

Curriculum Vitae

Thomas M. Tripp, Ph.D.

Rom Markin Endowed Leadership Chair in Business
Professor of Management
Sr. Associate Dean for Academic Affairs, Carson College of Business

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OFFICE

Washington State University
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EDUCATION

Northwestern University, Kellogg School of Management:
Ph.D. in Organization Behavior

University of Washington:
Bachelors of Science in Psychology

EMPLOYMENT

Associate Dean for Academic Affairs, Carson College of Business, Washington State University, 2015 – present.

Rom Markin Endowed Leadership Chair in Business, 2018 – present.

Professor (Assistant to Full), *Washington State University Vancouver*, Management Information Systems and Entrepreneurship Department, 1991 - present.

Director of Business Programs, *Washington State University Vancouver*, 2001 – 2005; Interim Director of Business Programs, 2012-2013.

AWARDS

Rom Markin Endowed Leadership Chair in Business, 2018 – present.

One of 5 most highly cited papers in *Journal of Retailing*, 2016. For paper, Gregoire, Y., Joireman, J., Devezer, B., & Tripp T.M. (2013). Can a firm get away with a double deviation? The role of firm motives in consumer revenge and reconciliation. *Journal of Retailing*, 89, 315-337.

Students' Award for Teaching Excellence, Washington State University Vancouver, 2015.

Most Influential Paper, 2014, Conflict Management Division of the Academy of Management, for paper: Aquino, K., Tripp, T.M., Bies, R.J. (2006). Getting even or moving on? Power, procedural justice, and types of offense as predictors of revenge, forgiveness, reconciliation, and avoidance in organizations. *Journal of Applied Psychology*, 91, 653-658.

Chancellor's Award for Research Excellence, Washington State University Vancouver, 2014.

Sahlin Faculty Excellence Award for Instruction, Washington State University, 2010.

Outstanding Faculty Teaching Award, College of Business, Washington State University, 2010

Instructor of the Year Award, Student Business Organization, Washington State University Vancouver, 2009.

Finalist for Marian E. Smith Faculty Achievement Award, Washington State University, 2009

Outstanding Faculty Teaching Award, College of Business, Washington State University, 2005.

President's Teaching Academy, Washington State University, inaugural member, 2004. Vice chair, 2005-06, and 2007-08.

Students' Award for Teaching Excellence, Washington State University Vancouver, 2000.

Best Conceptual Paper, International Association of Conflict Management, for paper, "Discrepant values and measures of negotiator performance," with Dana Clyman, 1999.

Outstanding Faculty Teaching Award, College of Business & Economics, Washington State University, 1996.

Faculty Honor Roll, Kellogg Graduate School of Management, Northwestern University, 1990 & 1991.

Graduated Cum Laude with Honors Distinction in Psychology, University of Washington, 1985.

Guthrie Award, University of Washington, 1985.

Phi Beta Kappa, University of Washington, 1985.

Psi Chi, University of Washington, 1984.

BOOKS

Tripp, T.M., & Bies, R.J. (2009). *Getting even: The truth about workplace revenge – and how to stop it*. San Francisco, CA: Jossey-Bass.

RECENT JOURNAL PUBLICATIONS

Tripp, T.M., Jiang, L., Graso, M. & Olson, K. (In press). Fair process effect in the classroom: Eliminating the grades-SET correlation. *Journal of Marketing Education*.

Stouten, J., Tripp, T.M., Bies, R.J., & De Cremer, D. (In press). Looking the other way: How followers enable destructive leadership. *Academy of Management Perspectives*.

Gregoire, Y., Legoux, R., Tripp, T.M., Radanielina-Hita, M-L., Joireman, J., & Rotman, J.D. (In press.) What do online complainers want? A comparison of the “vigilante” vs. “reparation” complaining schemas. *Journal of Business Ethics*.

Neale, N., Butterfield, K.D., Goodstein, J., Tripp, T.M. (In press.) Managers' restorative vs punitive responses to employee wrongdoing: A qualitative investigation. *Journal of Business Ethics*.

