

Juan M. Madera
Curriculum Vitae

University of Houston
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Houston, Texas 77204
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EDUCATION

Rice University, Houston, Texas

Ph.D. in Industrial/Organizational Psychology; May 2008

M.A. in Industrial/Organizational Psychology; May 2005

California State University, Dominguez Hills (CSUDH), Carson, CA

B.A. in Psychology (Magna Cum Laude, GPA = 3.9); May 2002

ACADEMIC POSITIONS

Endowed with the Curtis L. Carlson Endowed Professor Chair 2021 – Present

Professor 2020 – Present

Conrad N. Hilton College of Global Hospitality Leadership
University of Houston

Joint appointment, Department of Management & Leadership 2019 – Present
Bauer College of Business, University of Houston

Associate Professor 2014 – 2020

Conrad N. Hilton College of Global Hospitality Leadership
University of Houston

Assistant Professor 2008 – 2014

Conrad N. Hilton College of Global Hospitality Leadership
University of Houston

AWARDS, GRANTS and HONORS

The Research Grants Council - General Research Fund Grant as coPI (HK\$500,006) – “The Double-Edged Effect: The Role of Goal Orientation in Emotional and Behavioral Reactions to Supervisor Bottom-Line Mentality” with PI: Xingyu Wang and CoPI: Xueqi Wen (07/01/2023-07/01/2025).

UH “50-in-5” Scholar - University-level recognition for receiving major external grant, 2022

Listed among the top 20 prominent authors researching diversity management - Personnel Review, 2022

National Science Foundation as PI (\$1,999,999) - “External Review Letters in Promotion and Tenure Decision Making: Validity and Fairness” (Award #2100034) with coPIs: Christiane Spitzmueller, Erika Henderson, Michelle Penn-Marshall (07/01/2021-07/01/2024).

Alfred P. Sloan Foundation as coPI (\$177,520) – “External Review Letters in Promotion and Tenure Decision Making: Validity and Fairness” (Grant Number: G-2021-1675) with PI: Paula Myrick Short; coPIs: Christiane Spitzmueller, Erika Henderson, and Michelle Penn-Marshall (2021-2022).

Best Paper Award – Cornell Hospitality Quarterly, 2021

UH “50-in-5” Scholar - University-level recognition for receiving national and international recognition in scholarship, 2020

ICHRIE Conference Best Paper Award, 2020

Excellence in Research, Scholarship and Creative Activity – University of Houston, 2020

Society for Industrial/Organizational Psychology Fellowship, 2020

Editor Commendation – Journal of Business and Psychology, 2019

Best Paper Award Finalist – Cornell Hospitality Quarterly, 2019

Conrad N. Hilton College Dean’s Award for Research – University of Houston, 2019

Conrad N. Hilton College Donald Greenway Excellence Award – University of Houston, 2018

Best Paper Research Award – Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, 2018

Conrad N. Hilton College Dean’s Award for Teaching – University of Houston, 2017

NIFA-USDA HSI Grant as PI (\$248,116) – "From Internships to Careers: Developing Hispanic Students Through a USDA Ambassador Student Program," (Award # 2015-38422-24080) 2015-2019 with Jack A. Neal, Mary Dawson, and Daphne Hernandez.

UH Provost’s Certificate of Excellence, 2015

NIFA-USDA HSI Grant as coPI (\$241,849) – "Developing the Next Generation of Food Safety Leaders," (Award # 2013-38422-21536) 2013-2018 with Jack A. Neal and Mary Dawson.

Outstanding Reviewer Award – Cornell Hospitality Quarterly, 2013

Faculty Development Initiative Program Grant as coPI (\$22,420) – University of Houston, 2010-2011 with Mary Dawson and Jack A. Neal

Small Grants Program (\$3,000) – University of Houston, 2010-2011

Hospitality Industry Diversity Institute Best Empirical Paper – HIDI, 2010 with Mary Dawson and Jack A. Neal

Conrad N. Hilton College Dean’s Award for Research – University of Houston, 2010

Hospitality Industry Diversity Institute Grant – University of Houston, 2010 (\$3,550)
with Mary Dawson and Jack A. Neal.

Small Grants Program – University of Houston, 2009-2010 (\$6,000)

National Institute of Health (2009-2014). Gender schemas and gatekeepers. \$1,536,196.
PIs: Virginia Valian, Michelle Hebl, and Randi Martin (Consultant on this project).

New Faculty Research Grant – University of Houston, 2009 (\$6,000)

Gardner Award for the best dissertation in Social Sciences at Rice University, 2008 (\$1,000)

Ford Foundation Diversity Fellowship
Given for the completion of the dissertation, 2007 (\$21,000).

Lodieska Stockbridge Vaughn Fellowship – Rice University
Fellowship for a graduate student whose record at Rice shows evidence of outstanding
achievement and promise, 2007 (\$15,000).

Society of Industrial/Organizational Psychology Graduate Student Scholarship
To recognize achievements and to support the completion of the dissertation, 2007 (\$3,000).

Ellen Fagenson Eland Gold Scholarship
To recognize achievement by scholars and business professionals who are making a significant
contribution in diversity research, 2007 (\$1,000).

Clara Mayo grant from The Society for the Psychological Study of Social Issues
Given for the completion of a thesis, 2004 (\$1,000).

Rice University Provost Fellowship
Given for pursuit of a doctorate in psychology, 2002-2006 (\$12,500/year).

Society of Multivariate Experimental Psychology Grant
Selected to attend the Minority Student Conference, 2004 (\$800).

Rice University Travel Grants
Given for SIOP conferences, 2003 – 2007 (\$400 per conference presentation).

American Psychological Association/National Institute of General Medical Sciences
Scholars Program at CSUDH 2000-2002 (\$1000/year).
Travel grant for the American Psychological Association conference, 2001 (\$800).
Travel grant for the Western Psychological Association conference, 2001 (\$600).

PUBLICATIONS (REFEREED JOURNALS; *SSCI JOURNAL)

88. * **Madera, J. M.**, Yang, W., Wu, L., Ma, E., & Xu, S. (2023). Diversity and inclusion in hospitality and tourism: Bridging the gap between employee and customer perspectives. *International Journal of Contemporary Hospitality Management*. Forthcoming.
87. *Russen, M., Dawson, M., **Madera, J. M.**, Kitterlin-Lynch, M., & Abbott, J. (2023). Leadership Inclusion Theory: A grounded theory study on hotel executives. *International Journal of Contemporary Hospitality Management*. Forthcoming.
86. *Lee, L., Yu, H., Beiza, A., & **Madera, J. M.** (2023). Feeling good working with you: Perspective-taking as a strategy to increase team member satisfaction. *International Journal of Hospitality Management*. Forthcoming.
85. *Guchait, P., Peyton, T., **Madera, J. M.**, Gip, H., & Molina-Collado, A. (2023). 21st century leadership research in hospitality management: A state-of-the-art systematic literature review. *International Journal of Contemporary Hospitality Management*. Forthcoming.
84. *Lee, M., Russen, M., Dawson, M., & **Madera, J. M.** (2023). Enhancing performance and perceived justice in hospitality organizations: An integrated model of gender diversity within top management teams. *Cornell Hospitality Quarterly*. Forthcoming.
83. *Popa, I., Lee, L., Yu, H., & **Madera, J. M.** (2023). Losing talent due to COVID-19: The roles of anger and fear on industry turnover intentions. *Journal of Hospitality and Tourism Management*. Forthcoming.
82. *Legendre, T. S., Yu, H., Ding, A., & **Madera, J. M.** (2022). Boycotting Asian restaurants: The effect of mortality salience, contagion name, and media exposure on boycotting. *International Journal of Hospitality Management*. Forthcoming.
81. *Ding, A., Lee, H., Legendre, T. S., & **Madera, J. M.** (2022). Anthropomorphism in hospitality and tourism: A systematic review and agenda for future research. *Journal of Hospitality and Tourism Management*, 52, 404-415.
80. *Molina-Collado, A., Santos-Vijande, M. L., Gómez-Rico, M., & **Madera, J. M.** (2022). Sustainability in hospitality and tourism: A review of key research topics from 1994 to 2020. *International Journal of Contemporary Hospitality Management*, 34(8), 3029-3064.
79. *Guzzo, R., Abbott, J., Dawson, M., & **Madera, J. M.** (2022). CSR influence on job pursuit intentions: Perspectives from the lodging industry. *Journal of Hospitality and Tourism Management*, 50, 214-222.
78. *King, C., **Madera, J. M.**, Lee, L., Murillo, E., Baum, T., & Solnet, D. (2021). Reimagining attraction and retention of hospitality management talent— a multilevel identity perspective. *Journal of Business Research*, 136, 251-262.
77. George, T. J., Atwater, L., Maneethai, D., **Madera, J. M.** (2021). Supporting the productivity and wellbeing of remote workers: Lessons from COVID-19. *Organizational Dynamics*, 51(2), 1-9.

