

**BAR-ILAN UNIVERSITY**                      **FACULTY OF SOCIAL SCIENCE**  
**GRADUATE SCHOOL OF BUSINESS ADMINISTRATION**  
**CURRICULUM VITAE**

Ella Glikson, Lecturer

**EDUCATION**

<b>Year</b>	<b>Degree</b>	<b>Institution</b>
2001-2006	B.A.	Open University
2007-2010	M.A	Technion- Israeli Institute of Technology
2011-2016	Ph.D.	Technion- Israeli Institute of Technology

**THESIS:** Team Communication Behaviors, their Antecedents and Outcomes in Globally Distributed Multicultural Teams

**SUPERVISOR:** Professor Miriam Erez

**Post-Doctoral:**

2016-2017	Department of Management, Ben Gurion University of the Negev
2017-2019	Tepper Business School, Carnegie Mellon University, Pittsburgh, PA

**ACADEMIC AFFILIATIONS/APPOINTMENTS**

<b>Year</b>	<b>Appointment</b>
2011-2017	Teaching Assistant, Department of Industrial Engineering and Management, Technion
2016-2017	Post-doctoral fellow, Department of Management, Ben Gurion University of the Negev
2017-2019	Post-doctoral fellow and Visiting Lecturer, Tepper Business School, Carnegie Mellon University
2019-to Date	Lecturer, Graduate School of Business Administration, Bar Ilan University

**MAIN RESEARCH INTERESTS**

1. The impact of artificial intelligence on human behavior in organizations
2. Work and communication in virtual and multicultural teams
3. Interpersonal computer-mediated and AI-mediated communication
4. Emotions in cross-cultural and virtual contexts

**LIST OF PUBLICATIONS**  
**ARTICLES IN REFEREED JOURNALS**

1. Erez, M., Lisak, A., Harush, R., Glikson, E., Nouri, R., & Shokef, E. (2013). Going Global: Developing Management Students' Global Characteristics through a Multicultural Team Project, *Academy of Management Learning and Education*, 12, 356-379. <https://doi.org/10.5465/amle.2012.0200>
2. Glikson, E. & Erez, M. (2013). Emotion Display Norms in Virtual Teams, *Journal of Personnel Psychology*, 12(1), 22-32. <https://doi.org/10.1027/1866-5888/a000078>
3. Ravid, S., Shtub, A., Rafaeli, A., & Glikson, E. (2013). Management of Project Teams, Foundations and Trends in Technology, *Foundations and Trends in Technology, Information and Operations Management*, 6(2), 89-160. <http://dx.doi.org/10.1561/02000000032>
4. Glikson, E., Cheshin, A., & Van Kleef, G. (2018). The Dark Side of a Smiley: Smiling Emoticons in First Virtual Impression, *Social Psychological and Personality Science*, 9(5), 614 - 625. <https://doi.org/10.1177/1948550617720269>
5. Harush, R.\*, Lisak, A.\*, Glikson, E.\* (2018). The Bright Side of Social Categorization: The Positive Role of Global Identity in Reducing Relational Conflict in Multicultural Teams, *Cross Cultural and Strategic Management*, 25(1), 134-156. <https://doi.org/10.1108/CCSM-11-2016-0202>
6. Glikson, E., Rees, L., Wirtz, J., Kopelman, S., & Rafaeli, A. (2019). When and Why a Squeakier Wheel Gets More Grease: The Influence of Cultural Values and Anger Intensity on Customer Compensation. *Journal of Service Research*, 22(3), 223-240. <https://doi.org/10.1177/1094670519838623>
7. Glikson, E., Woolley, A., Gupta, P., & Kim, Y.J. (2019) The Effect of Automatic Feedback on Effort and Performance in Distributed Virtual Teams. *Frontiers in Psychology*, 10, 824. <https://doi.org/10.3389/fpsyg.2019.00814>
8. Riordan, M.\* & Glikson, E.\* (2020) On the Hazards of the Technology Age: How Using Emojis Affects Perceptions of Leaders, *International Journal of Business Communication*, <https://doi.org/10.1177/2329488420971690>
9. Glikson, E. & Woolley, A. (2020) Trust in Artificial Intelligence (AI): Review of Empirical Research. *Academy of Management Annals*, 14(2), 627-660. <https://doi.org/10.5465/annals.2018.0057>
10. Glikson, E. & Erez, M. (2020) Emergence of a Communication Climate in Global Virtual Teams. *Journal of World Business*, 55(6), 101001. <https://doi.org/10.1016/j.jwb.2019.101001>
11. Lisak, A., Efrat-Treister, D., Glikson, E., Zeldetz, V., & Schwarzfuchs, D. (2021) The influence of culture on care receivers' satisfaction and aggressive tendencies in the emergency department, *PLOS ONE* 16(9):e0256513, <https://doi.org/10.1371/journal.pone.0256513>
12. Asscher, O.\* & Glikson, E.\* (2021) Human Evaluations of Machine Translation in an Ethically Charged Situation, *New Media and Society*, <https://doi.org/10.1177/14614448211018833>
13. Sidi, Y.\*, Glikson, E.\*, & Cheshin, A.\* (2021) Do you get what I mean?!? The Undesirable Outcomes of (ab) Using Paralinguistic Cues in Computer Mediated Communication, *Frontiers in Psychology (Human-Media Interaction)*, 12. <https://doi.org/10.3389/fpsyg.2021.658844>

