103.
- Riley, H., & Schutte, N. (2003). Low emotional intelligence as a predictor of substance-use problems. *Journal of Drug Education, 33,* 391-398.
- Robinson, S.L., & Bennett, R.J. (1995). A typology of deviant workplace behaviors: A multidimensional scaling study. *Academy of Management Journal, 38*, 555-572.

- Roberts, R. D., Zeidner, M., & Matthews, G. (2001). Does emotional intelligence meet traditional standards for an intelligence? Some new data and conclusions. *Emotion*, *1*, 196-231.
- Rude, S.S., Gortner, E.M., & Pennbaker, J.W. (2004). Language use of depressed and depressionvulnerable college students. *Cognition and Emotion*, 18, 1121-1133.
- Russell, J.A., & Carroll, J.M. (1999). On the bipolarity of positive and negative affect. *Psychological Bulletin, 125,* 3-30.
- Rusting, C. L., & Nolen-Hoeksema, S. (1998). Regulating responses to anger: Effects of rumination and distraction on angry mood. *Journal of Personality and Social Psychology*, 74, 790-803.
- Saarni, C. (2000). Emotional competence: A developmental perspective. In R. Bar-On & J.D.A Parker (Eds.), The handbook of emotional intelligence: Theory, development, assessment, and application at home, school, and in the workplace (pp. 68-91). San Francisco: Jossey-Bass.
- Sackeim, H. A. (1983). Self-deception, self-esteem, and depression: The adaptive value of lying to oneself. In J. Masling (Ed.), *Empirical studies of psychoanalytical theories* (pp. 101-157). New Jersey: Erlbaum.
- Safran, J.D., & Greenberg, L.S. (1991). *Emotion, psychotherapy, and change*. New York: Guilford Press.
- Saigh, P. A., Mroueh, M., Zimmerman, B. J., & Fairbank, J. S. (1995). Self-Efficacy expectations among traumatized adolescents. *Behaviour Research and Therapy*, 33, 701-704.
- Sala, F. (2006). The international business case: Emotional intelligence competencies and important business outcomes. In V. U. Druskat, F. Sala & G. Mount (Eds.), *Linking emotional intelligence and performance at work: Current research evidence with individuals and groups* (pp. 125-142). Mahwah, New Jersey: Lawrence Erlbaum Associates, Inc.

- Salovey, P., & Mayer, J. D. (1990). Emotional intelligence. Imagination, Cognition and Personality, 9, 185-211.
- Salovey, P., Mayer, J. D., Goldman, S. L., Turvey, C., & Palfai, T. P. (1995). Emotional attention, clarity, and repair: Exploring emotional intelligence using the Trait Meta-Mood Scale. In
 J. W. Pennebaker (Ed.), *Emotion, disclosure, and health* (pp. 125-154). Washington, DC: American Psychological Association.
- Schachter, S. (1959). The psychology of affiliation. Stanford, CA: Stanford University Press.
- Schlenker, B. R., & Weigold, M. F. (1990). Self-consciousness and self-presentation: Being autonomous versus appearing autonomous. *Journal of Personality and Social Psychology*, 59, 820-828.
- Schneider, K.T., Swan, S. & Fitzgerald, L.F. (1997). Job-related and psychological effects of sexual harassment in the workplace: Empirical evidence from organizations. *Journal of Applied Psychology*, 82, 401-415.
- Schutte, N. S., Malouff, J. M., Bobik, C., Coston, T., Greeson, C., Jedlicka, C., et al. (2001).
 Emotional intelligence and interpersonal relations. *The Journal of Social Psychology*, 141, 523-536.
- Schutte, N. S., Malouff, J. M., Hall, L. E., Haggerty, D. J., Cooper, J. T., Golden, C. J., et al. (1998). Development and validation of a measure of emotional intelligence. *Personality* and Individual Differences, 25, 167-177.
- Schutte, N. S., Malouff, J. M., Segrera, E., Wolf, A., & Rodgers, L. (2003). States reflecting the Big Five dimensions. *Personality and Individual Differences, 34*, 591-603.
- Schutte, N. S., Malouff, J. M., Simunek, M., McKenley, J., & Hollander, S. (2002). Characteristic emotional intelligence and emotional well-being. *Cognition and Emotion*, *16*, 769-785.
- Schutte, N.S. Schuettpelz, E. and Malouff, J.M. (2001) Emotional intelligence and task performance. *Imagination, Cognition and Personality, 20,* 347-352.