76. *Russen, M., Dawson, M., & **Madera, J. M.** (2021). Gender diversity in hospitality and tourism top management teams: A systematic review of the last 10 years. *International Journal of Hospitality Management*, 95, 102942.
75. *Lee, L., & **Madera, J. M.** (2021). A within-level analysis of the effect of customer-focused perspective-taking on deep acting and customer helping behaviors: The mediating roles of negative affect and empathy. *International Journal of Hospitality Management*, 95, 102907
74. *Kazmi, M. A., Spitzmueller, C., Yu, J., **Madera, Tsao, A., J., Dawson, J. & Pavlidis, I.** (2021). Search committee diversity and applicant pool representation of women and underrepresented minorities: A quasi-experimental field study. *Journal of Applied Psychology*, 107(8), 1414-1427.
73. Russen, M., Lee, M., Dawson, M., & **Madera, J. M.** (2021). The unique aesthetics of organizational climate that contribute to the prevalence of sexual harassment incidents within the restaurant industry. *Journal of Foodservice Business Research*. DOI: 10.1080/15378020.2021.1896941
72. *Monharan, A., **Madera, J. M., & Singal, M.** (2021). Walking the talk in diversity management: Exploring links between strategic statements, management practices and external recognition. *International Journal of Hospitality Management*, 94, 102864.
71. *Yu, H., Lee, L., Popa, I., & **Madera, J. M.** (2021). Should I leave this industry? The role of stress and negative emotions in response to an industry negative work event. *International Journal of Hospitality Management*, 94, 102843.
70. *Guzzo, R., Wang, M., **Madera, J.M., & Abbott, J.** (2021). Organizational trust in times of COVID-19: hospitality employees affective responses to managers' communication. *International Journal of Hospitality Management*, 93, 102778.
69. *Lee, L., Guzzo, R., **Madera, J. M., & Guchait, P.** (2021). Examining applicant online recruitment: The use of fictitious websites in experimental studies. *Cornell Hospitality Quarterly*, 62(1) 76–88.
68. *Yu, H., Lee, L., & **Madera, J. M.** (2021). Collecting repeated data over time: Applying experience sampling methodology to the hospitality management context. *Cornell Hospitality Quarterly*. 62(1), 62–75.
67. *Russen, M., Dawson, M., & **Madera, J. M.** (2020). Gender discrimination and perceived fairness in the promotion process of hotel employees. *International Journal of Contemporary Hospitality Management*, 33(1), 327-345.
66. Corrington, A., Hebl, M., Stewart, D., **Madera, J. M., Ng, L., & Williams, J.** (2020). Diversity and inclusion of understudied populations a call to practitioners and researchers. *Consulting Psychology Journal: Practice and Research*, 72(4), 303–323.
65. *Lee, L., Guchait, P., & **Madera, J. M.** (2020). Negative affect, deep acting, and customer compensation as responses to customer mistreatment: The effect of customer-based perspective-taking. Forthcoming. *International Journal of Hospitality Management*, 89, 102532.
64. *Guzzo, R. F., Abbott, J., & **Madera, J. M.** (2020). A micro-level view of CSR: A hospitality management systematic literature review. *Cornell Hospitality Quarterly*, 61(3), 332-352.

63. ***Madera**, J. M., Taylor, D. C., & Barber, N. A. (2019). Customer service evaluations of employees with disabilities: The roles of service failure and perceived competence. *Cornell Hospitality Quarterly*, 61(1), 5-18.
62. **Madera**, J. M., & Hebl, M. R., (2019). To look or not to look: Acknowledging facial stigmas in the interview to reduce discrimination. *Personnel Assessment and Decisions*. 5(2), 12-22.
61. **Madera**, J. M., Hebl, M. R., Ng, L., & Sunderman, J. (2019). Top management gender diversity and organizational attraction: When and why it matters. *Archives of Scientific Psychology*, 7, 90–10.
60. ***Madera**, J. M., Lee, L., & Dawson, M. (2019). Sexual harassment and assault training: Consider the industry. *Industrial and Organizational Psychology: Perspectives on Science and Practice*, 12(1), 96-99.
59. *King, C., Murillo, E., Wei, W., **Madera**, J. M., Tews, M. J., Israeli, A. A., & Kong, L. (2019). Towards a shared understanding of the service experience: A hospitality stakeholder approach. *Journal of Service Management*, 30(3), 410-428.
58. *Bernardes, R., Guzzo, R. F., & **Madera**, J. M. (2019). Millennial attitudes toward online and traditional training methods: The role of training utility and satisfaction. *Cornell Hospitality Quarterly*, 60(4), 320-334.
57. *Lee, L., & **Madera**, J. M. (2019). Faking it or feel it: The emotional displays of surface and deep acting on stress and engagement. *International Journal of Contemporary Hospitality Management*, 31(4), 1744-1762..
56. *Lee, L., & **Madera**, J. M. (2019). A systematic literature review of emotional labor research from the hospitality and tourism literature. *International Journal of Contemporary Hospitality Management*, 31(4), 1744-1762.
55. *Yu, H., Sirsat, S., Neal, J. A., & **Madera**, J. M. (2018): Enhancing hospitality students' motivation to learn food safety knowledge using tablet personal computer (TPC)-based simulation game class activity. *Journal of Hospitality, Leisure, Sport & Tourism Education*, 23, 82-94.
54. *Lou, A., Guchait, P., Lee, L., & **Madera**, J. M. (2018). Transformational leadership and service recovery performance: The mediating effect of emotional labor and the influence of culture. *International Journal of Hospitality Management*, 77, 31-30.
53. *Guchait, P., Zhao, X., **Madera**, J. M., Okumus, F., & Hua, N., (2018). Can error management culture increase work engagement in hotels? The moderating role of gender. *Service Business*, 12(4), 757-778.
52. ***Madera**, J. M., Hebl, M. R., Martin, R., & Valian, V. (2018). Raising doubt in letters of recommendation for prospective faculty: Gender differences and their impact. *Journal of Business and Psychology*. <https://doi.org/10.1007/s10869-018-9541-1>.
51. Guchait, P., Qin, Y., **Madera**, J. M., Hua, N., & Wang, X. (2018). Impact of error management culture on organizational performance, management team performance, and creativity in the hospitality industry. *International Journal of Hospitality & Tourism Administration*. DOI: 10.1080/15256480.2018.1478357.

50. Dawson, M., Guchait, P., & **Madera**, J. M. (2018). Defining club management culture: Selecting and retaining people who fit within the club industry. *International Journal of Hospitality & Tourism Administration*. DOI: 10.1080/15256480.2018.1478354.
49. *Bahardwaja, S., Lee, L., & **Madera**, J. M. (2018). Customer evaluations of service-oriented organizational citizenship behaviors: Agentic and communal differences. *International Journal of Hospitality Management*, 70, 31-39.
48. ***Madera**, J. M., Guchait, P., & Dawson, M. (2018). Managers' reactions to customer vs coworker sexual harassment. *International Journal of Contemporary Hospitality Management*, 30(2), 1211-1227.
47. *Wang, X., Guchait, P., Paşamehmetoğlu, A., & **Madera**, J. M. (2018). Is “do it right the first time” necessarily right? The importance of error management culture in the hospitality industry. *International Journal of Contemporary Hospitality Management*, 30(3), 1398-1418.
46. ***Madera**, J. M. (2018). What's in it for me? Perspective taking as an intervention for improving attitudes toward diversity management. *Cornell Hospitality Quarterly*, 59(1), 49–60.
45. ***Madera**, J. M. (2018). When targets blame their organization for sexual harassment: A multilevel investigation of within-person appraisals. *Cornell Hospitality Quarterly*, 59(1), 49–60.
44. ***Madera**, J. M. (2017). Organizational support for diversity management practices: Perspective taking as an intervention for improving attitudes. *Journal of Business and Psychology*, 33(3), 423-442.
43. *Yu, H., Neal, J. A., Dawson, M., & **Madera**, J. M. (2017). Implementation of behavior-based training can improve food service employees hand washing frequencies, duration and effectiveness. *Cornell Hospitality Quarterly*, 59(1), 70-77.
42. ***Madera**, J. M., Lee, L., & Kapoor, C. E. (2017). Wait! What about customer-based subtle discrimination? *Industrial and Organizational Psychology: Perspectives on Science and Practice*, 10(1), 107-111.
41. ***Madera**, J. M., Dawson, M., & Guchait, P., Berlarmino, A. (2017). Strategic human resources management research in hospitality and tourism: A review of current literature and suggestions for the future. *International Journal of Contemporary Hospitality Management*, 29(1), 48-67.
40. ***Madera**, J. M., Dawson, M., & Neal, J. A. (2016). Why investing in diversity management matters: Organizational attraction and P-O fit. *Journal of Hospitality and Tourism Research*. DOI: 10.1177/1096348016654973.
39. ***Madera**, J. M., Dawson, M., & Guchait, P. (2016). Psychological diversity climate: justice, racioethnic minority status and job satisfaction. *International Journal of Contemporary Hospitality Management*, 28(11), 2553-2569.
38. *Guchait, P., Abbott, J., **Madera**, J. M., & Dawson (2016). Should organizations be forgiving or unforgiving? A two-study replication of how forgiveness climate in hospitality organizations drive employee attitudes and behaviors. *Cornell Hospitality Quarterly*, 57(4) 379–395.