14. Eisenberg, J.\*, Glikson, E.\*, & Lisak, A.\* (2021) Multicultural Virtual Team Performance: The Impact of Media Choice and Language Diversity, *Small Group Research*, 52(5), 507-534. <https://doi.org/10.1177/1046496420985614>
15. Glikson, E. (2022) Non-verbal cues in text-based digital interpersonal communication and the gap between writer intention and recipient interpretation, *Theory and Practice in Management* (Hebrew) <https://mba.biu.ac.il/sites/mba/files/shared/journal/issue3/5.%20Ella.pdf>
16. Bunde, S., Adambekov, S., Glikson, E., & Linkov, F. (2022) Qualitative Interview Study of Gynecologic Oncologist Utilization of Recommended Same-Day Discharge Following Minimally Invasive Hysterectomy. *Journal of Personalized Medicine*, 12, 1082. <https://doi.org/10.3390/jpm12071082>
17. Glikson, E.\* & Asscher, O.\* (2023) AI-mediated apology in a multilingual work context: Implications for perceived authenticity and willingness to forgive, *Computers in Human Behavior*, 140, 107592, <https://doi.org/10.1016/j.chb.2022.107592>
18. Glikson, E., & Riordan, M. A. (2024). Beneficial outcomes of (appropriate) nonverbal displays of negative affect in virtual teams. *Computers in Human Behavior*, 154(January), 108165. <https://doi.org/10.1016/j.chb.2024.108165>
19. Gupta, P., Kim, Y.J., Glikson, E., & Wolley, A. (2024) Using digital nudges to enhance collective intelligence in online collaboration: Insights from unexpected outcomes. *MIS Quarterly*, 48(1), <https://doi.org/10.25300/MISQ/2023/16752>

\* Equal contribution

### **BOOK CHAPTERS**

1. Woolley, A.W., Gupta, P. & Glikson, E. (2023). Using AI to enhance collective intelligence in virtual teams: augmenting cognition with technology to help teams adapt to complexity, in: Lucy L. Gilson, Thomas O'Neill & M. T. Maynard (ed.), *Handbook of Virtual Work*, chapter 4, 67-88, Edward Elgar Publishing.
2. Erez, M., Glikson, E. & Harush, R. (2023). Global multinational organizations and virtual work, in: Lucy L. Gilson, Thomas O'Neill & M. T. Maynard (ed.), *Handbook of Virtual Work*, chapter 22, 425-441, Edward Elgar Publishing.

### **ACCEPTED FOR PUBLICATION**

Gupta, P., Kim, Y. J., Glikson, E., & Woolley, A. (forthcoming) Enhancing Collective Intelligence of Human-Machine Teams. *Management Information Systems Quarterly (MISQ)*.

### **PAPERS PRESENTED AT SCIENTIFIC CONFERENCES**

1. Glikson, E. & Erez, M. (2013). Global Characteristics, Perceptions of Cultural Diversity and Performance in Global Teams, *Academy of Management Conference, Orlando, Florida, USA*.
2. Glikson, E., & Erez, M. (2013). Antecedences and Consequences of Cross-understanding in Multicultural Teams, *Academy of Management Conference, Orlando, Florida, USA*.
3. Cheshin, A., Glikson, E. & Rafaeli, A. (2013). Complain but Don't Break the Norm: The Effects of Anger Intensity on Compliant Assessments, *Academy of Management Conference, Orlando, Florida, USA*.