Jiang, L., Tripp, T.M., & Probst, T. (2017). Being an Organizational "Lynchpin": Development and Validation of the Core-versus-Peripheral Position Scale. *Journal of Occupational and Organizational Psychology*, 90, 329-353.

Jiang, L., Tripp, T.M., & Probst, T. (2017). Research: The more essential your job is to your company, the happier you'll be. *Harvard Business Review*. Digital Articles, May 10, 2017.

Jiang, L., Tripp, T.M., & Hong-Lisher, P. (2017). College instruction is not so stress free after all: A qualitative and quantitative study of academic

entitlement, uncivil behaviors, and instructor strain and burnout. *Stress and Health*, 33, 578-589.

Joireman, J., Gregoire, Y. & Tripp, T.M. (2016). Customer forgiveness following service failures. *Current Opinion in Psychology*, 10, 76-82.

Bies, R.J., Barclay, L.J., Tripp, T.M., & Aquino, K. (2016). A systems perspective on forgiveness in organizations. *Academy of Management Annals*, 10, 245-318.

Gregoire, Y., Salle, A., & Tripp, T.M. (2015). Managing social media crises with your customers: The good, the bad, and the ugly. *Business Horizons*, 58, 173-182.

Decoster, S., Stouten, J. & Tripp, T.M. (2014). Followers' reactions to self-serving leaders: The influence of the organization's budget policy. *American Journal of Business*, 29, 202-222.

Decoster, S., Stouten, J. & Tripp, T.M. (2014). The role of employees' OCB and leaders' hindrance stress in the emergence of self-serving leadership. *Leadership Quarterly*, 25, 647-659.

Gregoire, Y., Joireman, J., Devezer, B., & Tripp T.M. (2013). Can a firm get away with a double deviation? The role of firm motives in consumer revenge and reconciliation. *Journal of Retailing*, 89, 315-337. One of 5 most highly cited papers in *Journal of Retailing*, 2016.

Decoster, S., Camps, J., Stouten, J., Vandevyvere, L., & Tripp, T.M. (2013). Standing by your organization: The impact of organizational identification and abusive supervision on followers' perceived cohesion and tendency to gossip. *Journal of Business Ethics*, 118, 623-634.

Cox, S., Bennett, R.J., Tripp, T.M. & Aquino, K. (2012). An empirical test of forgiveness and reconciliation motives' effects on employees' health and well-being. *Journal of Occupational Health Psychology*, 17, 330-340.

Tripp, T.M. & Gregoire, Y. (2011). When unhappy customers strike back on the internet. *Sloan Management Review*, 52, 37-44.

- Reprinted in Spanish (2012). Cuando los clientes descontentos contraatacan en Internet. *Harvard Duesto Business Review*. January 2012, 40-51.

Gregoire, Y., Laufer, D., & Tripp T.M. (2010). A comprehensive model of customer direct and indirect revenge: understanding the effects of perceived greed and customer power. *Journal of the Academy of Marketing Sciences*, 38, 738-758.

Gregoire, Y., Tripp T.M. & Legoux, R. (2009). Customer revenge and avoidance over time: Insights about a longitudinal “love becomes hate” effect. *Journal of Marketing*, 73, 18-32.

- Summarized in Gregoire, Y., Tripp T.M. & Legoux, R. (2011). When your best customers become your worst enemies: Does time really heal all wounds? *New Insights*, 3, 27-35.

Stouten, J, & Tripp, T.M. (2009). Forgiving defection in social dilemmas: Should leaders ask for forgiveness? *Leadership Quarterly*, 20, 287-298.

