

Hazel-Anne M. Johnson-Marcus, Ph.D.

Senior Director for Faculty Diversity & Inclusion
Teaching Professor of Human Resource Management
Rutgers, The State University of New Jersey
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EDUCATION

- Ph.D. in Industrial-Organizational Psychology** **May 2007**
Minor 1: Business Administration; Minor 2: Methods
University of South Florida, Tampa, FL
○ Dissertation Chair: Dr. Paul E. Spector
○ Title: Service with A Smile: Antecedents and Consequences of Emotional Labor
- Master of Arts in Industrial-Organizational Psychology** **April 2004**
University of South Florida, Tampa, FL
○ Thesis Chair: Dr. Paul E. Spector
○ Title: The Story Behind Service with A Smile: The Effects of Emotional Labor on Job Satisfaction, Emotional Exhaustion, and Affective Well-Being
- Bachelor of Science in Psychology (Honors)** **May 2001**
Minor: Business Administration
University of Florida, Gainesville, FL

ACADEMIC APPOINTMENTS & ACADEMIC LEADERSHIP POSITIONS

- Teaching Professor** July 2023 – present
Department of Human Resource Management, Rutgers University
- Senior Director for Faculty Diversity & Inclusion** January 2022 – present
Division of Diversity, Inclusion & Community Engagement, Rutgers University-New Brunswick
- Director of Diverse Scholar Engagement** September 2021 – December 2021
Division of Diversity, Inclusion & Community Engagement, Rutgers University-New Brunswick
- Associate Teaching Professor** July 2017 – June 2023
Department of Human Resource Management, Rutgers University
- Director, HRM Undergraduate Program** July 2017 – December 2021
Department of Human Resource Management, Rutgers University
- Assistant Teaching Professor** September 2012 – June 2017
Department of Human Resource Management, Rutgers University
- Visiting Assistant Professor** September 2011 – June 2012
Department of Human Resource Management, Rutgers University

Assistant Professor September 2007 – June 2011
Department of Management, Rider University

Graduate Teaching Associate May 2003 – May 2007
Psychology Department, University of South Florida

Graduate Teaching Assistant August 2002 – May 2003
Psychology Department, University of South Florida

TEACHING

Department of Human Resource Management, Rutgers University September 2011 – present

- Staffing & Talent Acquisition (undergraduate)
- Diversity in HRM (undergraduate & graduate)
- Future of Work (undergraduate)
- Introduction to Human Resource Management (undergraduate)
- Training & Development (undergraduate)
- Career Management (undergraduate)
- Developing Human Capital (graduate)

Department of Psychology, Baruch College, CUNY September – December 2011

- Emotions in the Workplace (graduate)

Department of Management, Rider University September 2007 – June 2011

- Managing Workforce Diversity (undergraduate & graduate)
- Management and Organizational Behavior (undergraduate & graduate)

Psychology Department, University of South Florida August 2002 – May 2007

- Social Psychology (undergraduate)
- Introduction to Psychological Science (undergraduate)
- Research Methods Lab (undergraduate)

EXECUTIVE & PROFESSIONAL EDUCATION

YAI Executive Certificate: Management Development Program April 2021

- Rutgers School of Continuing Studies

Executive Certificate: HR for the 4th Industrial Revolution November 2020

- Center for HR & Leadership Development

RWJ Barnabas Health, Certified Health Care Manager Program May 2020 & January 2021

- Center for HR & Leadership Development

LG, Stakeholder Consultation & Women's Leadership Panel June & October 2019

- Center for Women & Work and Center for HR & Leadership Development

Provident, Leadership Development for Early Career Women May 2019

- Center for Women & Work and Center for HR & Leadership Development

Select Leadership Development for Early Career Women Program October 2018

- Center for Women & Work and Center for HR & Leadership Development

- NJ Resources**, Early Career Leadership Development January & March 2018
○ Center for HR & Leadership Development
- Panasonic**, Leadership Development for Early Career Women October 2017
○ Center for Women & Work and Center for HR & Leadership Development
- RUHR Transatlantic Fellowship Program** August 2017 & August 2018
○ Center for HR & Leadership Development