- Shallcross, L. (2005). *Workplace mobbing and the social exclusion of women at work*. Paper presented at the Gender, Work, and Organisation conference, Keele University UK.
- Shirey, M.R. (2006). Authentic leaders creating healthy work environments for nursing practice. *American Journal of Critical Care, 15*, 256-268.
- Shore, L.M., Cleveland, J.N., & Goldberg, C.B. (2003). Work attitudes and decisions as a function of manager age and employee age. *Journal of Applied Psychology*, 88, 529-537.
- Siever, L. J., & Davis, L. (1991). A psychobiological perspective on the personality disorders. American Journal of Psychiatry, 148, 1647-1658.
- Sinclair, R. R., Martin, J. E., & Croll, L. W. (2002). A threat-appraisal perspective on employees' fear about antisocial workplace behavior. *Journal of Occupational Health Psychology*, 7, 37-56.
- Sinha, A. K., & Jain, A. K. (2004). *Emotional intelligence: Imperative for the organizationally relevant outcomes.* Paper presented at the Symposium on Emotional Intelligence, NAoP.
- Skarlicki, D.P., & Folger, R. (1997). Retaliation in the workplace. The roles of distributive procedural, and interactional justice. *Journal of Applied Psychology*, *82*, 434-443.
- Skowron, E. A. (2005). Parent differentiation of self and child competence in low-income urban families. *Journal of Counseling Psychology*, 53, 337-346.
- Smith, P.C., Kendall, L.M., & Hulin, C.L. (1969). The measurement of satisfaction in work and retirement. Chicago: Rand-McNally.
- Smucker, M.K., Whisenant, W.A., Pedersen, P.M. (2003). An investigation of job satisfaction and female sports journalists. *Sex Roles: A Journal of Research, 49,* 7-8.
- Snyder, C.R., & Higgins, R.L. (1988). Excuses: Their effective role in the negotiation of reality. *Psychological Bulletin, 104*, 23-25.
- Stanton, A. (2000). Breast cancer; patients who actively express their emotions do better emotionally and physically. *Health & Medicine Week*, 5.

Summerfeldt, L J.; Kloosterman, P.H.; Antony, M.M., & Parker, J.D A. (2006).

Social anxiety, emotional intelligence, and interpersonal adjustment. *Journal of Psychopathology and Behavioral Assessment, 28*, 57-68 [abstract].

- Sy, T., Cote, S., & Saavedra, R. (2005). The contagious leader: impact of the leader's mood on the mood of group members, group affective tone, and group processes. *Journal of Applied Psychology*, 90, 295-305.
- Tabachnick, B.G., & Fidell, L.S. (2001). Using multivariate statistics. (4th ed.). Boston: Allyn & Bacon.
- Taylor, G.J. (1984). Alexithymia: Concept, measurement, and implications for treatment. American Journal of Psychiatry, 141, 725-732.
- Taylor, G. J., & Bagby, R. M. (2000). An overview of the alexithymia construct. In R. B.Bar-On,
 & J. D. Parker (Ed.), *The handbook of emotional intelligence: Theory, development, assessment, and application at home, school, and in the workplace* (pp. 40-67). San
 Francisco: Jossey-Bass.
- Taylor, G. J., Bagby, R. M., & Parker, J. D. (1997). Disorders of affect regulation: Alexithymia in medical and psychiatric illness. Cambridge: Cambridge University Press.
- Tennen, H., & Affleck, G. (1990). Blaming others for threatening events. *Psychological Bulletin*, 108, 209-232.
- Thompson, S. C. (1985). Finding positive meaning in a stressful event and coping. *Basic and Applied Social Psychology*, 6, 279-295.
- Thoresen, C. J., Kaplan, S. A., Barsky, A. P., Warren, C. R. & de Chermont, K. (2003). The affective underpinnings of job perceptions and attitudes: A meta-analytic review and integration. *Psychological Bulletin, 129*, 914-945.

Thorndike, E.L. (1920). Intelligence and its use. Harper's Magazine, 140, 227-235.