37. *Guchait, P., Paşamehmetoğlu, A., & **Madera**, J. M. (2016). Error management culture: Impact on group cohesion, stress, and turnover intentions. *The Service Industries Journal*, 36, 124-141.
36. **Madera**, J. M., Dawson, M., & Neal, J. A. (2016). Managers' psychological diversity climate and fairness: The utility and importance of diversity management. *Journal of Human Resources in Hospitality and Tourism*, 16(3), 288-307.
35. *Guchait, P., **Madera**, J. M., & Dawson, M. (2016). Learning in the service environment: The influence of diversity climate. *Journal of Service Theory and Practice*, 26, 448-470.
34. ***Madera**, J. M. (2016). Facial stigmas in dyadic interviews: Nonverbal behavior and attitudes toward the stigmatized target. *Journal of Hospitality and Tourism Research*, 40, 456-475.
33. *Abbott, J. L., Elkins, T. J., Phillips, J. S., & **Madera**, J. M. (2014). Attributing corporate responsibility for sexual harassment: The supervisory connection. *Cornell Hospitality Quarterly*, 55(4), 376-387.
32. ***Madera**, J. M., Dawson, M., & Neal, J. A. (2014). Managing language barriers in the workplace: The roles of job demands and resources on turnover intentions. *International Journal of Hospitality Management*, 31(4), 117-125.
31. *Dawson, M., **Madera**, J. M., Neal, J. A., & Chen, J. (2014). The influence of hotel practices on managers' communication satisfaction with limited English speaking employees. *Journal of Hospitality and Tourism Research*, 38(4), 546-561.
30. Walker, S. S., **Madera**, J. M., & Hebl, M. R. (2013). Effects of leader race and leader mistake on patronizing behaviors. *Journal of Business Diversity*, 13(1), 52-64.
29. *Wen, H., & **Madera**, J. M. (2013). Perceptions of hospitality careers among ethnic minority students. *Journal of Hospitality Leisure Sport & Tourism Education*. 13, 161-167.
28. Liu, Q., & **Madera**, J. M. (2013). General mental ability and personality selection tests: Applicant perceptions of fairness and validity. *Journal of Human Resources in Hospitality & Tourism*, 12(3), 259-272.
27. **Madera**, J. M., & Hebl, M. R. (2013). "Don't stigmatize": The ironic effects of equal opportunity guidelines in interviews. *Basic and Applied Social Psychology*, 35(1), 123-130.
26. ***Madera**, J. M., Dawson, M., & Neal, J. A. (2013). Hotel managers' perceived diversity climate and job satisfaction: The mediating effects of role ambiguity and conflict. *International Journal of Hospitality Management*, 35, 28-34.
25. ***Madera**, J. M., King, E. B., & Hebl, M. R. (2013). Enhancing the effects of diversity training: How setting goals and training leaders can improve trainees' attitudes and behaviors. *Journal of Business and Psychology*. 28, 79-91.
24. ***Madera**, J. M. (2013). Best practices in diversity management in customer service organizations: An investigation of top companies cited by Diversity Inc. *Cornell Hospitality Quarterly*, 54(2), 124-135.
23. ***Madera**, J. M., Dawson, M., & Neal, J. A. (2013). Breaking a communication barrier: The effect of

- visual aids in food preparation on job attitudes and performance. *Journal of Hospitality and Tourism Research*, 37(2), 262-280.
22. ***Madera**, J. M. (2012). Using social networking websites as a selection tool: The role of selection process fairness and job pursuit intentions. *International Journal of Hospitality Management*, 31, 1276-1282.
 21. ***Madera**, J. M., Dawson, M., & Neal, J. A. (2012). The effect of knowing a second language and experience working with non-English speakers on job performance. *International Journal of Hospitality Management*, 31, 1083-1089.
 20. ***Madera**, J. M., King, E. B., & Hebl, M. R. (2012). Managing group identity in the workplace: The influence of manifestation and suppression on perceived discrimination, job satisfaction, and turnover intentions. *Cultural Diversity & Ethnic Minority Psychology*, 18(2), 165-170.
 19. ***Madera**, J. M., & Hebl, M. R. (2012). Discrimination against facially stigmatized applicants in interviews: An eye tracking and face-to-face investigation. *Journal of Applied Psychology*, 97(2), 317-330.
 18. Wen, C., & **Madera**, J. M. (2012). Using social network sites for selection purposes: An investigation of hospitality recruiters. *Journal of Human Resources in Hospitality & Tourism*, 11(3), 183-196.
 17. ***Madera**, J. M., & Abbott, J. (2012). The diversity-validity dilemma: Implications from the Ricci v. DeStefano U.S. Supreme Court case. *Cornell Hospitality Quarterly*, 53(1), 31-39.
 16. Neal, J. A., Dawson, M., & **Madera**, J. M. (2012). Identifying food safety concerns when communication barriers exist. *Journal of Food Science Education*, 10(4), 36-44.
 15. Neal, J. A., Dawson, M., & **Madera**, J. M. (2012). Food safety for a diverse workforce: One size does not fit all. *Agriculture, Food and Analytical Bacteriology*, 2, 46-55.
 14. ***Madera**, J. M., Neal, J. A., & Dawson, M. (2011). Strategies for diversity training: Focusing on empathy in the workplace. *Journal of Hospitality and Tourism Research*, 35(4), 469-487.
 13. **Madera**, J. M., & Chang, L. (2011). Job injury issues among Hispanic immigrant employees in hospitality operations. *Worldwide Hospitality and Tourism Themes*, 3(4), 354-364.
 12. ***Madera**, J. M., Turner, S. L., & Beier, M. (2011). The temporal effect of training utility perceptions on adopting a trained method: The role of perceived organizational support. *Human Resource Development Quarterly*, 22, 69-86.
 11. Dawson, M., **Madera**, J. M., & Neal, J. A. (2011). Managing a bilingual workforce: Effective communication strategies for hospitality managers. *Worldwide Hospitality and Tourism Themes* 3(4), 319-334.
 10. Waight, J. & **Madera**, J. M. (2011). Diversity training: Examining minority employees' organizational attitudes. *Worldwide Hospitality and Tourism Themes*, 3(4), 365-376.
 9. Dawson, M., Neal, J. A., & **Madera**, J. M. (2011). Preparing hospitality and tourism students to lead a diverse workforce. *Journal of Teaching in Travel and Tourism*, 11, 195-210.

8. ***Madera, J. M.** (2010). The cognitive effects of hiding one's homosexuality in the workplace. *Industrial and Organizational Psychology: Perspectives on Science and Practice, 3*, 86-89.
7. *Bavishi, A., **Madera, J. M.**, & Hebl, M. R. (2010). The effect of professor ethnicity and gender on student evaluations: Judged before met. *Journal of Diversity in Higher Education, 3*, 245-256.
6. ***Madera, J. M.**, Hebl, M. R., & Martin, R. C. (2009). Gender and letters of recommendation for academia: Agentic and communal differences. *Journal of Applied Psychology, 94*, 1591-1599.
5. ***Madera, J. M.**, & Smith, B. D. (2009). The effects of leader negative emotions on evaluations of leadership: The role of anger and sadness. *Leadership Quarterly, 20*, 103-114.
4. *Currall, S., Lane, N., King, E. B., **Madera, J. M.**, & Turner, S. L. (2008). Reply: How fast should nanotechnology advance? *Nature: Nanotechnology, 2*, 327-328.
3. ***Madera, J. M.**, Podratz, K., King, E. B., & Hebl, M. R. (2007). Schematic responses to sexual harassment complainants: The influence of gender and physical attractiveness. *Sex Roles, 56*, 223-230.
2. *Currall, S., Lane, N., King, E. B., **Madera, J. M.**, & Turner, S. L. (2006). What drives public acceptance of nanotechnology? *Nature: Nanotechnology, 1*, 153-155.

Reprinted in J. Wetmore (ed.) *Studying the Future of Nanotechnology: Establishing Empirical and Conceptual Foundations*, 2007. Springer Science/Business Media.
1. *King, E. B., **Madera, J. M.**, Hebl, M. R., Knight, J. L., & Mendoza, S. A. (2006). What's in a name? A multiracial investigation of the role of occupational stereotypes in selection decisions. *Journal of Applied Social Psychology, 36*, 1145-1159.

PUBLICATIONS (BOOK CHAPTERS, TRADE JOURNALS, OTHER PUBLICATIONS)

17. Spitzmuller, C., **Madera, J.M.**, Henderson, E., Penn-Marshall, M., & Werner, C. (2022). Promotion rejected? Your record may not be the problem. *The Chronicle of Higher Education*.
16. **Madera, J. M.** (2022). From psychology to hospitality: My journey as a professor in a hospitality management program. *Boston Hospitality Review*.
15. Manoharan, A., Singal, M., & **Madera, J. M.** (2021). What Leads to Recognition for Diversity? *Boston Hospitality Review*.
14. **Madera, J. M.**, Wilson, K., & Nagy, M. (2019). D&I initiatives: Best practices and lessons from the field. *The Industrial-Organizational Psychologist, 57*(1).
13. Hebl, M., Nittrouer, C. L., Corrington, A. R., & **Madera, J. M.** (2018). How we describe male and female job applicants differently. *Harvard Business Review*.
12. **Madera, J. M.**, & Johnson, S. K. (2018). Sexual harassment is pervasive in the restaurant industry: Here's what needs to change. *Harvard Business Review*.