4. Glikson, E., Rafaeli, A., Wirtz, J., & Kopelman, S., (2013). Does Customer Anger Payoff? The Role of Anger Intensity and the Moderation Effect of Culture on the Consequences of Displayed Anger, *The Social Nature of Emotions, Amsterdam, Netherlands*.
5. Erez, M., & Glikson, E. (2014). The Emergence of Psychological Safe Communication Climate in Global Virtual Teams: Self-Disclosure in the Kick-off Message and in Team Communication, poster at *Collaboration Across Boundaries: Culture, Distance and Technology Conference (CABS 2014), Kyoto, Japan*
6. Glikson, E., & Erez, M. (2014). Kick-off Message's Effect on Emergence of Trust and Team Identity in Multicultural Virtual Teams, *Academy of Management Conference, Philadelphia, PA*.
7. Glikson, E., Cheshin, A., Van Kleef, G. & Erez, M. (2014). The Dark Side of a Smiley, *Academy of Management Conference, Philadelphia, PA*.
8. Cheshin, A., Glikson, E., Van Kleef, G., & Rafaeli, A. (2014). Is the Angry Customer Always Right? How Anger Intensity of Customers Shapes Service Providers' Responses *27th Annual Conference of the International Association for Conflict Management (IACM), Leiden, the Netherlands*.
9. Glikson, E., & Erez, M. (2014). Awareness of Cultural Diversity Impact on Performance in Multicultural Virtual Teams, *Israel Organizational Behavior Conference (IOBC), Israel*.
10. Harush, R., Glikson, E., & Erez, M. (2014). The Effect of Social Comparisons on Virtual Team's Processes and Performance, *Israel Organizational Behavior Conference (IOBC), Israel*.
11. Glikson, E., Erez, M., Mortensen, M., Molinsky, A., & Davine, B., (2015). Global Identity and Global Communication Style in Multicultural Geographically Distributed Teams, *Academy of Management Conference, Vancouver, Canada*
12. Glikson, E., Sidi, Y., & Cheshin, A. (2015). The Undesirable Outcomes of (Ab)using Para-Lingual Cues in Electronic Communication, *Academy of Management Conference, Vancouver, Canada*
13. Glikson, E., Erez, M., Mortensen, M., & Molinsky, A. (2016). The Emergence of Cross-Understanding in Virtual Multicultural Teams: The Role of Global Identity and Global Communication Style, *Academy of Management Conference, Anaheim, CA*.
14. Glikson, E., & Erez, M., (2016). The Role of First Message in Multicultural Virtual Teams, *Israel Organizational Behavior Conference (IOBC), Israel*.
15. Glikson, E., Cheshin, A., & Van Kleef, G., (2016). The Dark Side of a Smiley: The Role of Smiling Emoticons in Building Virtual First Impressions, *Israel Organizational Behavior Conference (IOBC), Israel*.
16. Glikson, E., & Erez, M. (2017). The Impact of Global Identity on Experiencing Stress during Work in Multicultural Globally Distributed Virtual Teams, *Academy of Management Conference, Atlanta, GA*.
17. Glikson, E., Harush, R., Kim, Y.J., Woolley, A., & Erez, M., (2017). Psychological Safety and Collective Intelligence in Multicultural Globally Dispersed Teams, *INGRoup conference, Helsinki, Finland*.
18. Eisenberg, J., Glikson, E., & Lisak, A. (2018). Facilitating Global Teams Performance: Examining the Effects of Media and Diversity in English Proficiencies, *Academy of Management Conference Proceedings, Chicago, IL*.

