

Sheila Webber

Associate Professor

Education

PhD, George Mason University, Fairfax, VA, USA, Industrial/Organizational Psychology, 2000
MA, Fairleigh Dickinson University, Morristown, NJ, USA, Industrial/Organizational Psychology, 1993
BA, Franklin and Marshall College, Lancaster, PA, USA, Psychology and Government, 1992

Teaching Interests

Research Interests

ACADEMIC EXPERIENCE

Administrative Assignments

Department Chairperson (July 2007 - Present).

Courses Taught

Leadership

Business/Professional Experience

Associate Professor, Suffolk University, Boston, Massachusetts (August 2007 - Present).
Assistant Professor, University of Massachusetts Lowell, Lowell, Massachusetts (September 2004 - May 2007).
Assistant Professor, University of Southern Maine, Portland, Maine (September 2003 - May 2004).

Consulting

2008: Wall Street Journal, Weekly Wall Street Journal reviews of articles for OB/HR and Leadership that are distributed to faculty members to use in courses at many different Universities..

INTELLECTUAL CONTRIBUTIONS

Refereed Journal Articles

- Webber, S. S. (2010). Dual Organizational Identification Impacting Client Satisfaction and Word of Mouth Loyalty. *To appear in Journal Of Business Research*.
- Webber, S. (2008). Blending Service Provider/Client Project Teams to Achieve Client Trust: Implications for Project Team Trust, Cohesion, and Performance. *Project Management Journal*, 39(2), 72-81.
- Webber, S. (2008). Development of Cognitive and Affective Trust in Teams: A Longitudinal Study. *Small Group Research*, 39(6), 746-769.
- Kainen, T., Webber, S. S., Boyd, D. (2008). Morton Electronics: The Collapse of High-Performance, Self-Managed Work Teams. *Journal of Business Case Studies*, 4(1), 79-86.
- Shao, L., Webber, S. S. (2006). A cross-cultural test of the Five-factor Model of Personality and Transformational Leadership'. *Journal Of Business Research*, 59(8), 936-944.
- Payne, S. C., Webber, S. S. (2006). The influence of employee attitudes on service-oriented organizational citizenship behaviors, customer attitudes, and customer behaviors. *Journal Of Applied Psychology*, 91(2), 365-378.
- Cramton, C. D., Webber, S. S. (2005). Relationships among geographic dispersion, team processes, and effectiveness in software development work teams. *Journal Of Business Research*, 58, 758-765.
- Webber, S. S., Klimoski, R. J. (2004). Client - project manager engagements, trust, and loyalty. *Journal Of Organizational Behavior*.
- Webber, S. (2004). Client co-production: Professionals as stewards. *International Journal of Knowledge, Culture and Change Management*, 4, 55-66.

Webber, S., Klimoski, R. J. (2004). Crews: A distinct type of team. *Journal of Business and Psychology*, 18(3), 261-279.

Webber, S. S., Torti, M. (2004). Project managers doubling as client account executives. *Academy Of Management Executive*, 18(1), 60-72.

Non-Refereed Presentations or Papers

National

Webber, S. (2007). *Project Management Research*. Presented at Academy of Management, Philadelphia, Pennsylvania.

Webber, S. (2006). *Project Management Research Methodology*. Presented at Academy of Management, Atlanta, Georgia.

Presentation of Refereed Papers

International

Roussin, C., Webber, S. S. (2010, August). *Impact of Organizational Identification and Psychological Safety on Initial Perceptions of Trustworthiness*. Presented at Academy of Management, Montreal, Massachusetts.

Bishop, K. S., Webber, S. S., O'Neill, R. (2009). *Doing Ones Homework: Preparatory Moves, Prior Experience, and Issue Selling Success*. Presented at Academy of Management, Chicago, Massachusetts.

Webber, S. (2008, June). *Teaming with the Client: A Co-production Strategy for Innovation*. Presented at MOPAN Conference, Boston, Massachusetts.

Webber, S. (2004). *Client co-production: Professionals as stewards*. Presented at International Conference on Knowledge, Culture and Change in Organizations, London, United Kingdom.