11. **Madera**, J. M., Kapoor, C., & Lee, L. (2018). Diversity training in the hospitality and tourism industry. In R. Burke & J. C. Hughes (Eds.) *In Handbook of human resource management in the hospitality and tourism sector*. Edward Elgar Press.
10. **Madera**, J. M. (2015). Impact on perpetrators. In A. J. Colella & E. B. King (Eds.) *The Oxford Handbook of Workplace Discrimination*. Oxford University Press.
9. Neal, J. A., Crandall, P. G., Dawson, M., & **Madera**, J. M. (2015). Food safety and language barriers on the food processing line. *Food Safety Magazine* (February/March), 21-25.
8. **Madera**, J. M., & Hebl, M. R. (2013). Social exclusion of individuals through interpersonal discrimination. In C. N. DeWall (Ed.) *Handbook of Social Exclusion* (pp. 55-64). New York, NY: Oxford University Press.
7. Hebl, M. R., **Madera**, J. M., & Martinez, L. (2013). Personnel Selection. In F. T. L. Leong, L. Comas-Diaz, G. N. Hall, V. McLoyd, & J. Trimble (Eds.) *APA Handbook of Multicultural Psychology: Applications and Training (Volume 2)* (pp. 253-264). Washington DC: APA.
6. Kapoor, C., & **Madera**, J. M. (2011). Industry perspectives on diversity research. *Worldwide Hospitality and Tourism Themes*, 3(4), 298-307.
Received the Emerald Literati Network 2012 Highly Commended Award
5. **Madera**, J. M. (2011). What are the challenges of diversity management in the US hospitality industry? *Worldwide Hospitality and Tourism Themes*, 3(4), 282-283.
4. **Madera**, J. M. (2011). Removing communication barriers at work: What workforce diversity means for the hospitality industry. *Worldwide Hospitality and Tourism Themes*, 3(4), 377-380.
3. **Madera**, J. M., & Waight, J. (2010). Embracing diversity in private club employment. *Club Director*, 28, 16-19.
2. Hebl, M. R., **Madera**, J. M., & King, E. B. (2007). Exclusion, avoidance, and social distancing. In K. M. Thomas (Ed.) *Diversity resistance: Manifestation and solutions* (pp. 127-150). Mahwah, NJ: Lawrence Erlbaum Associates.
1. Hebl, M. R., & **Madera**, J. M. (2007). Ethnocentrism. In K. Vohs & Baumeister, R. (Eds.) *Encyclopedia of social psychology*. Thousand Oaks, CA: Sage.

MANUSCRIPTS UNDER REVIEW

- ***Madera**, J. M., Yu, H., Clarke, M.S.F., & Spitzmueller, C. (2023). External review letters in academic promotion and tenure decisions are reflective of reviewer characteristics. Manuscript under review (revise and resubmit), *Policy Research Journal*.
- *Mistry, T. G., Okumus, F., Orlowski, M., **Madera**, J. M., & Torres, E. (2023). Diversity management in hospitality and tourism: Scale development and validation. Manuscript under review (revise and resubmit), *Cornell Quarterly*.

- *Lee, L., & **Madera**, J. M. (2023). Fake and deny or smile and compensate: Customer-based perspective taking as an intervention to manage difficult service encounters. Manuscript under review (revise and resubmit), *International Journal of Hospitality Management*.
- *Zajac, S. A., **Madera**, J. M., Ng, L., & Hebl, M. R. (2023). When words matter: Communal and agentic language on men and women's resumes. Manuscript to be submitted, *Personnel Psychology*.

PRESENTATIONS (REFEREED)

83. Kniffin, K. M., Gutierrez, A., **Madera**, J. M., Spitzmuller, C., Henderson, E., Edem-Sillo, E., & Linder, P. (August, 2023). External Review Letters Reflect Writer Characteristics That Influence Promotion and Tenure Decisions. Paper presented at a symposium for the *Annual Meeting of the Academy of Management* in Boston, MA.
82. Gutierrez, A., **Madera**, J. M., Spitzmuller, C., Henderson, E., Edem-Sillo, E., & Linder, P. (August, 2023). External Review Letters Reflect Writer Characteristics That Influence Promotion and Tenure Decisions. Paper presented at a symposium for the Annual Meeting of the Academy of Management in Boston, MA.
81. Bieza, A., & **Madera**, J. M. (July, 2023). A review of LGBT+ research in hospitality management. Poster presentation for the *Annual ICHRIE Summer Conference & Marketplace* in Phoenix, Arizona.
80. Maneethai, D., Torres, F., Beiza, A., & **Madera**, J. M. (July, 2023). Micro corporate social responsibility in the hospitality industry: A meta-analytic synthesis. Paper presentation for the *Annual ICHRIE Summer Conference & Marketplace* in Phoenix, Arizona.
79. Russen, M., Dawson, M., & **Madera**, J. M. (July, 2023). Think Leader, Think Man? The role of implicit bias in hotel promotions. Paper presentation for the *Annual ICHRIE Summer Conference & Marketplace* in Phoenix, Arizona.
78. Bueno, A. (Co-Chair), Hernandez, J. (Co-Chair), **Madera**, J. M., González-Morales, M. G., Rodriguez, J. F., Solis, L., Otero La Porte, Y. (April, 2023). ¡Oye Mi Canto! Increasing Latinx Representation in Academia. Panel Discussion. *Society for Industrial and Organizational Psychology Annual Conference*, Boston, MA, United States.
77. Popa, I., & **Madera**, J. M. (January, 2023). Still haven't found what I'm looking for: Industry turnover intentions among hospitality job seekers. Paper presented at the *Annual Graduate Student Research Conference in Hospitality and Tourism* in Orange County, CA.
76. Popa, I., & **Madera**, J. M. (January, 2023). You say incivility, I say abuse: A systematic literature review of customer mistreatment terminology focus and usage. Poster presented at the *Annual Graduate Student Research Conference in Hospitality and Tourism* in Orange County, CA.
75. Bieza, A., & **Madera**, J. M. (January, 2023). Does Stress Induced by Large Scale Public Health Events Influence Hospitality Employee Safety Behaviors? Poster presented at the *Annual Graduate Student Research Conference in Hospitality and Tourism* in Orange County, CA.

74. Manoharan, A., **Madera**, J. M., & Singal, M. (August, 2022). Inclusive Leadership in Hospitality and Tourism Firms: A systematic review of 20 years. Workshop presented for the *Annual ICHRIE Summer Conference & Marketplace* in Washington DC.
73. Manoharan, A., **Madera**, J. M., & Singal, M. (August, 2022). Diversity, Equity, and Inclusion Management in the Hospitality Industry. Workshop presented for the *Annual ICHRIE Summer Conference & Marketplace* in Washington DC.
72. Bilotta, I., **Madera**, J., King, E., & Hebl, M. (April, 2022). Nudging Inclusion: Increasing Employees' Inclusive Behaviors through Goal Setting and Perspective Taking Approaches. Symposium for the annual meeting of the *Society of Industrial and Organizational Psychology* in Seattle, WA.
71. Roman, J.R., Van Egdome, D., Hicks, C., **Madera**, J., Mattingly, V., Murphy, L., Price, N., Spitzmueller, C., Waiwood, A., & Wang, Y. (April, 2022). Applying Diversity, Equity, and Inclusion to Work-Family Research and Practice. Alternative Session for the annual meeting of the *Society of Industrial and Organizational Psychology* in Seattle, WA.
70. Popa, I., & **Madera**, J. M. (January, 2022). COVID-19 pandemic and talent loss: The roles of negative emotions on industry turnover intentions. Paper presented at the *Annual Graduate Student Research Conference in Hospitality and Tourism* in Houston, TX (changed to virtual presentation due to COVID-19).
69. Beiza, A., & **Madera**, J. M. (January, 2022). Why words matter: Gender differences in communal and agentic language on resumes. Paper presented at the *Annual Graduate Student Research Conference in Hospitality and Tourism* in Houston, TX (changed to virtual presentation due to COVID-19).
68. Ding, A., Lee, R., Legendre, T., & **Madera**, J. M. (January, 2022). Anthropomorphism in hospitality and tourism: A systematic review and agenda for future research. Paper presented at the *Annual Graduate Student Research Conference in Hospitality and Tourism* in Houston, TX (changed to virtual presentation due to COVID-19).
67. Ritter, M., Boger, C. A., **Madera**, J. M., Draper, J., & Daniels, M. (January, 2021). Service-based perceived risk: Scale development. Paper presented at the *Annual Graduate Student Research Conference in Hospitality and Tourism* in Houston, TX (changed to virtual presentation due to COVID-19).
66. Liu, Y., Draper, J., & **Madera**, J. M. (2021). Work and family conflicts on family cohesion: Emotional intelligence as a moderator. Paper presented at the *Annual Graduate Student Research Conference in Hospitality and Tourism* in Houston, TX (changed to virtual presentation due to COVID-19).
65. Russen, M., Lee, M., Dawson, M., & **Madera**, J. M. (January, 2021). The impact of gender-diverse top management teams on financial performance: A resource-based view of the restaurant industry. Paper presented at the *Annual Graduate Student Research Conference in Hospitality and Tourism* in Houston, TX (changed to virtual presentation due to COVID-19).
64. Mistry, T. G., Okumus, F., Orlowski, M., **Madera**, J., Torres, E. (July, 2020). Scale development of diversity management in the hospitality and tourism industry. Paper accepted at the *Global Conference on Services and Retail Management* in Naples, Italy (changed to virtual presentation due to COVID-19).