19. Glikson, E., Harush, R., Kim, Y.J., Woolley, A.W., & Erez, M. (2018). Collective Intelligence in Multicultural Globally Dispersed Teams, *INGRoup conference, Washington, DC*.
20. Glikson, E., Woolley, A.W., Gupta, P., & Kim, Y.J. (2018). The Effect of Automatic Feedback on Effort and Collective Intelligence in Distributed Virtual Teams, *ACM Collective Intelligence Conference, Zurich, Switzerland*.
21. Glikson, E., & Woolley, A.W. (2018). A Human-Centered Perspective on Human–AI Interaction: Introduction of the Embodiment Continuum Framework, Poster, *ACM Collective Intelligence Conference, Zurich, Switzerland*.
22. Young, J.K., Gupta, P., Glikson, E., Woolley, A.W., & Malone, T. (2018). Enhancing Collective Intelligence of Human-Machine Teams, *ACM Collective Intelligence Conference, Zurich, Switzerland*.
23. Gupta, P., Kim, Y.J., Glikson, E., & Woolley, A.W. (2019) Digitally Nudging Team Processes to Enhance Collective Intelligence, *Collective Intelligence Conference, Pittsburgh, PA*.
24. Glikson, E., Gupta, P., Woolley, A.W., Leonardi, P., Faraj, S., Uzzi, B. (2019) Artificial Intelligence in the Management of Knowledge Production, Organizations, and Teams, Symposium, *Academy of Management Proceedings, Boston, MA*.
25. Riordan, M. A. & Glikson, E. (November 2019). On the hazards of the technology age: How using emojis affects perceptions of leaders. *105th annual meeting of the National Communication Association, Baltimore, Maryland*.
26. Eisenberg, J., Glikson, E., & Lisak, A. (2019). Team Performance and Perceived Proximity in Global Environments: Contrasting the Effects of Verbal and Written Synchronous Media, *EAM International Conference, Dubrovnik, Croatia*.
27. Glikson, E. & Riordan, M.A. (January 2020). The Effect of Using Emoji on Perceived Leadership Effectiveness. *Israel Organizational Behavior Conference, Tel Aviv*.
28. Ascher, O., & Glikson, E. (September 2021) Human evaluations of machine translation in an ethically charged situation, *Annual IATIS (International Association of Translation and Intercultural Studies) conference, Universitat Pompeu Fabra, Barcelona, Spain*.
29. Asscher, O. & Glikson, E. (May 2021) Human evaluations of machine translation in an ethically charged situation, *(Virtual) Symposium on Lay Use and Perceptions of Machine Translation, Bar Ilan University, Israel*.
30. Glikson, E., Cheshin, A., Lavie, A., & Gabriel Rossetti, A. (June 2022) Digital Emotional Labor – The Need for New Theory, *8<sup>th</sup> CERE – Consortium of European Research on Emotion, Granada, Spain*.
31. Glikson, E., & Cheshin, A., (July 2022) What's in a name? Impact of chatbot's name on human emotions in customer service context, *ISRE22 - International Society of Research on Emotion, LA, CA*.
32. Vilenchick E., & Glikson, E. (October 2022) The influence of AI on perceived power of managers with well-developed political skill, *Reshaping Work 2022 conference, Amsterdam, Netherlands*.
33. Glikson, E., & Ascher, O. (January 2023) Collaboration across languages via technology: AI-mediated apology in a multilingual work context, *Israel Organizational Behavior Conference (IOBC), Tel Aviv, Israel*.

34. Glikson, E., & Zalmanson, L. (January 2023), Symposium: AI-human Collaboration in Work and in Organizations, *Israel Organizational Behavior Conference (IOBC), Tel Aviv, Israel*.
35. Glikson, E., & Harush, R. (January 2023), Collective intelligence in culturally diverse teams: The value of team members' collectivism, *Israel Organizational Behavior Conference (IOBC), Tel Aviv, Israel*.
36. Riordan, M.A. & Glikson, E. (April 2023). The impact of emojis and GIFs on perceptions of workplace chat messages: Emotional intensity and relationship warmth. *The Eastern Communication Association 114th annual meeting, Baltimore, Maryland*.
37. Glikson, E., & Riordan, M. A. (May 2023), The positive implications of using negative GIFs: What social information can be communicated by using non-facial GIFs, *9<sup>th</sup> CERE – Consortium of European Research on Emotion, Haifa, Israel*.

**SUPERVISION OF GRADUATE STUDENTS****M.A. Students** (defended theses):

- |                 |  |
|-----------------|--|
| Efrat Kremer    | The effect of introducing artificial intelligence (AI) on employees' emotions and knowledge hiding                                 |
| Elena Vilenchik | The consequences of algorithmic management on the perceived power of managers and the moderating role of manager's political skill |

**AWARDS /HONORS****Year** (Name of the foundation, amount)

- |               |   |
|---------------|---|
| 2016          | Post-doc fellowship Kreitman Scholarship, Ben Gurion University, \$10,000   |
| 2017          | DARPA, Anita W. Woolley is PI, \$180.000  |
| 2021          | The Research and Sabbatical Committee, Chatham University, Monica Riordan is PI, \$3,780)   |
| 2021          | Interdisciplinary Research Groups Rector Foundation, with Omri Ascher, (20,000 NIS)   |
| 2023-<br>2026 | ISF – Israel Science Foundation, New approaches to facilitation and measurement of social integration in global virtual teams, (260,000 NIS annually) |