TEACHING EXPERIENCE

Washington State University:

- *Leadership Skills (Mgt. 401 & Mgt. 593)*, 1991-present.
- *Negotiations (Mgt. 485 & Mgt. 585)*, 1992- present.
- *Smart Decision-Making: Intellectual Self-Defense in a Quantitative World (Mgmt 496)*, 2010-11.
- *Doctoral Seminar in Organizational Behavior (Mgt. 596)*, 2001, 2003, 2006.
- *Environmental Ethics*, Contributing Lecturer to team-taught course, 2002.
- *Applied Statistics (Mgt. 496)*, 1993.

University of British Columbia, Sauder School of Business, Executive Education

- *Essential Management Skills*, 2010 - 2017.
- *The Influential Manager*, 2011.
- *Building Trust*, 2011 - 2015.
- *Persuasion*, 2015 - present.

Cornell University Hotel School, Professional Development Program:

- *Negotiations*, 1995.

Northwestern University, Kellogg Graduate School of Management:

- *Negotiations (D70)*, 1990-91.
- *Power and Politics (D53)*, 1990.

University of Washington, Psychology Department:

- *Statistics, Psych 217 & 218*, teaching assistant, 1984.

Ph.D. Committees of:

- Lawrence Loi, 2017 – present.
- Warren Cook, 2015 – present.
- Eunie Shin, 2015 – present.
- Nathan Neale, 2014 - 2017.

- Jason Potwara, 2013 - 2017.
- Lixin Jiang, 2011-2013.
- Wendi Benson, 2011-2013.
- Jim Vaux, 2010-2015.
- Maja Graso, 2008-2011.
- Marsha Nielsen, 2007-2008.
- Outside thesis review for Laurie Barclay, University of British Columbia, 2006.
- Trevor Murray, Tourou University, 2005.
- Eman El Shenaway, Chair, 2003 – 2005.
- Michael O’Fallon, 2004 – 2006.
- Mark Yockey, 2001 – 2006.
- Ann Rumble, 2001 – 2003.
- Nicole Nelson, 1999 - 2001.
- Dan Spangler, 1996 - 1999.
- Dan Eveleth, 1992 - 1996.
- Frank Jeffries, 1992 - 1996.
- Maria Fernandes, 1992 - 1995.

SELECT PROFESSIONAL SERVICE

Division Chair, Conflict Management Division, *Academy of Management*, 2008 – 2009.

Editorial Board, *Journal of Management*, 2008 - present.

Editorial Board, *Journal of Organizational Behavior*, 2002 - 2012.

Editorial Board, *Negotiations and Conflict Management Research*, 2006 -present.

Editorial Board, *International Journal of Conflict Management*, 2003 - present.

Advisory Board, *American Journal of Business*, 2012-2017.

SELECT UNIVERSITY SERVICE

Associate Dean of Academic Affairs, Carson College of Business, 2016 – present.

Associate Dean of Undergraduate Programs, Carson College of Business, 2015 – 2016.

Reinventing Undergraduate Business Education and Experience Task Force, Chair, Carson College of Business, 2016 – present.

ITSAC Video-Conferencing Task Force, WSU, Co-Chair, 2018.

Co-Advisor, DECA, WSU chapter, 2011 - present.

Provost's Promotion and Tenure Committee, 2013 - 2016.

President's Teaching Academy, 2004-present, vice-chair, 2004 - 05, 07 - 08.

General Education / UCORE Committee, Chair, 2009 - 2012.

College of Business Tenure & Promotion Committee, 2009 - 2012.

Sahlin Award for Instructional Excellence Committee, 2010-2012 (Chair in 2011).

SELECTCOMMUNITY SERVICE & MEDIA EXPOSURE

Interviewed by and featured in articles by *ABC News, National Public Radio, BBC, Los Angeles Times, New York Times, New York Post, Globe and Mail, CNBC, Seattle Times, The Columbian, Portland Business Journal, Arizona Republic/Gazette* and the *Orlando Sentinel*.

Presented "Getting Even: The Truth about Workplace Revenge" as Keynote Speaker to the 2017 Collective Bargaining and Arbitration Conference for the Northwest Chapter of Labor and Employment Relations Association, in Seattle, WA, April 6, 2017.