63. Yu, H., Lee, L., & **Madera**, J.M. (July, 2020). Applying Experience Sampling Methodology to the Hospitality Management Context. Paper presentation for the *Annual ICHRIE Summer Conference & Marketplace* in Phoenix, Arizona (changed to virtual presentation due to COVID-19).
62. Yu, H., Lee, L., & **Madera**, J.M. (July, 2020). Gender Disparity in the Culinary Industry: Agentic and Communal Differences. Paper presentation for the *Annual ICHRIE Summer Conference & Marketplace* in Phoenix, Arizona (changed to virtual presentation due to COVID-19).
61. Zajac, S., **Madera**, J.M., Ng, L., & Hebl, M. (August, 2020). When Words Matter: Communal and Agentic Language on Men and Women's Resume. Paper presentation for the *Annual Meeting of the Academy of Management* in Vancouver, Canada (changed to virtual presentation due to COVID-19).
60. Manoharan, S., **Madera**, J.M., & Singal, M. (July, 2020). What drives external recognition for diversity in hospitality organizations? Paper presentation for the *Annual ICHRIE Summer Conference & Marketplace* in Phoenix, Arizona, (changed to virtual presentation due to COVID-19).
59. **Madera**, J. M., Taylor, C. D., & Barber, N. (May, 2019). Customer service discrimination of employees with disabilities. Paper presented at the *APacCHRIE & EuroCHRIE Joint Conference* in Hong Kong.
58. Dawson, M., **Madera**, J. M., & Lee, L. (May, 2019). The hospitality industry's organizational culture aesthetics that should be considered during sexual harassment training. Paper presented at the *APacCHRIE & EuroCHRIE Joint Conference* in Hong Kong.
57. Zajac, S. A., Ng, L., **Madera**, J. M., & Hebl, M. R. (April, 2019). When words matter: Communal and agentic language on men and women's resumes. In Ryan, A. M. (Chair), *Speaking while female: Gender and workplace communication*. Symposium for the annual meeting of the *Society of Industrial and Organizational Psychology* in Baltimore, MD.
56. Miner, K., Costa, P., Walker, J., **Madera**, J. M., Avery, D., Sawyer, K., Settles, I., & Stockdale, M. (April, 2019). The Trump effect: Has the Trump presidency influenced the work of diversity scholars? Panel Discussion for the annual meeting of the *Society of Industrial and Organizational Psychology* in Baltimore, MD.
55. **Madera**, J. M., & Hebl, M. R. (April, 2019). Acknowledging facial stigmas in the interview: An eye tracking investigation. In C. Scherbaum & P. Hanges (Chairs), *In the mind's eye: Eye tracking as a tool for the organizational sciences*. Symposium for the annual meeting of the *Society of Industrial and Organizational Psychology* in Baltimore, MD.
54. Zajac, S. A., Mattingly, V. P., **Madera**, J. M., Lindsey, A. P., Macoukji, F. G., & Quinones, M. A. (April, 2019). D & I training best practices and lessons from the field. Panel discussion for the annual meeting of the *Society of Industrial and Organizational Psychology* in Baltimore, MD.
53. Lee, L., & **Madera**, J. M. (January, 2019). Empathy and customer compensation: Whose fault is it anyway? Paper presented at the *Annual Graduate Student Research Conference in Hospitality and Tourism* in Houston, TX.
52. Lee, L., **Madera**, J. M., & Yu, H. (January, 2019). To serve or not to serve: Difficult customers and perspective taking. Paper presented at the *Annual Graduate Student Research Conference in Hospitality and Tourism* in Houston, TX.

51. Lee, L. & **Madera**, J. M. (July, 2018). Emotional labor intervention: Customer perspective taking. Paper presented at the *Annual ICHRIE Summer Conference & Marketplace*, Palm Springs, CA.
50. Lou, A., Guchait, P., Lee, L., & **Madera**, J. M. (July, 2018). Influence of transformational leadership and emotional labor on service recovery performance in the hospitality industry: The influence of culture. Paper presented at the *Annual ICHRIE Summer Conference & Marketplace*, Palm Springs, CA.
49. **Madera**, J. M., Spitzmueller, C., & Tsao, A. (April, 2018). Organizational diversity: Understanding recruitment, development, and retention. Symposium presented at the annual meeting of the *Society of Industrial and Organizational Psychology* in Chicago, IL.
48. Zajac, S. A., Mattingly, V. P., **Madera**, J. M., Lindsey, A. P., Macoukji, F. G., & Quinones, M. A. (April, 2018). Learning and development for workplace inclusivity: Diversity training best practices. Panel discussion presented at the annual meeting of the *Society of Industrial and Organizational Psychology* in Chicago, IL.
47. Yu, H., Sirsat, S., Neal, J., Beiza, A., & **Madera**, J. M. (January, 2018). Three-level longitudinal analysis on the antecedents of distributive food safety training. Paper presented at the *Annual Graduate Student Research Conference in Hospitality and Tourism* in Dallas, TX.
***Recipient of Best Paper Award**
46. Lee, L., & **Madera**, J. M. (January, 2018). A systematic literature review of emotional labor in the hospitality industry. Paper presented at the *Annual Graduate Student Research Conference in Hospitality and Tourism* in Dallas, TX.
45. Lee, L., & **Madera**, J. M. (January, 2018). Coworker-to-coworker emotional labor. Paper presented at the *Annual Graduate Student Research Conference in Hospitality and Tourism* in Dallas, TX.
44. Lee, L., **Madera**, J. M., & Yu, H. (January, 2018). Emotional labor interventions: Longitudinal perspective-taking. Poster presented at the *Annual Graduate Student Research Conference in Hospitality and Tourism* in Dallas, TX.
43. Manoharan, A., Singal, M., & **Madera**, J. M. (July, 2017). Diversity training in hospitality: Compliance vs celebrating diversity. Symposium presented at the annual meeting of the *International Council on Hotel, Restaurant, and Institutional Education* in Baltimore, MD.
42. Zajac, S. A., **Madera**, J. M. & Hebl, M. (April, 2017). Self-representation during hiring: Agentic and communal differences in resumés. Poster presented at the annual meeting of the *Society of Industrial and Organizational Psychology* in Orlando, FL.
41. **Madera**, J. M. & Wang, Y. (April, 2016). Women and career development: Stereotypes, challenges, and obstacles. Symposium presented at the annual meeting of the *Society of Industrial and Organizational Psychology* in Anaheim, CA.
40. **Madera**, J. M., Dawson, M., & Neal, J. A., (July, 2015). Why investing in diversity management matters: Organizational attraction and P-O fit. Paper presented at the annual meeting of the *International Council on Hotel, Restaurant, and Institutional Education* in Orlando, FL.
39. Guchait, P., Abbott, J., **Madera**, J. M., & Dawson, M. (July, 2015). Forgiveness is a many splendid thing: Forgiveness climate's effect on employee attitudes and behaviors. Paper presented at the annual

meeting of the *International Council on Hotel, Restaurant, and Institutional Education* in Orlando, FL.