STUDENT SUPERVISION

- Faculty Mentor to Inaugural Cohort of Rutgers Posse Leadership Scholars Fall 2022 – present
- Undergraduate Interdisciplinary Honors Thesis Research Project Supervision, Human Resource Management Department, Rutgers University Spring 2019
- Undergraduate Honors Thesis Research Project Supervision, Human Resource Management Department, Rutgers University Fall 2016 – Spring 2017
- Undergraduate Internship Supervision, Human Resource Management Department, Rutgers University Spring 2012 – Spring 2020
- Undergraduate Independent Research Study Supervision, Human Resource Management Department, Rutgers University Spring 2012, Fall 2017 – Spring 2018
- Graduate Independent Research Study Supervision, College of Business Administration, Rider University August 2009 – August 2010
- Undergraduate Independent Research Study Supervision, College of Business Administration, Rider University August 2009 – May 2010

SERVICE

DEPARTMENT, SCHOOL & UNIVERSITY SERVICE

Rutgers University

- SMLR New Major Committee 2024
- SMLR Appointment & Promotion Committee – NTT Research Faculty 2021
- SMLR Diversity Champion & Equity Advisor 2020 – 2021
- SMLR Diversity, Equity and Inclusion Committee, Co-Chair 2019 – 2021
- Vice Chancellor for Diversity, Inclusion & Community Engagement Search Committee 2018 – 2019
- SMLR Scholarship Committee 2017 – 2021
- SMLR Assessment Committee 2017 – 2021
- HRM NTT Faculty Search Committee 2017
- HRM PTL Committee 2017 – 2021
- HRM NTT Promotion Committee 2017 – 2021
- SMLR Curriculum Committee 2017 – 2021
- SMLR Teaching Workshop, Presenter in Teams/Groups Panel Spring 2017
- RU SHRM Undergraduate Chapter (Superior Merit Award) 2013 – 2021
- Faculty Advisor
- Human Resource Management Department Assessment Committee 2015

Rider University

Unity Days Planning Committee	2009 & 2010
○ Faculty Chair	
Affirmative Action Committee	2009 – 2010
○ Member	
Black Student Union	2009 – 2010
○ Faculty Advisor	
Human Resources Management Association	2009 – 2011
○ Faculty Advisor	
CBA-APC Faculty Grade Review Panel	2009 – 2011
○ Member	
New Faculty Recruitment Committee	2008 – 2009
○ Member and Department Representative at the Academy of Management	
President’s Diversity Committee	2007 – 2008
○ Co-Chair of the Education and Research Sub-Committee	
Academic Advising	2007 – 2011
○ Advisor to 12 students from the College of Business Administration	

University of South Florida

Psychology Graduate Student Organization	2005 – 2007
○ President and Co-Founder	

PROFESSIONAL SERVICE

Ad hoc Journal Reviewer

○ Motivation and Emotion	2007
○ Applied Psychology: An International Review	2008
○ Human Relations	2009
○ Human Performance	2010
○ Stress and Health	2009, 2010, 2013
○ Journal of Occupational Health Psychology	2010, 2012, 2013
○ Journal of Occupational Rehabilitation	2023

Conference Reviewer

○ Academy of Management Conference	2005–2012, 2015
○ Society for Industrial and Organizational Psychology Conference	2007–2013, 2015
○ International Conference on Emotions in Organizational Life (EMONET V)	2006
○ Southern Management Association Conference	2006

COMMUNITY ENGAGEMENT

Metuchen Board of Education

August 2020 – present

- Vice President & Member of Equity, Policy, Curriculum & Instruction, and Negotiation Committees

