

Arik Cheshin

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EDUCATION

- PhD Candidate Industrial-Organizational Psychology, Technion - Israel Institute of Technology. The Behavioral Science Area of the William Davidson Faculty of Industrial Engineering and Management.
Advisor: Prof. Anat Rafaeli. PhD title: *Encountering Other's Anger in the Workplace*. Expected graduation date: August, 2011.
- M.S. Industrial-Organizational Psychology, Technion - Israel Institute of Technology. The Behavioral Science Area of the William Davidson Faculty of Industrial Engineering and Management.
Advisor: Prof. Anat Rafaeli. Thesis title: *Affect in Virtual Teams: Contagion, and Performance*. February, 2008.
- B.A. Psychology (with High Distinction), University of Michigan, Ann Arbor.
August, 2003.

ACADEMIC APPOINTMENTS

- 2005 - Present Graduate Student Instructor, William Davidson Faculty of Industrial Engineering and Management, Technion - Israel Institute of Technology.
- Starting Fall 2011 Postdoctoral Position at the University of Amsterdam, Faculty of Social and Behavioral Sciences.

RESEARCH INTERESTS

Anger in the Workplace, Social Functions of Emotion, Team Affect, Partly Distributed Teams, Virtual Teams, Negotiation, and Sensemaking.

PUBLICATIONS

- Cheshin, A., Rafaeli, A., & Bos, N.D. (in press). Anger and happiness in virtual teams: Emotional influences of text and behavior on others' affect in the absence of non-verbal cues. *Organizational Behavior and Human Decision Processes*.
- Bos, N.D., Olson, J.S, Nan, N., & Cheshin, A. (2009). Subgroup biases in partially distributed collaboration. *Journal of Information Technology Research*. 2(1), 1-18.
- Rafaeli, A., Ravid, S., & Cheshin, A. (2009). Sensemaking in virtual teams: The impact of emotions and support tools on team mental models and team performance. *International Review of Industrial and Organizational Psychology*, 24, 151-182.

SUBMITTED PAPERS

Cheshin, A., Israely, R., & Rafaeli A. (2010). Encountering Other's Affect and Its Effect on Self Efficacy and Performance. Submitted to: *Small Groups Research*. Status: Revise and Resubmit.

WORKING PAPERS

Contrasting Media Environments within Partially Distributed Groups. With Bos, N., Kim, S. Y., Ning, N., & Olson, J.

Rewarding Anger: Intensity, Anger Disposition and Injustice. With Glikson, E.

Initial Common Connection Search. With Sagiv, L.

Subjective and Objective Load: Effects on Aggression in Hospital ER. With Rafaeli, A, Efrat-Treister, D., Agasi, S., Neshet H., & Moriah, H.

CONFERENCE PRESENTATIONS & POSTERS

Moriah, H., Efrat-Treister, D., Rafaeli, A., Agasi, S. & Cheshin, A. (2011). *Antecedents of Customer Conflict and Aggression*. To be presented at the International Association for Conflict Management Annual Conference, Istanbul, Turkey.

Cheshin, A., & Efrat-Treister, D. (2010). Symposium: *Daring to Face Aggression, Caring to Understand It*. Discussant: Rafaeli, A. Presented at the Annual Meeting of the Academy of Management, Montreal.

Cheshin, A., Israely, R., & Rafaeli, A. (2010). *Encountering Other's Affect: Effect on Self Efficacy and Performance*. Presented at the Annual Meeting of the Academy of Management, Montreal.

Agasi, S., Cheshin, A., Efrat-Treister, D., Neshet, H. & Rafaeli, A. (2010). Antecedents to hospital aggression: Communication style workload and crowdedness. Part of the symposium: *Daring to Face Aggression, Caring to Understand It*. Presented at the Annual Meeting of the Academy of Management, Montreal.