National

Webber, S., Payne, S. C. (2010, October). *Impact of Service Provider Service Orientation on Customer Trust and Service Quality*. St. Petersburg, FL.

Webber, S. (2007). *Blended Project Teams*. Presented at Society for Industrial and Organizational Psychology (SIOP), New York, New York.

Webber, S. (2006). *Blended Service Provider Client Teams*. Presented at Academy of Management, Atlanta, Georgia.

Webber, S. (2006). *Escalation and Deterioration of Cognitive and Affective Trust in Work Teams*. Presented at Academy of Management, Atlanta, Georgia.

Webber, S. (2005). *Morton International: Designing High Performance, Self-managed Work Teams for Strategic Advantage*. Presented at North American Case Research Conference, Cape Cod, Massachusetts.

Webber, S. (2004). *Obtaining Client Loyalty in Low Trust Situations*. Presented at Academy of Management, New Orleans, Louisiana.

Regional

Webber, S., Bishop, K., O'Neill, R. (2010, October). *Trust Repair: Impact of Perceived Organizational Support and Issue-Selling Success*. St. Pete Beach, Florida.

Webber, S. (2009). *Co-production Engagements and Dual Organizational Identities Impacting Client Satisfaction and Loyalty*. Presented at Eastern Academy of Management, Hartford, Connecticut.

Webber, S. (2005). *Impact of Time, Task and Communication Mode on Computer-Mediated Work Team Effectiveness: A Meta-analysis*. Presented at Southern Management Association Annual Meeting, Charleston, South Carolina.

Faculty Development

Conference Attendance

2008: Richmond, Virginia.

SERVICE ACTIVITIES

College/School Assignments

Committee Member

2009: Collegial Mentoring Consultants; Participated in the development and implementation of the CTC to mentor faculty to be effective teachers..

2008: Teaching Mentoring and Evaluation; Design the teaching mentoring and evaluation process including the instrument and faculty training..

Faculty Sponsor

2008 - 2009: Undergraduate Showcase Presenter; Presented to potential Management students information about the major..

University Assignments

Committee Member

2008: Search Committee for Asst. Director of Service Learning; Review resumes and conduct interviews for the new position of Assistant Director of Service Learning for the University..

Department Assignments

Committee Chair

2009: Advisory Board Committee;.

2009: OB and ENT Faculty Recruiting; Recruited for 2 positions for the OB and ENT areas..

2009: Retention of Management and Entrepreneurship Students; Plan and organize events for undergraduate management and entrepreneurship students..

2008 - 2009: Management and Entrepreneurship Department Chair;.

2008: Retention of Management and Entrepreneurship Students; Organized a leading entrepreneur to speak to over 100 Management and Entrepreneurship students..

2007 - 2008: Advisory Board Committee; Lead the committee to form the Advisory Board for the Management Department..

2007 - 2008: OB Recruiting Committee; Worked with the faculty to select and interview OB candidates for 2 open positions for Fall 2008..

Committee Member

2009: Journal List Review and Revision; Work with the department to review and revise the department journal list..

2009: Management Major Revision; Participating in the revision of the Management major for undergraduate students to include key learning objectives throughout all management major classes..

Professional Service

Committee Member

2007: Academy of Management; Member of the New Members Committee for the OB division. Assisted new member in their orientation to the Organizational Behavior Division and the Conference..

Editorial Review Board Member

2009: Journal of Business and Psychology;.

Reviewer, Journal Article

2009: Academy of Management Annual Meeting;.

2009: Applied Psychology: An International Review;.

2009: Eastern Academy of Management;.

2009: Human Resource Management Journal;.

2009: Journal of Business and Psychology;.

2008: Academy of Management Annual Meeting; Reviewed papers for the 2008 AOM conference for the Organization Behavior Division..

2008: Journal of Business Research; Reviewed paper for the journal..

2007: Academy of Management Annual Meeting; Reviewed papers for the 2007 AOM conference for the Organizational Behavior Division..

Public Service

Positions Held in Civic Organizations

2009: Youth Soccer and Parent Teacher Association; Board Member.

Professional Memberships

Academy of Management. (1998 - Present).