

# Management and Marketing

Public Lecture



## Managing Emotions in the Workplace: An Essential Challenge for Managers

By **Prof. Neal Ashkanasy**

Professor of Management  
UQ Business School  
University of Queensland

**Professor Neal M. Ashkanasy** is Professor of Management in the UQ Business School at the University of Queensland, where he received his PhD in social/organizational psychology. He is currently a Visiting Chair Professor at Poly U. His research is in leadership, organizational culture, ethics, and emotions in organizations. He has published in well-known journals such as the *Academy of Management Journal*, the *Academy of Management Review*, the *Journal of Organizational Behavior*, *The Leadership Quarterly*, the *Journal of Applied Psychology*, and the *Journal of Management*. He serves on several editorial boards including the *Journal of Applied Psychology* and the *Journal of Management*. He is an Associate Editor of *Emotion Review* and Series Co-Editor of *Research on Emotion in Organizations*. Until recently, he was also Editor-in-Chief of the *Journal of Organizational Behavior* and Associate Editor of the *Academy of Management Review*. Prof. Ashkanasy is a Fellow of the Academy for the Social Sciences in the UK (AcSS) and Australia (ASSA); the Association for Psychological Science (APS); the Society for Industrial and Organizational Psychology (SIOP); the Southern Management Association, and the Australian and New Zealand Academy of Management (ANZAM), where he is a Life Fellow and also served as President.

### Abstract

Emotions in workplace settings, and especially emotional intelligence, are 'hot' topics in management today. Leading business journals, such as *Fortune* and *Harvard Business Review*, regularly feature articles on emotional intelligence. But there is more to emotions in the workplace than just emotional intelligence. In this talk, Prof. Ashkanasy will introduce some intriguing new research that examines both emotional intelligence and the broader issue of emotion, which has been shown to play a powerful role in workplace settings, and has a strong potential for practical application in organizations within many broad human resource functions such as selection, performance management, and training, as well as implications for more narrow domains like customer service. He will emphasize in particular how the study of emotions in organizational settings has provided new and important insights into the way in which people in organizations behave, and will offer advice for managers to enable them to develop and to maintain a positive emotional climate in their organizations.

**Date** : 14 March 2016 (Monday)  
**Time** : 2:00 pm – 2:30 pm (Registration)  
2:30 pm – 4:00 pm (Public Lecture)  
**Venue** : Senate Room (M1603), 16/F.,  
Li Ka Shing Tower, PolyU

To register, please send your name, post, organization, & contact number to [mm.notice@polyu.edu.hk](mailto:mm.notice@polyu.edu.hk) on or before 10 March 2016 (Thu).

Registration will be accepted on a first-come-first-served basis.



THE HONG KONG  
POLYTECHNIC UNIVERSITY  
香港理工大學

Department of  
**MANAGEMENT**  
& **MARKETING**  
管理及市場學系

**IDEAS**  
Innovation-driven Education and Scholarship  
Discover · Design · Deliver

Faculty of  
Business  
工商管理學院