

THE HONG KONG POLYTECHNIC UNIVERSITY DEPARTMENT OF MANAGEMENT AND MARKETING

Departmental Research Seminar



The Social Effects of Emotions By

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Date : 29 Sep 2021 (WED)
Time : 4 pm – 5:30 pm
Venue : Online via Zoom

Abstract

Emotions play a crucial role in regulating social and organizational life. Interpersonal interactions are the most commonly reported sources of emotions, and these emotions in turn influence behavior via intrapersonal as well as interpersonal processes. Traditionally, the dominant research focus has been on the intra-individual consequences of emotional experience for cognition and behavior. In this talk I advocate a more social approach to emotion, which views emotion as occurring between rather than just within individuals. First I summarize Emotions as Social Information (EASI) theory, which models how one person's emotional expressions influence others. EASI theory posits that emotional expressions exert interpersonal influence via two distinct processes – an inferential process and an affective process. The social consequences of emotional expressions depend on the relative strength of these two processes, which in turn is determined by individuals' information processing motivation and ability and by social-contextual factors that shape the perceived appropriateness of the emotional displays. Next I review illustrative empirical support for the model from various domains of psychology and organizational behavior, including conflict and negotiation, group decision making, attitude formation and change, customer service, and leadership and team performance.

Prof. Gerben A. van Kleef is Professor of Social Psychology at the University of Amsterdam, the Netherlands. His main research programs revolve around emotion, power/hierarchy, norm violation, conflict, and cooperation. In studying these topics, he looks at basic social-psychological processes and effects, and explores their implications for organizational behavior and society. In doing so, he combines social-psychological approaches with insights from various other disciplines, including behavioral economics, law, biology, and evolutionary science. In much of his work he adopts an interpersonal perspective, examining how individuals influence and respond to one another across a variety of social and organizational settings, including personal relationships, group decision making, persuasion, negotiation, consumer behavior, leadership, coaching, and sports. Next to his appointment at the University of Amsterdam, he has held visiting positions at UC Berkeley and Columbia University in New York. He has also served as associate editor of *Social Psychological and Personality Science*, *Cognition and Emotion*, and *Organizational Behavior and Human Decision Processes*. In 2020 he received the mid-career award of the European Association of Social Psychology. He is an elected fellow of the Society of Experimental Social Psychology, the Society for Personality and Social Psychology, and the Association for Psychological Science.

All interested are welcome.



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