Metuchen Mayor’s Equity Commission

July 2020 – July 2021

- Member

Metuchen Human Relations Commission

October 2017 - present

- Vice-Chair & Chair

Metuchen Chamber of Commerce

September 2019

- Invited Keynote Speaker on Diversity & Inclusion

Temple Emanu-El, Edison NJ

December 2017 & March 2021

- Invited Keynote Speaker on Diversity & Inclusion

MEDIA INTERVIEWS

- “Why some HR professionals are frustrated with SHRM’s leadership.” By Shana Lebowitz, *Business Insider*, June 22, 2020.
 - <https://www.businessinsider.com/human-resources-community-conflict-over-shrm-leadership-ceo-johnny-taylor-2020-6>
- “Racial unrest shines spotlight on industry diversity issues.” By Mark Hamstra, *Supermarket News*, June 26, 2020.
 - <https://www.supermarketnews.com/print/112452>
- “Inclusivity and harmony.” By Stephanie Taylor Christensen, *Managing People at Work*, July 10, 2020.
 - <https://www.managingpeopleatwork.com/3278/inclusivity-and-harmony-the-battle-against-racism>
- “Food shopping while Black: Serving up more than just double coupons at the local supermarket.” By Glenn Townes, *NJ Urban News*, July 17, 2020.
 - <https://www.njurbannews.com/articles/food-shopping-while-black-serving-up-more-than-just-double-coupons-at-the-local-supermarket/>
- Black Women’s Equal Pay Day Roundtable. Television interview by Ariane Datil, *WUSA9*, August 13, 2020.
 - <https://www.wusa9.com/article/money/black-womens-equal-pay-day-roundtable-discussion/65-3dfd603d-3b83-4608-ba50-3ed1ee974f92>

PROFESSIONAL MEMBERSHIPS

- Society for Industrial and Organizational Psychology
- Academy of Management
- Society for Human Resources Management

AWARDS & FELLOWSHIPS

Rutgers Leadership Academy Fellowship	2021-2022
The James R. Chelius Award for Excellence in Teaching, Department of Human Resource Management, SMLR, Rutgers University	May 2013
Davis Fellowship, College of Business Administration, Rider University	Fall 2009
Provost’s Commendation for Outstanding Teaching by A Graduate Teaching Assistant (university-wide)	April 2005, 2006 & 2007
Eve Levine Graduate Student Teaching Award (department-wide)	April 2006
University Graduate Fellowship (university-wide)	August 2001 – May 2002
Latin American and Caribbean Scholarship (university-wide)	August 2001 – May 2007

RESEARCH

REFEREED JOURNAL PUBLICATIONS

- Kruse, D., Schur, L., **Johnson-Marcus, H. M.**, Gilbert, L., Di Lallo, A., Gao, W. & Su, H. (in press). Assistive technology's potential to improve employment of people with disabilities. *Journal of Occupational Rehabilitation*.
- Allen, T. D., **Johnson, H. M.**, Xu, X., Rodopman, O. B., Ottinot, R. C. & Biga, A.M. (2009). Mentoring and protégé narcissistic entitlement. *Journal of Career Development*, 35, 385-405.
- Cited 24 times in Web of Science Core Collection.
- Brannick, M. T., Wahi, M. M., Arce, M., **Johnson, H. M.**, Nazian, S. & Goldin, S. B. (2009). Comparison of trait and ability measures of emotional intelligence in medical students. *Medical Education*, 43, 1062-1068.
- Cited 60 times in Web of Science Core Collection
- Johnson, H. M.** & Spector, P.E. (2007). Service with a smile: Do emotional intelligence, gender and autonomy moderate the emotional labor process? *Journal of Occupational Health Psychology*, 12(4), 319-333.
- Cited 232 times in Web of Science Core Collection.