- Tice, D. M., Bratslavsky, E., & Baumeister, R. F. (2001). Emotional distress regulation takes precedence over impulse control: If you feel bad, do it! *Journal of Personality and Social Psychology*, 80, 53-67.
- Timko, C., & Janoff-Bulman, R. (1985). Attributions, vulnerability and psychological adjustment: The case of breast cancer. *Health Psychology*, 7, 521-546.
- Trinidad, D. R., Johnson, C. A., & Anderson. (2002). The association between emotional intelligence and early adolescent tobacco and alcohol use. *Personality and Individual Differences*, 32, 95-105.
- Tucker, L.R., & Lewis, C. (1973). A reliability coefficient for maximum likelihood factor analysis. *Psychometrika*, 38, 1-10.
- Vaillant, G. (1977). Adaptation to life. Boston: Little, Brown & Co.
- Van Rooy, D.L., Viswesvaran, C. (2004). Emotional intelligence: A meta-analytic investigation of predictive validity and nomological net. *Journal of Vocational Behavior, 65*, 71-95.
- Van Rooy, D.L., Viswesvaran, C., & Pluta, P. (2005). An evaluation of construct
 validity: What is this thing called emotional intelligence? *Human Performance*, 18, 445-462.
- Vecchio, R. P. (1995). It's not easy being green: Jealousy and envy in the workplace. Research in Personnel and Human Resources Management, 13, 201-244.
- Velicer, W.F. (1976). Determining the number of components from the matrix of partial correlations. *Psychometrika*, 41, 321-327.
- Waddell, R.J. (1997). The tattletale. Supervision, 58, 12-14.
- Wanberg, C. R., Glomb, T. M., Song, Z., & Sorenson, S. (2005). Job-search persistence during unemployment: a 10-wave longitudinal study. *Journal of Applied Psychology*, 90, 411-430.

- Watson, D. (2002). Positive affectivity: the disposition to experience pleasurable emotional states.In C. R. Snyder, &. S. J. Lopez (Eds.), *Handbook of positive psychology* (106-119). New York: Oxford University Press.
- Watson, D., & Clark, L. A. (1984). Negative affectivity: The disposition to experience aversive emotional states. *Psychological Bulletin, 96*, 465-490.
- Watson, D., Clark, L.A. (1992). On traits and temperament: General and specific factors of emotional experience and their relation to the five-factor model. *Journal of Personality*, 60, 441-476.
- Watson, D., Clark, L.A., & Tellegen, A. (1988). Development and validation of brief measures of positive and negative affect: The PANAS scales. *Journal of Personality and Social Psychology*, 54, 1063-1070.
- Watson, D., & Slack, A.K. (1993). General factors of affective temperament and their relation to job satisfaction. Organizational Behavior and Human Decision Processes, 54, 181-202.
- Watson, D., & Tellegen, A. (1985). Toward a consensual structure of mood. *Psychological Bulletin, 98,* 219-235.
- Weinberger, D.A., Schwartz, G.A., Davidson, R.J. (1979). Low-anxious, high-anxious, and repressive coping styles: Psychometric patterns and behavioural and physiological responses to stress. *Journal of Abnormal Psychology*, 88, 369-380.
- Weiss, H.M. & Cropanzano, R. (1996). Affective events theory; A theoretical discussion of the structure, causes and consequences of affective experiences at work. *Research in* Organizational Behavior, 18, 1-74.
- Weiss, H.M., Nicholas, J.P., & Daus, C.S. (1999). An examination of the joint effects of affective experiences and job satisfaction and variations in affective experiences over time. Organizational Behavior and Human Decision Processes, 78, 1-24.

The Role of Emotional Self-Efficacy and Emotional Intelligence in Workplace Incivility and 168 Workplace Satisfaction

- Williams, J. E. (1996). The relationship between efficacy for self-regulated learning and domainspecific academic performance, controlling for test anxiety. *Journal of Research and Development in Education, 29*, 77-80
- Wong, C.S., & Law, K.S. (2002). The effects of leader and follower emotional intelligence on performance and attitude: An exploratory study. *The Leadership Quarterly*, *13*, 243-274.
- Zerbe, W.J., Hartel, C.E.J., & Ashkanasy, N.M. (2000). Commentary: The nature of emotions in organizations. In N. M. Ashkanasy, C. E. J. Hartel & W. J. Zerbe (Eds.), *Emotions in the* workplace: research, theory and practice (pp. 63-78). Westport, CT: Quorum Books.