Efrat-Treister, D., Cheshin, A., Agasi, S., Neshet, H. & Rafaeli, A. (2010). Aggressive acts as sources of wisdom in hospital settings: Curtailing cycles of helplessness. Part of the symposium: *Wisdom through Emotions: Multi-Cultural, Multi-level Analyses of How Emotions Can Make Us Wiser*. Presented at the Annual Meeting of the Academy of Management, Montreal.

Cheshin, A., & Glikson, E. (2010). *Rewarding Anger: Intensity, Anger Disposition and Injustice*. Presented at the Seventh International Conference on Emotions and Worklife, EMONET Montreal.

Rafaeli, A., & Cheshin, A. (2009). Anger vs. rigidity: Separating the effects of emotion and behavior. Part of the symposium: *The Social Effects of Emotions in Organizations: Mechanisms and Moderators*. Presented at the Annual Meeting of the Academy of Management, Chicago.

- Rafaeli, A., & Cheshin, A. (2009). One Angry Team Member: Anger in Team Performance. Part of the symposium: *Connecting Research on Emotion in Groups with Research on Group-Based Emotions*. Presented at the International Society for Research on Emotion - Leuven, Belgium, August 6-8.
- Cheshin, A (2008). Anger in Virtual Teams. Presented at *Israel Forum for Emotions Research*. University of Haifa, Israel, May 12.
- Cheshin, A., Rafaeli, A. & Bos, N.D. (2008). Emotional contagion and group performance. Workshop paper presented as part of Shami, et al. Measuring Affect in HCI: Going Beyond the Individual. *Extended Abstracts of the ACM Conference on Human Factors in Computing Systems (CHI 2008)*, New York: ACM Press.
- Rafaeli, A., Cheshin, A., & Israely, R. (2007). One angry man is enough! The effects of one member's anger on group performance. Part of the symposium: *The Role of Emotion in Individual Decision-Making*. Presented at the Annual Meeting of the Academy of Management, Philadelphia.
- Nan, N., Bos, N., Kim, Y., Cheshin, A. & Olson, J. S. (2005) The Impacts of Personnel Rotation on Performance of Distributed Teams: An Experimental Study. *AMCIS 2005 Proceedings*. <http://aisel.aisnet.org/amcis2005/13>
- Bos, N., Olson, J. S., Cheshin, A., Kim, Y., Nan, N., & Shami, N. S. (2005). Traveling blues: the effect of relocation on partially distributed teams. *Short Paper at the Conference on Human Factors in Computing Systems, CHI-2005* (Portland, OR, USA, April 02 - 07, 2005). CHI '05. ACM Press, New York, NY, 1917-1920.
- Bos, N., Shami, N. S., Olson, J. S., Cheshin, A., & Nan, N. (2004). In-group/out-group effects in distributed teams: an experimental simulation. *In Proceedings of the 2004 ACM Conference on Computer Supported Cooperative Work (Chicago, Illinois, USA, November 06 - 10, 2004)*. CSCW '04. ACM Press, New York, NY, 429-436.
- Cheshin, A. (2003). Ethnicity and social gathering behavior outside the college classroom. Poster session presented at the *Annual Honors Psychology Poster Session, University of Michigan*, Ann Arbor, MI.
- Sylvester, C.Y., Wager, T.D., Jonides, J., Lacey, S.C., Cheshin, A., & Nichols, T.E. (2003). Processes of interference resolution as revealed by functional magnetic resonance imaging. *2003 Meeting of Cognitive Neuroscience Society*.

TEACHING EXPERIENCE

Instructor – Undergraduate

Technion – William Davidson Faculty of Industrial Engineering and Management.
Organizational Behavior (2008)

Teacher Assistant – MBA

Technion – William Davidson Faculty of Industrial Engineering and Management.

Organizational Behavior (2005 - present)

Negotiation (2008, 2010)

Consumer Behavior (Present)

Principles of Marketing (Present)

University of Michigan – Ross School of Business, Ann Arbor.