BOOK CHAPTERS

- Dahling, J. & **Johnson, H. M.** (2013). Emotional labor and individual differences. In A. A. Grandey, J. Diefendorff & D. Rupp (Eds.) *Emotional Labor in the 21st Century: Diverse Perspectives on Emotion Regulation at Work*. New York, NY: Psychology Press/Routledge
- Johnson, H. M.**, Xu, X., & Allen, T. D. (2007). Reflections on diversity and mentoring relationships. In T. D. Allen & L. T. Eby (Eds.) *Blackwell Handbook of Mentoring: A Multiple Perspectives Approach* (pp. 301-304) Malden, MA: Blackwell Publishing
- Spector, P.E. & **Johnson, H. M.** (2006). Improving the definition, measurement and application of emotional intelligence. In K. Murphy (Ed.) *A Critique of Emotional Intelligence: What are the Problems and How Can They be Fixed?* (pp. 325-344) Mahwah, NJ: Erlbaum.

REFEREED CONFERENCE PRESENTATIONS

- Johnson, H. M.** & Winkler, A. P. (2012). *Human/Social Sustainability: What is it? Why should we care about it? How do we practice it?* Caucus presented at the Annual Meeting of the Academy of Management, Boston, MA.
- Johnson, H. M.** (2011). *Where are the 'tired, poor, and huddled masses' in management research? A research incubator to examine the extent to which we show compassion for 'invisible immigrants' within our organizations.* Caucus presented at the Annual Meeting of the Academy of Management, San Antonio, TX.
- Dahling, J. & **Johnson, H. M.** (2010). Promoting good service: The effects of trait and state regulatory focus on emotional labor. Paper in A.A. Grandey & P. E. Grabarek (Chairs), *Training for Emotional Labor: Impact on Performance and Well-Being*. Symposium conducted at the 25th Annual Conference of the Society for Industrial and Organizational Psychology, Atlanta, GA.

- Dahling, J. & **Johnson, H. M.** (2009). Promoting good service: A study of regulatory focus and emotional labor. Paper presented in E. Hunter (Chair), *Customer Service*. Symposium conducted at the 69th Annual Meeting of the Academy of Management, Chicago, IL.
- Schneer, J., **Johnson, H. M.** & Kutcher, E. (2009). Greed: Vice or virtue? Paper presented in *Upsetting the Apple Cart: Challenging Assumption in OB&T Theorizing*. Symposium conducted at the Eastern Academy of Management, Hartford, CT.
- Goldin, S. B., Brannick, M. T., Wahi, M. M., Paidas, C., Arce, M., Cannarozzi, M. L., **Johnson, H. M.** & Nazian, S. J. (2008). *Medical students have emotional intelligence similar to general population*. Paper presented at the 3rd Annual Academic Surgical Congress, Huntington Beach, CA.
- Johnson, H. M.** & Spector, P.E. (2007). Emotional intelligence as a predictor of emotional labor and service performance. Paper presented in H. M. Johnson & P. E. Spector (Chairs), *New Directions in Emotional Intelligence Research*. Symposium at the 22nd Annual Conference of the Society for Industrial and Organizational Psychology, New York, NY.
- Johnson, H. M.** & Spector, P.E. (2007). An examination of affectivity, emotional labor strategies and emotional exhaustion. Paper presented in A. Fischbach & C. Dormann (Chairs), *Stress in Service Interactions: Antecedents, Processes, and Moderators*. Symposium at the 22nd Annual Conference of the Society for Industrial and Organizational Psychology, New York, NY.
- Rodopman, O. B., Xu, X., Allen, T.D. & **Johnson, H. M.** (2007). National culture as the context: new propositions for workplace mentoring. Paper presented in L. Eby & S. Evans (Chairs), *Cross-Cultural Issues in Mentoring*. Symposium at the 22nd Annual Conference of the Society for Industrial and Organizational Psychology, New York, NY.
- Allen, T. D., **Johnson, H. M.**, Xu, X., Rodopman, O. B., Ottinot, R. C. & Biga, A.M. (2006). Mentoring and Protégé Narcissistic Entitlement. Paper presented in E. Williams and L. Eby (Chairs), *Problems in Mentoring: Mentors' Experience, Protégé Personality and Organizational Implications*. Symposium conducted at the 66th Annual Meeting of the Academy of Management, Atlanta, GA.
- Johnson, H. M.** & