

**Jonathan E. Booth, PhD, Academic FCIPD**

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**EDUCATION**

**University of Minnesota – Minneapolis, MN** 4 August 2009  
**Carlson School of Management**  
Ph.D., Human Resources and Industrial Relations,  
*Disciplines: Organizational Behavior and Theory & Labor Relations and Collective Bargaining*

**Georgetown University – Washington, DC** 23 May 1998  
**The McDonough School of Business**  
B.S., Business Administration, Majors: Finance and Marketing.

**EXPERIENCE**

*Assistant Professor,* August 2009 – Present  
*Organisational Behaviour & Human Resource Management*  
London School of Economics and Political Science,  
Department of Management

*Programme Director,*  
*MSc Management and Human Resources,* September 2013 – Present  
Department of Management

*Departmental Tutor,* January 2013 – September 2015  
*BSc Human Resource Management & Employment Relations*  
Department of Management, Employment Relations & Organisational Behaviour Group

*Deputy Chief Examiner – MN 3075 Human Resource Management,* October 2009 – March 2013  
University of London External International Programme with Academic Direction Provided by the  
London School of Economics and Political Science, Department of Management

**RESEARCH INTERESTS**

- Workplace victimization and aggression;
- Differentiated leadership;
- Stigmatized work ('dirty work');
- Prosocial behavior, giving, and volunteering;
- (In)consistent personal- and environmental-resources;
- Unions

## **REFEREED PUBLICATIONS**

- Bognanno, M., **Booth, J. E.**, Norman, T. J., Befort, S., & Cooper, L.\* (2014). The conventional wisdom of discharge arbitration outcomes and remedies: Fact or fiction. *Cardozo Journal of Conflict Resolution*, 16, 153-185. \*All authors have equal contribution.
- Booth, J. E.**, Budd, J. W., & Munday, K. M. (2010). First-timers and late-bloomers: Youth-adult unionization differences in a cohort of the U.S. labor force. *Industrial and Labor Relations Review*, 64, 53-73.
- Booth, J. E.**, Budd, J. W., & Munday, K. M. (2010). Never say never? Uncovering the never-unionized in the United States. *British Journal of Industrial Relations*, 48, 26-52.
- Booth, J. E.**, Park, K. W., & Glomb, T. M. (2009). Employer-supported volunteering benefits: Gift exchange among employers, employees and volunteer organizations. *Human Resource Management*, 48, 227-249.
- Booth, J. E.**, & Park, K. W. (2006). Gift exchange between the employer and volunteer organization: Utilizing employees as intermediaries. *Academy of Management 2006 Best Paper Proceedings*.
- Shantz, A. D., & **Booth, J. E.** (2014). Service workers and self-verification: The roles of core self-evaluations and occupational stigma consciousness. *Human Relations*, 67, 1439-1465. Lead Article of Issue.

## **CHAPTERS AUTHORED**

- Booth, J. E.**, Heinz, R. S., & Howe, M. W. (2005). Ethical practice in a corporation: The Allina case. In J. W. Budd & J. G. Scoville (Eds.), *The Ethics of Human Resources and Industrial Relations*: 229-250. Champaign, IL: Labor and Employment Relations Association.

## **PUBLISHED RESEARCH REPORTS (PEER REVIEWED)**

- Booth, J. E.**, & Glomb, T.M. (2011). Workplace victimization among healthcare workers in Minnesota. *CURA Reporter*, 41, 37-47.

## **MANUSCRIPTS UNDER REVIEW**

- Booth, J. E.**, Park, T.Y., Zhu, L. L., & Beauregard, A. (revise and resubmit). Prosocial response to customer-instigated victimization: The roles of forgiveness coping and workgroup conflict. *Journal of Applied Psychology*.
- Soane, E. C., **Booth, J. E.**, Shantz, A. D., Alfes, K., & Truss, K. (revise and resubmit). Moderation of the CSE-performance relationship by the interaction of supervisor CSE and LMX. *Journal of Applied Psychology*.
- Booth, J. E.**, Lup, D., & Williams, M. T. (under review). Unions and the community: Unionization and charitable giving in the United States, 2001 – 2011. *Industrial and Labor Relations Review*.
- Emery, C., **Booth, J. E.**, German, H., & Pinto, J. (under review). A follower perspective on the formation of shared leadership. *Leadership Quarterly*.

## MANUSCRIPTS IN PREPARATION

- Booth, J.E.** (under preparation). Nursing home care providers' health complaints: The role of resident-instigated sexual harassment and resident quality of life ratings. (Target Publication: *Industrial and Labor Relations Review*).
- Booth, J. E.** (data coding/analysis phase). Avoidance, retaliation, forgiveness, and reconciliation coping: Customer service workers' responses to aggressive customers – a Chinese longitudinal study. (Target Publication: *Academy of Management Journal*)
- Booth, J. E.,** Emery, C., & Michaelides, G. (under preparation). Leader-member exchange perceptions and differentiation across employees: Remedy for stress related to customer-instigated aggression?. (Target Publication: *Academy of Management Journal*).
- Booth, J. E.,** Glomb, T. M., Duffy, M., & Shantz, A. (collecting additional data). Shattered assumptions: Core self-evaluations and trust exacerbate the effects of supervisor social undermining. (Target Publication: *Journal of Applied Psychology*).
- Booth, J.E.,** Lup, D., Williams, M. T. (under preparation). Collision of Calculative and Pro-social Frameworks: Impact of Hourly Pay and Union Membership on Volunteering. (Target Publication: *Industrial and Labor Relations Review*).
- Booth, J. E.,** Rodell, J. B., Lynch, J.W., & Zipay, K. P. (data analysis). Employee Volunteering Climate: How Passionate Employees Can Create a Warmer Climate for Everyone. (Target Publication: *Academy of Management Journal*).
- Emery, C., **Booth, J. E.,** & Swaab, A. (data analysis). Empowering employees in differentiated leader-member exchange relationships. (Target Publication: *Journal of Applied Psychology*).
- Emery, C., **Booth, J. E.,** & Swaab, A. (data analysis). Dissecting Perceptions of LMX Differentiation: The roles of employees' need to belong and shared identity. (Target Publication: *Academy of Management Journal*).
- Ingram, K. E., & **Booth, J. E.** (under preparation). Exploring accommodation and forgiveness within the employment relationship. (Target Publication: *Journal of Applied Psychology*).

## CONFERENCE PRESENTATIONS

- Booth, J. E.,** & Williams, M. T. (2014, August 17). Unions and the community: Unionization and charitable giving in the United States, 2001 – 2011. *Labor/Labor Movements: Labor movements in Global, State, and Local Contexts* paper session at the annual meetings of the American Sociological Association, San Francisco, CA.
- Swaab, A., Emery, C., & **Booth, J.E.** (2014, August 5). Dissecting perceived LMX differentiation: An exploration of antecedents and moderator. Paper session at the annual meetings of the Academy of Management, Philadelphia, PA.
- Emery, C., **Booth, J. E.,** & Swaab, A. (2013, August 12). A multilevel examination of the empowerment and leader-member exchange differentiation relationship. *LMX: Differentiation*

*and Outcomes* paper session at the annual meetings of the Academy of Management, Lake Buena Vista, FL.

- Soane, E. C., **Booth, J. E.**, Shantz, A. D., Alfes, K., & Truss, K. (2013, August 12). Moderation of the CSE-performance relationship by the interaction of supervisor CSE and LMX. *LMX and Beyond!* paper session at the annual meetings of the Academy of Management, Lake Buena Vista, FL.
- Booth, J. E.**, & Williams, M. T.\* (2013, June 6). Unions and the community: Unionization, charitable giving, and volunteering in the United States. *LERA Best Posters, Session I* at the annual meetings of the Labor and Employment Relations Association, St. Louis, MO. \* All authors have equal contributions.
- Shantz, A., D., & **Booth, J. E.**\* (2011, August 15). Relating stigma consciousness and core self-evaluation: A dirty work study. *Confidence, Competence, Consciousness and Trustworthiness* cross-divisional paper session at the annual meetings of the Academy of Management, San Antonio, TX. \*All authors have equal contribution.
- Ingram, K. E., & **Booth, J. E.** (2011, August 15). Exploring accommodation and forgiveness within the employment relationship. *Understanding Psychological Contracts: Affect, Identification, and Justice in Social Exchange* divisional roundtable paper session at the annual meetings of the Academy of Management, San Antonio, TX.
- Booth, J. E.**, & Park, T. Y. (2010, August 10). The consequences of forgiveness. Paper presented for the *Envy and Forgiveness in the Workplace* divisional roundtable paper session at the annual meetings of the Academy of Management, Montreal, Canada.
- Booth, J. E.**, & Glomb, T. M. (2010, August 9). The effects of leadership relationship quality and differentiation on victims' appraisals. Paper presented for the *Daring to Face Aggression, Caring to Understand It* symposium at the annual meetings of the Academy of Management, Montreal, Canada.
- Booth, J. E.**, Glomb, T. M., & Duffy, M. K. (2008, August 11). Primary and secondary appraisals of supervisor undermining: The role of subordinate core self-evaluations and general trust in management. Paper presented for the *New Developments in Abusive Supervision* symposium at the annual meetings of the Academy of Management, Anaheim, CA.
- Booth, J. E.**, Glomb, T. M., Duffy, M. K., & Remington, J. (2008, April 11). Close encounters of the egregious kind: Workplace aggression specific incident reports. Paper presented for the *Bringing the Relationship into the Experience of Workplace Aggression* symposium at the SIOP 23<sup>rd</sup> Annual Conference, San Francisco, CA.
- Booth, J. E.**, Budd, J. W., & Munday, K. M. (2008, January 5). Never say never? Uncovering the never-unionized in the United States. Poster presented at the 60<sup>th</sup> Labor and Employment Relations Association Annual Meeting, New Orleans, LA.
- Booth, J. E.**, & Norman, T. (2007, August 7). 23 years of discharge and discipline arbitrator decisions: A multinomial analysis of wins, losses, and splits. Paper presented for the *Who Wins Arbitration, and the Impact It Has on Subsequent Work Performance* paper session at the annual meetings of the Academy of Management, Philadelphia, PA.

**Booth, J. E.** (2007, August 6). Discussant for *Mirror, Mirror . . . : Predicting Deviance* paper session at the annual meetings of the Academy of Management, Philadelphia, PA.

**Booth, J. E.** (2007, May 23-25). Gift exchange between the employer and volunteer organization: Utilizing employees as intermediaries in employer-supported volunteering. Paper presented at the Workshop on Research Advances in Organizational Behavior, Human Resources Management, and Corporate Social Responsibility, University of Toulouse, Toulouse, France.

**Booth, J. E.** (2007, January 6). Don't throw the baby out with the bathwater: The industrial relations frustration-aggression theory reconsidered. Poster presented at the 59<sup>th</sup> Labor and Employment Relations Association Annual Meeting, Chicago, IL.

**Booth, J. E.** (2006, August 15). Gift exchange between the employer and volunteer organization: Utilizing employees as intermediaries. Paper presented for the *Nonprofit Human Resource Management: Volunteers & Executives* paper session at the annual meetings of the Academy of Management, Atlanta, GA.

### **INVITED PRESENTATIONS AND EVENT CHAIRING**

October 28, 2014, *Corporate Volunteer Programs: A National Study of Corporate Volunteer Involvement*, 2014 United Way Worldwide Volunteer Summit, United Way Worldwide Headquarters, Alexandria, VA, with Jessica Rodell, PhD, Assistant Professor, University of Georgia.

May 20, 2013, *Sticking to the Service Script: Prosocial Response to Customer Perpetrated Victimization*, LSE HR Conference: *People, Power, Purpose*, Faculty Research Showcase, London School of Economics, EROB Group.

May 16-17, 2013, European Masters Labour Studies Network Annual Meetings, London School of Economics, EROB Group (host), J. E. Booth, V. L. Doellgast, & D. Marsden (co-chairs).

May 16, 2013, *Prosocial Response to Customer-Instigated Victimization: The Effects of Forgiveness in Workgroups with Conflict*, European Masters Labour Studies Network Annual Meetings, Research Showcase Workshop, London School of Economics, EROB Group.

October 14, 2010, *Appraisal and Coping Responses to Workplace Victimization: Specific Incidents, General Occurrences, and Individual/Contextual Influences*, Leeds University Business School, Work and Employment Relations Lecture Series.

October 5, 2010, Chair for Professor Stuart Diamond's *Getting More*, Department of Management Public Lecture, Sheikh Zayed Theatre, New Academic Building,

### **GRANTS AND SPONSORED RESEARCH**

2008, Center for Urban and Regional Affairs New Initiative Grant: "Nursing Home Workplace Experiences Study" (co-PI: T. Glomb).

2006, McKnight-Business and Economic Research Grant: "Securing Nursing and Patient Safety Initiative" (co-PI: T. Glomb).

2006, Center for Urban and Regional Affairs New Initiative Grant: “Securing Nursing and Patient Safety Initiative” (co-PI: T. Glomb).

### **TEACHING EXPERIENCE**

Instructor & Course Convenor, ID 441, Contemporary Issues of Human Resource Management, London School of Economics, Department of Management, MSc Management & Human Resources, Lent 2012 – Present.

Instructor, ID 436, Advanced and Emerging Topics in Organisational Behaviour, London School of Economics, Department of Management, MSc Organisational Behaviour, Lent 2012.

Instructor & Course Convenor, ID 423 The Dark Side of the Organisation, London School of Economics, Department of Management MSc Degrees, Lent 2011 – Present.

Instructor & Course Convenor, ID 410 Management of Human Resources: Strategy and Policy, London School of Economics, Department of Management MSc Degrees, Michaelmas 2011, Michaelmas 2013 – Present.

Instructor, LSE Executive Summer School: Negotiation and Decision Making, Summer School 2012 – Present.