Negotiation (2004)

Teacher Assistant - Undergraduate

Technion – William Davidson Faculty of Industrial Engineering and Management.

Organizational Sociology (2009 – 2010)

Principles of Marketing (2008 – 2010)

Organizational Behavior (2005 – 2010)

RESEARCH GRANTS, FELLOWSHIPS & AWARDS

Technion Graduate Fellowship (2005 – Present).

The Israel National Institute for Health Policy and Health Services Research – PhD Scholarship 42,000 NIS for three years to fund research project. Project title: "Encountering Angry Patients at the Hospital" (2010).

The Israel National Institute for Health Policy and Health Services Research – Part of the research team that wrote the grant and currently working on the research for the "*Circumstances Triggering Aggression of Patients and Family Members, Patterns of Staff Reactions to Aggression, and Policies for Coping with Aggression in Hospitals*" grant under the supervision of Prof. Anat Rafaeli (420,250 NIS for 3 years, 2010-2013).

Applied Physics Lab, John Hopkins University, Subcontract – Part of the research team that wrote the grant and worked on the research for the "*Collaboration with strong emotional primes*" grant under the supervision of Prof. Anat Rafaeli and Nathan Bos (\$74,000 for 1 year, 2008).

The Sandor Szego Awards for Excellence in Teaching – Received a Teaching Assistant Faculty Award for teaching Organizational Behavior to undergraduate students during Spring Semester of 2007. Faculty of Industrial Engineering and Management, Technion.

Israeli Science Foundation – Part of the research team that wrote the grant and worked on the research for the Individual Research Grants titled "*Affect in Virtual Teams: Contagion and Performance*" under supervision of Prof. Anat Rafaeli (2 year grant of 95,000 NIS per year 2007-2009).

The Monroe Guttmann Fellowship – Technion (2009).

The Joseph and Gertrud Buchler Fellowship – Technion (2007).

Academy of Management Small Scholarship Fund – First time presenter award (2007).

The French Technion Society Graduate Fellowship – Technion (2007).

The Gabriella and Shlomo Raikb Fellowship in Honor of Ezra and Habiba Rakib and Elizabeth and Abraham Herb – Technion (2006).

Cutcheon Research Grant - University of Michigan, LS&A honors program (2003).

INVITED PRESENTATIONS

ORT Braude - College of Engineering, faculty of Industrial Engineering and Management – title of talk "*Emotion Contagion in Virtual Teams – Affect, Performance & Self Efficacy*". Invited by Hilla Peretz, to present at the faculty seminar (May 2009).

Leon Recanati Graduate School of Business Administration, the Faculty of Management, Tel Aviv University – title of talk "*Emotion Contagion in Virtual Teams – Affect, Performance & Self Efficacy*". Invited by Prof. Westman to present at the Organizational Behavior Area Seminar (March 2008).

PROFESSIONAL EXPERIENCE

Organizational Psychologist (2007 – 2009)

Israeli Defense Forces Reserves – Medical Corpse

Selecting and classifying medics for positions of trainers and commanders. Duties included interviewing candidates and supervising group dynamics simulations. Part of the service quality improvement program. Role included supervising the running and facilitating the service simulations to medics.

Industrial Organizational Psychologist (2008)

The Research Center for Work Safety and Human Engineering - Technion

Headed a team of graduate students working under the supervision of Professor Miriam Erez and Professor Anat Rafaeli to investigate motivation factors of safety in small factories. This project included visiting factories, interviewing factory personnel and integrating research to be used practically.

RESEARCH EXPERIENCE

Manager of Laboratory for Behavioral Research (2005 - Present)

Technion – William Davidson Faculty of Industrial Engineering and Management

Currently in charge of the Laboratory for Behavioral Research (LBR) (<http://iew3.technion.ac.il/Labs/Lbr/>). Created policy regarding usage of lab resources. Maintained and updated lab resources. Assisted researchers with use of lab resources for their experiments.