**PROFESSIONAL FUNCTIONS :**

(Memberships/Editorial Activities/Keynote in Conference)

1. 2019 (July) – Member of the organizing committee, ACM Collective Intelligence conference, Carnegie Mellon University, Pittsburgh, PA, USA
2. 2021 (May) – Co-founder of the organizing committee (together with Dr. Omri Ascher) for Bar Ilan international symposium on Machine Translation “Lay use and

perceptions of machine translation,” The Department of Translation and Interpreting Studies, Bar-Ilan University (online), May 2021

### **ADDITIONAL INFORMATION**

Reviewer for the following journals:

*Academy of Management Journal, Administrative Science Quarterly, Academy of Management Review, Organization Science, Journal of Service Research, Computers in Human Behavior, Cross-cultural and Strategic Management, Group and Organization Management, R and D Management, SN Applied Sciences, Language and Communication, etc.*

Reviewer for research proposal submitted to The Irish Research Council

### **COURSES TAUGHT/TEACHING EXPERIENCE**

Undergraduate:

2017-2019 Introduction to Organizational Behavior, Tepper Business School, Carnegie Mellon University

2022 Human Resource Management in the 21<sup>st</sup> Century, The Interdisciplinary Department of Social Sciences, Bar Ilan University

Graduate:

M.B.A. Graduate School of Business Administration, Bar Ilan University

2019 – 2021 Innovation Management

2019 – to date Cross-Cultural Management

2019 – to date Research Seminar in Management

2020 – to date Introduction to Organizational Behavior

2021 – to date Creativity and Innovation Workshop

### **INVITED TALKS**

The Effect of Kick-off Message on Emergence of Psychological Safe Climate in Multicultural Virtual Teams, Culture Lab Meeting, Singapore Management University, 2015.

Multicultural Teams and Virtual Communication, Social and Organizational Psychology Department Seminar, Bar Ilan University, 2016

The Perceived and Actual Role of Paralinguistic Cues in the Intention –Interpretation Gap, Communication Research Lab, Haifa University, 2016.

Communication in Global Teams, Organizational Behavior and Theory Seminar, Tepper Business School, Carnegie Mellon University, 2017.

Collective Intelligence in Global Virtual Teams, Management School Faculty Seminar, Haifa University, Israel, December 2018.

**DR. Ella Glikson (Ph.D.)**

**2023**

Trust in Artificial Intelligence Theoretical Framework, Management Seminar, Ben Gurion University, December 2018.

Trust in Artificial Intelligence Theoretical Framework, Industrial Engineering and Management Faculty Seminar, Technion, December 2018.

Collective Intelligence in Global Virtual Teams, Management Faculty Seminar, Open University, Israel, December 2018.

Trust in Artificial Intelligence – Theoretical Framework, Seminar, Human-Computer Interaction Institute, December 2018.

Paralingual Cues in Business Communication, Management School Faculty Seminar, Bar Ilan University, December 2020

Trust in Artificial Intelligence – Review of Empirical Research, Interdisciplinary Studies Colloquium, Bar Ilan University, April 2021

### **MEDIA COVERAGE**

<https://www.haaretz.co.il/science/2023-06-23/ty-article-magazine/.premium/00000188-e314-df52-a79d-ff3758e10000>

<https://www.azorobotics.com/News.aspx?newsID=11165>

*The Wall Street Journal* (March 11, 2018), Blackman, A., The Smartest Ways to Use Email at Work <https://www.wsj.com/articles/the-smartest-ways-to-use-email-at-work-1520820300>

<https://www.calcalist.co.il/local/articles/0,7340,L-3719473,00.html>

<http://www.bbc.co.uk/programmes/p05cfcfg>

<https://www.forbes.com/sites/alicegwalton/2017/08/15/dont-use-smiley-faces-in-work-emails-if-you-want-to-be-taken-seriously-study-finds/#e4a67962f610>

<http://www.thenewstribune.com/news/nation-world/national/article168202072.html>

For details on more than **500 mentions** see the following link:

<https://docs.google.com/document/d/1fMQEhwSOQuPNCQbVdxPOrMCUaRA5vBBkGH1WKOq4vfU/edit?usp=sharing>

Ramat Gan,  
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13/03/2024

Signature  
Ella Glikson