38. Pasamehmetoglu, A., Guchait, P., & **Madera**, J. M. (July, 2015). Error management culture: Impact on cohesion, stress, and turnover intentions. Paper presented at the annual meeting of the *International Council on Hotel, Restaurant, and Institutional Education* in Orlando, FL.
37. **Madera**, J. M., Neal, J. A., & Dawson, M. (August, 2014). Managers' perceived diversity climate and organizational fairness: The mediating roles of perceived utility and importance. Poster presented at the annual meeting of the *International Council on Hotel, Restaurant, and Institutional Education* in San Diego, CA.
36. Guchait, P., **Madera**, J. M., & Dawson, M. (November, 2014). Learning behaviors: The influence of diversity climate, psychological safety, and communication satisfaction. Paper presented at the annual meeting of the *Southern Management Association* in Savannah, Georgia.
35. Singletary, S., Arbodela, M., **Madera**, J. M., Crook, A. E., Ruggs, E. N., & Davis, J. (May, 2014). Corporate ladder or ivory tower: Diverse perspectives on I/O jobs. Paper presented at the *Society of Industrial and Organizational Psychology* in Honolulu, HI.
34. Singletary, S., Ruggs, E. N., **Madera**, J. M., & Hebl, M. R. (August, 2013). To discuss or not discuss? The effectiveness of acknowledging race at work. Paper presented at the annual meeting of the Academy of Management in Orlando, FL.
33. Wen, H., & **Madera**, J. M. (August, 2013). Perceptions of hospitality careers among ethnic minority students. Poster presented at the annual meeting of the *International Council on Hotel, Restaurant and Institutional Education* in St. Louis, MO.
32. Hebl, M. R., **Madera**, J. M., Singletary, S., & Ruggs, E. (August, 2012). Acknowledging race during the interview. Paper presented at the annual meeting of the *Academy of Management* in Boston, MA.
31. **Madera**, J. M., Dawson, M., & Neal, J. (July, 2012). Managers' Communication Satisfaction in a Multi-Cultural Environment: The Role of Language Barriers, Organizational Practices, and Organizational Attitudes. Poster presented at the annual meeting of the *International Council on Hotel, Restaurant and Institutional Education* in Providence, Rhode Island.
30. **Madera**, J. M., & Chang, W. (July, 2011). Using Social Network Sites to Investigate Employees in the Hospitality Industry. Paper presented at the annual meeting of the *International Council on Hotel, Restaurant and Institutional Education* in Denver, Colorado.
29. Yoo, J. E., & **Madera**, J. M. (July, 2011). Social stigma and international tourism. Poster presented at the annual meeting of the *International Council on Hotel, Restaurant and Institutional Education* in Denver, Colorado.
28. Weller, M., Burke, B., **Madera**, J. M., & Noack, M. (April, 2011). Graduate study from 30,000 feet: Global perspectives on learning abroad. Paper presented at the annual meeting for the *Society of Industrial and Organizational Psychology* in Chicago, IL.
27. O'Brien, K., Hebl, M., **Madera**, J. M., Meyer, R., Reider, M., & Walvoord, A. (April, 2011). Funding options for graduate students: Alternatives to waiting tables. Paper presented at the annual meeting for the *Society of Industrial and Organizational Psychology* in Chicago, IL.

26. Neal, J., Dawson, M., & **Madera, J. M.** (Sept, 2010). Food safety for a diverse workforce: One size does not fit all. Paper presented at the annual *Arkansas Association of Food Protection Conference* in Springdale, Ark.
25. **Madera, J. M.**, & Abbott, J. (July, 2010). The diversity-validity dilemma: Implications from the Ricci v. DeStefano U.S. Supreme Court case. Paper presented at the annual meeting of the *International Council on Hotel, Restaurant and Institutional Education* in San Juan, Puerto Rico. Paper has over 180 full-text downloads.
24. Dawson, M., Neal, J. A., & **Madera, J. M.** (July, 2010). Preparing hospitality students to lead a diverse workforce. Paper presented at the annual meeting of the *International Council on Hotel, Restaurant and Institutional Education* in San Juan, Puerto Rico. Paper has over 160 full-text downloads.
23. Waight, J., & **Madera, J. M.** (April, 2010). The impact of diversity training on ethnic minorities' organizational attitudes. Poster presented at the annual meeting for the *Society of Industrial and Organizational Psychology* in Atlanta, GA.
22. Bavishi, A., **Madera, J. M.**, & Hebl, M. R. (November, 2009). The effect of professor ethnicity and gender on student evaluations: Judged before met. Paper presented at the *International Conference of Education, Research and Innovation* in Madrid, Spain.
21. **Madera, J. M.**, Hebl, M. R., & Sunderman, J. (April, 2009). Attracting female applicants: Do numbers in management matter? Poster presented at the annual meeting for the *Society of Industrial and Organizational Psychology* in New Orleans, LA.
20. **Madera, J. M.** (October, 2008). Reactions to stigmas in the employment interview: An eye tracking investigation. Paper presented at the annual meeting for the *Society of Experimental Social Psychology* in Sacramento, CA.
19. **Madera, J. M.** (April, 2008). Temporal focus of employee affective reactions to leaders. Poster presented at the annual meeting for the *Society for Industrial and Organizational Psychology* in San Francisco, CA.
18. Singletary, S. L., **Madera, J. M.**, & Hebl, M. R. (April, 2008). Effects of leader race and leader mistake on patronizing behaviors. Poster presented at the annual meeting for the *Society for Industrial and Organizational Psychology* in San Francisco, CA.
17. **Madera, J. M.**, Hebl, M. R., & Martin, R. (April, 2007). Gender and letters of recommendation: Agentic and communal differences. Poster presented at the annual meeting for the *Society for Industrial and Organizational Psychology* in New York, NY.
16. **Madera, J. M.**, Hebl, M. R., & Beal, D. J. (April, 2007). Staffing policies and interview structure: How they relate to discrimination and diversity. Paper presented at the annual meeting for the *Society for Industrial and Organizational Psychology* in New York, NY.
15. **Madera, J. M.**, Hebl, M. R., & King, E. B. (August, 2006). Exclusion, avoidance, and social distancing. Paper presented at the annual conference of the *Academy of Management* in Atlanta, GA.

14. **Madera, J. M.,** Currall, C. S., King, E. B., & Turner, S. L. (August, 2006). The role of risks and benefits in perceptions of technologies: The case of nanotechnology. Paper presented at the annual conference of the *Academy of Management* in Atlanta, GA.
13. King, E. B., Hebl, M. R., **Madera, J. M.,** Beier, M., & Quinones, M. (August, 2006). The efficacy of diversity training initiatives: evaluating strategies for improving the experiences of GLBT employees. Paper presented at the annual conference of the *Academy of Management* in Atlanta, GA.
12. Wilson, R., Arboleda, M., **Madera, J. M.,** & Singletary, S. (January, 2006). Tokens are for bus fare: What is the minority experience in psychology classrooms. Paper presented at the annual meeting for the *National Institute on the Teaching of Psychology* in St. Petersburg, FL.
11. **Madera, J. M.,** & Smith, B. D. (May, 2006). The effects of leader negative emotions on evaluations of leadership: The role of anger and sadness. Poster presented at the annual meeting for the *Society for Industrial and Organizational Psychology* in Dallas, TX.
10. **Madera, J. M.,** Turner, S. L., Beier, M., & Hardigree, A. (May, 2006). Individual differences in post-training reactions: The role of work experience, motivation, and personality. Poster presented at the annual meeting for the *Society for Industrial and Organizational Psychology* in Dallas, TX
9. **Madera, J. M.,** & Hebl, M. R. (April, 2005). The influence of hiring guidelines and structure on interview outcomes. Poster presented at the annual meeting for the *Society for Industrial and Organizational Psychology* in Los Angeles, CA.
8. Podratz, K., King, E. B., **Madera, J. M.,** & Hebl, M. R. (April, 2004). Responses to sexual harassment as a function of victim and attractiveness. Poster presented at the annual meeting for the *Society for Industrial and Organizational Psychology* in Chicago, IL.
7. Mendoza, S., King, E. B., **Madera, J. M.,** Knight, J.L., & Hebl, M. R. (January, 2003). What's in a name? A multi-ethnic investigation of access discrimination. Poster presented at the annual meeting for the *Society for Personality and Social Psychology* in Austin, TX.
6. **Madera, J. M.,** & Hebl, M. R. (July, 2003). Stigma of the ethnic minority: We're not just black and white. Paper presented at the *Inter-American Congress of Psychology*, Lima, Peru.
5. Gray-Shellberg, L., Gyetvay, M., Padilla, M. A, Durham, S., Jackson, K., Ocegueda, I., & **Madera, J. M.** (May 2002). Gender differences in perceptions of date rape. Poster presented at the *Western Psychological Association Convention* in Vancouver, Canada.
4. Gray-Shellberg, L., **Madera, J. M.,** Cunningham, C., Taylor, C., & Padilla, M. (June 2002). Date-rape blame attribution: Effects of attire, violence, relationship length, and knowledge. Poster presented at the *American Psychological Society Convention* in New Orleans, Louisiana.
3. Gray-Shellberg, L., **Madera, J. M.,** Cunningham, C., Taylor, C., & Padilla, M. (April 2002). Date rape blame attribution: Victim and subject attributes and perpetrator behavior. Poster presented at the *Western Psychological Association Convention* in Irvine, California.
2. **Madera, J. M.,** & Gray-Shellberg, L. (May 2001). Blaming date rape victims: The effects of attire, gender, and knowledge. Poster presented at the *Western Psychological Association Annual Convention* in Maui, Hawaii.

1. **Madera, J. M., & Gray-Shellberg, L.** (April 2001). The influence of victim attire, participant gender, and knowing a rape victim on victim blame. Paper presented at the *California State University Research Competition* in San Jose, CA.