Research Assistant (2003-2005)

University of Michigan – Ross School of Business / School of Information

Worked for Professor Judy Olson and Dr. Nathan Bos, as part of the Collaboratory for Research on Electronic Work (CREW) lab team. Actively participated in lab meetings. Took part in designing of new experiments. Ran experiments of group simulations of up to 12 participants. Hired undergraduate students as research assistants and supervised them. Helped in the process of submitting papers for publications in journals and conferences.

Behavioral Lab Manager (2004-2005)

University of Michigan – Ross School of Business

Was in charge of the behavioral lab (<http://bus.umich.edu/behaviorallab>) of the business school. Scheduled usage of lab for experiments. Created policy regarding usage of lab resources. Maintained and updated lab resources that included: laptops, software, website, VHS and DVD recorders, video cameras, projector and screen, a main conference room and three breakout rooms. Hired and supervised undergraduate lab assistants. Worked with researchers, helping them learn how to use lab resources for their experiments. Helped with design and development of the paid subject pool website.

Research Assistant (2003-2005)

University of Michigan – Ross School of Business (Organizational Behavior)

Worked for Visiting Professor, Shirli Kopelman, investigating cultural differences in negotiations related to the commons dilemma. Helped design a coding scheme for recorded group negotiations, literature search and review, and coding data. Was in charge of undergraduate student research assistants.

Research Assistant (2003)

University of Michigan – Psychology Department (Social Psychology)

Worked for the chair of the psychology department, Professor Richard Gonzalez on project investigating strategy formation. Set up and ran experiments for up to 17 participants at a time. Actively participated in weekly lab meetings sharing ideas and research directions.

Research Assistant (2003)

University of Michigan – Psychology Department (Social Psychology)

Worked for Wendy Treynor, PhD, investigating morals, ethics and cynicism. Helped design experiments, run experiments, and code data.

MEMBERSHIP IN ORGANIZATIONS

Academy of Management – Student member and an active reviewer for the Academy of Management Annual Meeting, part of the Organizational Behavior division (2004 – present)

Delta Epsilon Iota Academic Honor Society - University of Michigan. Member of the volleyball championship team of the intramural sports league (2002-present)

Golden Key International Honor Society - University of Michigan (2002-present)

Psi Chi (the National Honor Society in Psychology) - University of Michigan. Awarded a community service cord for volunteering in various community projects. (2002-present)

COMMUNITY SERVICE

Graduate Student Representative (2008-2011)

Elected representative for the Faculty of Industrial Engineering & Management in both Graduate Student Organization (GSO) and Teaching Staff Organization (TSO).

Student Mentor (2006 - 2008)

The Perach Tutorial Project

Was part of the program for two years. Mentored a group of children ages 3-6 on a bi-weekly basis at the Shabtay Levi Shelter. Provided social support and lead activities for the children who were separated from their families and live in the shelter. Mentored a 1st grade child. Participated in bi-weekly meetings on a regular basis providing social support and assistance with homework.

Coordinator (2003-2005)

Israeli Community of Ann Arbor

Coordinated and planned events for over 300 Israelis in Ann Arbor, which included Independence Day celebration, Israel Memorial Day ceremony, holiday celebrations, Israeli movie nights, sing-along's and more. Represented Israel at the University of Michigan Campus among other things by forming a branch to the organization - the Israeli Student Organization (ISO). Assisted in uniting local Israeli community and strengthening ties with local community.

Club and Board Member (2002-2005)

Do-Random Acts of Kindness

A member of University of Michigan's Do-RAK student club. Was a team leader: planned and supervised weekly random acts of kindness. Board member for two years as head of the Public Relations, and Newsletter committees.

OTHER EXPERIENCES

Student Coordinator of Orchard Radio – the Internet radio station of Washtenaw Community College, MI. Co-hosted a show on Israeli music (2001-2003).

Israeli Defense Forces –Paratrooper unit of the IDF (1995 -1998).