Instructor & Course Convenor, MG 300 Negotiation Boot Camp: Personal Mastery in the Art of Negotiating, London School of Economics, Department of Management, Summer School 2011 – Present.

Instructor & Course Convenor, ID 300 Selected Topics in Employment Relations and Organisational Behaviour, London School of Economics, Department of Management, EROB BSc programme, Lent 2010 – Lent 2014.

Instructor, MG 209, Bargaining and Negotiation: Interests, Information, Strategy and Power, London School of Economics, Department of Management, Summer School 2010, 2011.

University of London External International Programme, Human Resource Management, 2009 – Present.

Instructor, ID 411 International and Comparative HRM, Lent 2010, London School of Economics, Department of Management MSc Degrees, Lent 2010.

Instructor, HRIR 3042 Organizational Behavior: Individual and Organizational Performance (2 cr.), Spring 2007, U. of Minnesota senior-level undergraduate course.

Instructor, HRIR 3072 Collective Bargaining and Dispute Resolution (2 cr.), Fall 2006, U. of Minnesota senior-level undergraduate course.

Curriculum and Training Development and Delivery, 1998 – 2004.

## **TEACHING HONORS**

London School of Economics and Political Science, Teaching Commendation, 2013-2014.  
Carlson School of Management Excellence in Teaching Award, University of Minnesota, 2006-2007.

## **EDITORIAL REVIEWING BOARD**

Human Relations

## **AD HOC REVIEWING**

Academy of Management Journal  
British Journal of Industrial Relations  
British Journal of Management  
European Journal of Work and Organizational Psychology  
Human Resource Management  
Human Resource Management Journal  
Journal of Occupational and Organizational Psychology  
Nonprofit Management and Leadership  
Organization Science  
Public Administration

## **PROFESSIONAL AFFILIATIONS**

Academic Fellow, CIPD  
Academy of Management  
American Psychological Association  
Association for Research on Nonprofit Organizations and Voluntary Action  
Labor and Employment Relations Association  
Society for Industrial and Organizational Psychology

## **RELATED PROFESSIONAL EXPERIENCE**

### ***AOL – Dulles, VA***

Summer 2004

Instructional Design Intern, AOL Member Services

- Created and designed training content for new hire call center personnel.

### ***Wells Fargo Home Mortgage - Minneapolis, MN***

February 2003 – May 2004

Project Lead and Training Coordinator, Telemanagement and Capacity Planning

- Project Manager for automated survey that enabled customers to evaluate agent service at each stage of sales cycle. Managed implementation, training, report designs and employee performance development.
- Managed EZ Customer Link, national telephony customer call overflow routing system. Developed best practice methodologies to improve performance and personnel accountability. When active, this program handles over 30,000 customer calls per week and has over 3,000 active users.
- Designed and disseminated change management and training communication of new program enhancements for various telephony initiatives.
- Led the rollout and training of iNOVA to 400 call center personnel, functionality that improves productivity by providing real-time call center statistics via desktop and wallboards.

### ***District Department of Transportation (DDOT) - Washington, DC***

April and May 2002

Contractor, Human Resources and Training

- Led DDOT HR and Training IT Implementation requirement analysis and discussions to be included within citywide initiative.
- Developed and approved training for personnel at all levels. Assisted with employee/employer benefits, issues and/or disputes.
- Worked with hiring managers to recruit personnel. Wrote job descriptions and interviewed potential candidates to join the HR team.

### ***Corio, Inc. - San Carlos, CA & Washington, DC***

February 2001 - July 2001

Principal Consultant

- Key player in best practice and strategic studies for Ingersoll-Rand's (IR) Sales Force Automation (SFA) and Order Management Initiatives.
- Led joint application development sessions, business analysis and process reengineering for IR's initiatives. Assisted with risk analysis and ROI for IR and other clients.
- Contributed to Corio Internal Change Management Best Practice Consulting Standards.
- Managed key project deliverables: process documentation, requirements documentation, statement of work, project charter, project plan, and strategy.

### ***Noblestar - Reston, VA***

October 1999 - December 2000

Senior Consultant

- Managed the business process reengineering for Intel Customer Call Center. Designed application to incorporate CTI technology.
- Supervised training development. Designed curriculum for end-users and train-the-trainers for over 100 Intel call center employees.
- Met with key client leadership to ensure development accomplished their long-term strategies, best practices and key process requirements.

### ***Accenture (Andersen Consulting) - Washington, DC***

June 1998 - October 1999

Experienced Analyst

- Led the business analysis and process design tasks for \$1M AT&T product defect tracking system.
- Change management liaison to combat change resistance and to ensure end-users' needs met and enhancement requests were administered.
- Assisted leadership to determine project work schedules and allocate resources based on skill need.