INVITED TALKS

- Madera, J. M.** (April, 2023). Gender differences on resumes: The roles of agentic and communal language. Invited speaker to the *Industrial/Organizational Psychology Research Seminar* at Wayne State University.
- Madera, J. M., Spitzmueller, C., Henderson, E., & Penn-Marshall, M.** (February, 2023). Examining promotion and tenure issues for faculty of color. Invited speaker for the *Science Equity, Diversity, & Inclusion Task Force* at the *American Psychological Association*.
- Monoharan, A., **Madera, J. M., & Singal, M.** (November, 2022). Walking the talk in diversity management: Exploring links between strategic statements, management practices, and external recognition. Invited speaker to the *Strategic Diversity Management Seminar* at Vienna University of Economics and Business.
- Spitzmueller, C., **Madera, J. M., Henderson, E., & Penn-Marshall, M.** (November, 2022). Do the Best Researchers and Society Win? Fairness, Validity, and Bias in P&T Decision Making. Invited speaker to the *ADVANCE Implementation Mentors Network Research Seminar Series*.
- Madera, J. M.** (November, 2022). Self representation on resumes: Gender agentic and communal differences. Invited speaker to the *Industrial/Organizational Psychology Research Seminar* at the University of Houston.
- Madera, J. M.** (September, 2022). Organizational support for diversity management: Situational perspective taking. Invited speaker to the *Hospitality Research Seminar Series* at Virginia Tech.
- Madera, J. M.** (March, 2022). Diversifying business school faculty: The role of letters of recommendations. Invited speaker to the *Faculty DEI Virtual Summit* at Stanford University's Graduate School of Business.
- Madera, J. M.** (March, 2022). Achieving Equity at UH. Invited panelist to the *2022 UH Faculty Senate Conference*.
- Madera, J. M.** (November, 2021). Organizational support for diversity & inclusion management practices. Invited speaker to *The Interdisciplinary Committee on Organizational Studies Seminar Series* at the University of Michigan, Ann Arbor. Travel funded by host.
- Madera, J. M.** (November, 2021). Search committee diversity and applicant pool representation of women and underrepresented minorities. Presentation given to the *Industrial/Organizational Psychology Research Seminar* at Rice University.
- King, C., **Madera, J. M., Lee, L., Murillo, E. O., Baum, T., & Solnet, D.** (August, 2020). Future of work, people, and the work environment in the hospitality industry. Invited presentation to the *Thought Leadership Forum Conference* in Boca Raton, Florida (changed to virtual presentation due to COVID-19).

Madera, J. M. (February, 2020). Sex differences in letters of recommendation: Strategies for addressing gender bias in letters. Invited speaker to the *Susan Bulkeley Center for Leadership Excellence Series* at Purdue University. Travel funded by host.

Madera, J. M. (April, 2019). Words matter: Gender differences in letters of recommendation. Invited speaker to the *Achieving Equity and Diversity Conference* at UC Davis, California. Travel funded by host.

Madera, J. M. (December, 2018). Building a workplace that is inclusive: A leadership perspective. Presentation given to the Employee Development Event at MD Anderson Cancer Center.

Madera, J. M. (November, 2018). How we describe men and women differently in letters of recommendation. Presentation given to the Management & Leadership brown bag speaker session at Bauer College of Business, University of Houston.

Madera, J. M. (February, 2017). Qualitative research methods for IO psychology. Presentation given at the 2017 *Industrial-Organizational & Organizational Behavior Conference* in Houston, TX.

Madera, J. M. (August, 2016). Teaching different graduate populations & in-class activities. Presentation given at the pre-conference Teaching Academy for the 2016 *International Council on Hotel, Restaurant and Institutional Education Conference* in Dallas, TX.

Madera, J. M. (March, 2015). Perspective-taking discrimination: Getting the buy-in for diversity management programs. Presentation given to the Industrial/Organizational Psychology research seminar at Rice University.

Madera, J. M. (April, 2011). The education outreach (THEO) program: An introduction to I-O psychology. Presentation given at the pre-conference session for the *Society of Industrial and Organizational Psychology* in Chicago, IL.

Dawson, M., **Madera, J. M.**, & Neal, J. A. (September, 2010). Managing a bilingual workforce: Effective communication strategies for hospitality managers. Paper presented at the *Hospitality Industry Diversity Institute* in Houston, TX.

Madera, J. M., Dawson, M., & Neal, J. A., (September, 2010). Does a hospitality manager's multicultural competency relate to job performance? Paper presented at the *Hospitality Industry Diversity Institute* in Houston, TX.

Madera, J. M., Neal, J. A., & Dawson, M. (June, 2009). Strategies for diversity training: Focusing on empathy in the workplace. Paper presented at the *Hospitality Industry Diversity Institute* in Houston, TX.

Madera, J. M. (April, 2009). Reactions to stigmas in the employment interview: An eye tracking investigation. Presentation given to the Industrial/Organizational Psychology research seminar at Texas A&M University.

Madera, J. M. (August, 2007). Diversity and discrimination as a function of human resource practices. Presentation given to the Industrial/Organizational Psychology research seminar at Rice University.

- Madera, J. M.** (April, 2007). Staffing policies and interview structure: How They relate to organizational-level discrimination and diversity. Presentation given to the Industrial/Organizational Psychology research seminar at Rice University.
- Madera, J. M.** (April, 2006). The effects of leader negative emotions on evaluations of leadership: The role of anger and sadness. Presentation given to the Industrial/Organizational Psychology research seminar at Rice University.
- Madera, J. M., & Hebl, M. R.** (March, 2005). The influence of hiring guidelines and structure on interview outcomes. Presentation given to the Industrial/Organizational Psychology research seminar at Rice University.
- Madera, J. M.** (November, 2004). Leadership in organizations. Guest lecture given to the Introduction to Industrial/Organizational Psychology class at Rice University.
- Madera, J. M., & Turner, S. L.,** (October, 2004). Perceptions of nanotechnology: An evaluation of risk/benefit analyses and trust decisions. Presentation given at *The Center for Biological and Environmental Nanotechnology 's NanoDays conference* in Houston, TX.
- Currall, S., King, E. B., **Madera, J., & Turner, S. L.** (October, 2004). Nanotechnology: Assessing public trust and perceptions of risk. Presentation given to the Industrial/Organizational Psychology group at Rice University. Houston, TX.
- Madera, J. M.** (April, 2004). Introduction to personality. Guest lecture given to the Introduction to Psychology class at Rice University.
- Madera, J. M.** (March, 2004). The effects of personality and performance level on goal-directed behaviors in performance appraisals. Presentation given to the Industrial/Organizational Psychology research seminar at Rice University.
- Madera, J. M.** (March, 2004). Experiments in industrial organizational Psychology. Guest lecture given to the Research Methods in Psychology class at Rice University.
- Madera, J. M.** (May, 2003). The influence of structured interviews and mental control on interview discrimination. Presentation given to the Industrial/Organizational Psychology research seminar at Rice University.
- Madera, J. M.** (May, 2002). Getting into graduate school. Panel discussion given at the annual undergraduate Psi Chi meeting at CSUDH.

TEACHING CONTRIBUTION

Designed and implemented the following courses. Responsible for every aspect of the classes, including lecturing, project construction, and grading.

Graduate (MS degree) Courses

Human Resource Management for the Hospitality Industry, Fall 2008, Fall 2009, Fall 2010, Fall 2011, Fall 2012, Fall 2013, Fall 2014, Fall 2015, Fall 2016, Fall 2017, Fall 2018, Fall 2019, Fall 2021, Fall 2022

Managing Diversity in the Hospitality Industry, Spring 2011, Spring 2012, Spring 2012, Spring 2013, Spring 2014, Spring 2018, Spring 2019.

Methods of Research in the Hospitality Industry, Summer 2011, Summer 2013, Spring 2015.

Organizational Behavior and Leadership Strategies, Fall 2016, Fall 2017, Fall 2018, Fall 2019, Fall 2021.

Graduate (PhD degree) Courses

Qualitative Methods of Research in the Hospitality Industry, Spring 2016, Spring 2017, Spring 2018, Spring 2019, Spring 2020, Spring 2021, Spring 2022.

Organizational Behavior and Management Theory, Spring 2020, Spring 2022.

Undergraduate Courses

Human Resource Management, Fall 2008, Spring 2009, Summer 2009, Fall 2009, Spring 2010, Spring 2010, Summer 2010, Fall 2010, Spring 2011, Summer 2011, Fall 2011, Spring 2012, Fall 2012, Spring 2013, Summer 2013, Fall 2013, Spring 2014, Summer 2014, Fall 2014, Spring 2015, Fall 2015, Spring 2016, Fall 2016, Spring 2017, Fall 2017, Fall 2018, Fall 2019, Fall 2021, Fall 2022.

Leadership in the Hospitality Industry, Summer 2009.

Managing Diversity in the Hospitality Industry, Spring 2011, Spring 2012, Spring 2013, Spring 2014, Spring 2018, Spring 2019, Spring 2021, Spring 2022.

GRADUATE STUDENT MENTORSHIP

Advisor for Thesis/Professional Paper

- | | |
|-----------------------------------|---------------------------------|
| 1. Judy Waight, MS (2009) | 17. Samone John, MS (2013) |
| 2. Barbara Lebold, MS (2010) | 18. Anjana Varma, MS (2013) |
| 3. Rita Chang, MS (2010) | 19. Yanting Wang, MS (2013) |
| 4. Kristin Bush, MS (2010) | 20. Samantha Binford, MS (2014) |
| 5. Wen Chang, MS (2011) | 21. Wang Yan Zhi, MS (2015) |
| 6. Sen Zhang, MS (2011) | 22. Stephanie Quimby, MS (2015) |
| 7. Huai-En Chou, MS (2011) | 23. Josh Hartman, MS (2015) |
| 8. Sen Zhang, MS (2011) | 24. Diana Hawk, MS (2015) |
| 9. Sarah Richard, MS (2012) | 25. Shina Bahardwaja, MS (2016) |
| 10. Han Wen, MS (2012) | 26. Miao Miao, MS (2017) |
| 11. Jiadai Chen, MS (2012) | 27. Renata Bernardes, MS (2017) |
| 12. Xian Han, MS (2012) | 28. Becky Pham, MS (2020) |
| 13. Stephanie Witowski, MS (2012) | 29. Natalia Llanos, MS (2020) |
| 14. Qingqing Liu, MS (2012) | 30. Madiha Saadat, MS (2021) |
| 15. Tingting Zhang, MS (2012) | 31. Iuliana Popa, MS (2021) |
| 16. Theresa Theberge, MS (2013) | |

Advisor for Dissertation in Hospitality

1. Lindsey Lee, PhD (2019)
2. Iuliana Popa, PhD (expected 2024)
3. Alberto Beiza, PhD (expected 2024)

Committee Member for Dissertation in Hospitality

1. Heyao "Chandler" Yu, PhD (2018)
2. Elizabeth Whalen, PhD (2019)
3. Xingyu "Maxime" Wang, PhD (2019)
4. So Hee Park, PhD (2019)
5. Jookyung Kwon, PhD (2019)
6. Renata Fernandes Guzzo, PhD (2019)
7. Min Jung Shin, PhD (2020)
8. Trishna Mistry (Rosen College UCF), PhD (2020)
9. Marissa Ritter, PhD (2021)
10. Helen Choi (Hong Kong Polytech), PhD (2021)
11. Karla Acosta, PhD (2021)
12. Vanessa Liu, PhD (2021)
13. Michelle Russen, PhD (2022)
14. Anni Ding, PhD (2023)
15. Jaewoo Kim (Bauer College of Business), PhD (2023)
16. Huy Gip, PhD (2023)

Committee Member for Thesis and Dissertation in Psychology

1. Brooke Lerman, PhD (2009) – UH
2. Aditi Raghuran, PhD (2009) – UH
3. Jennifer Reeves, PhD (2010) – UH
4. Eleanor Waite, PhD (2011) – UH
5. Alex Milam, PhD (2012) – UH
6. Zachary Roberts, PhD (2017) – UH
7. Nikola Fedorowitz, MS (2018) – UH
8. James Rigby, MS (2018) – UH
9. Carlos Moreno, PhD (2020) – Rice University
10. Drake Van Egdom, MS (2020) – UH
11. Xueqi (Cecilia) Wen, PhD (2021) – UH
12. Zihan Liu, PhD (2022) – UH

SERVICE CONTRIBUTIONS

College

Chair of the Faculty Search Committee, 2021-2022.

Chair of the Graduate Curriculum Committee, 2020-present.

Served on the Dean's Review Committee, 2020.

Co-Chair of the 2019 Graduate Conference in Hospitality & Tourism, 2018-2019

Chair of the College Promotion and Tenure Guideline Committee, 2015-2016

Chair of the Faculty Search Committee, 2015-2016

Chair of the PhD Exam Committee, 2015-present

Chair of the Graduate Certificate Curriculum Committee, 2017

Co-Advisor for the Hilton Doctoral Student Association, 2016-present

Serving on the Hilton College Curriculum Committee, 2017-present

Serving on the NTT Promotion Policy Committee, 2017

Faculty Search Committee member, 2019-2020

Chair of the Tenure-Track Promotion Policy Committee, 2015-2016

Advisor for an undergraduate PURS (Yilei Tian), 2016-2017
 Academic Honesty College Hearing Officer for the Conrad N. Hilton College, 2015-2017
 Advisor for the Par Excellence, 2014-2017
 Advisor for the NSMH-Cougar chapter, 2009-2014
 Hall of Honor, Fall 2009, 2010, 2011, 2012, 2014, 2015, 2018— organized a panel on HR issues.
 HIDI conference, 2009, 2010—recruiting and selecting academic panels.
 GSARC, Spring 2010, Spring 2013—served as a panel moderator.

University

Served on the UH Outstanding Graduate Mentor Award Selection Committee, 2023
 Served on the UH Outstanding Graduate Mentor Award Selection Committee, 2022
 Served on the Graduate and Professional Studies Grievance Committee, 2021
 Panelist for *Conversations Around Race in the Classroom*, 2020
 Serving on the Graduate and Professional Studies Committee (GPSC), 2015-present
 Serving on Faculty Senate, 2015-present
 Serving on the Graduate Student Admissions Committee (Subcommittee of GPSC) 2015-2017, 2018-present
 Served on the Graduate Student Affairs Committee (Subcommittee of GPSC) 2017-2018
 Serving as a UH ADVANCE Research fellow 2017-present.
 Served on the Provost's "Conversations with the President" Panel on *How to Diversify the Top* (2015).
 Served on the Conrad N. Hilton College of HRM Dean's Search Committee (2014-2015).
 Served on the Conrad N. Hilton College of HRM Dean's Review Committee (2010).
 Serving on Master and Dissertation committees in the psychology department.
 Serving as a Dissertation co-advisor in the hospitality department at UCF (2016-2018).

Professional Service

SIOP DIP Mentors Program (2021-present).
 SIOP Visionary Circle Steering Committee (2020-2022).
 SIOP's *James L. Outtz Student Research Grant on Diversity* award committee (2016-2021).
 SIOP's *Wiley Award for Excellence in Survey Research* award committee (2017-2021).
 SIOP Diversity & Inclusion Task Force, 2020
 Advisory Board member of the Restaurant Opportunities Center United (2013-2016).
 Chair of the Committee on Ethnic Minority Affairs for SIOP (2012-2014).
 Chair of the SIOP Diversity Task Force (2012-2014).
 Chair of the Education and Training subcommittee for CEMA for SIOP (2014-2016).
 Co-developed and instructed "*Leading a Diverse Workforce*" for the Texas Hotel & Lodging Association Annual Short Course (January 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020).
 Developed and instructed "*Conflict Resolution*" for the Texas Hotel & Lodging Association Annual Short Course (January 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020).
 Co-developed and instructed "*Diversity Management*" for The Club Managers Association of America (November, 2013, 2014, 2015, 2016).
 Presenter for the for the SIOP Education Outreach (THEO) program (2011-2012).
 Chair of the Education and Training subcommittee Study Abroad Resources for SIOP (2010-2011).
 Served on the Editorial Board Review for special issue on diversity issues of the *Journal of Business and Psychology* (2012).
 Presented at the National Association of Catering Executives Houston annual meeting that is sponsored by the UH student chapter (2012).

REVIEW CONTRIBUTIONS

Associate Editor

International Journal of Hospitality Management, 2020 – present

Journal of Business & Psychology, 2021 – present

Cornell Hospitality Quarterly, 2022 – present

Editorial Board Member

International Journal of Contemporary Hospitality Management, 2017 – present

Guest Editor for a Special issue on leadership, 2018-2019

Guest Editor for a Special issue on diversity, equity, and inclusion, 2022-2023

Journal of Hospitality and Tourism Research, 2018 - present

Personnel Assessment and Decisions, 2015 – present

Guest Editor for a Special issue on discrimination, 2017-2019

Ad-hoc Reviewer (Hospitality Journals)

Journal of Quality Assurance in Hospitality and Tourism

Ad-hoc Reviewer (Industrial/Organizational Journals)

Applied Psychology: An International Review

Basic and Applied Social Psychology

Human Relations

Human Resource Management

International Journal of Human Resource Management

Journal of Applied Psychology

Journal of Applied Social Psychology

Journal of Experimental Psychology: Applied

Journal of Personality and Social Psychology

Latin American Research Review

Management Research News

Personnel Psychology

Sex Roles

Conference Reviewer

Academy of Management Annual Conference

Society of Industrial/Organizational Psychology Annual Conference

International Council on Hotel, Restaurant, and Institutional Education

ORGANIZATION MEMBERSHIP

Academy of Management.

American Psychological Association.

International Council on Hotel, Restaurant, and Institutional Education.

Society for Industrial and Organizational Psychology.

Society for Human Resource Management.

Society for the Psychological Study of Social Issues.

REFERENCES

Dr. Mikki Hebl, Professor, Department of Psychology and Management, Rice University.
713-348-2270, hebl@rice.edu

Dr. Margaret Beier, Associate Professor, Department of Psychology, Rice University.
713-348-3920, beier@rice.edu

Dr. Mary Dawson., Associate Dean of Academic Programs, University of Houston, Conrad N. Hilton College. 713-743-2441, mdawson@uh.edu

Dr. Carl A. Boger, Jr., Professor, University of Houston, Conrad N. Hilton College. 713-743-3884, cboger@uh.edu

Dr. Stowe Shoemaker, Dean, University of Nevada-Las Vegas, W. F. Harrah College.
702-895-4459, stowe.shoemaker@unlv.edu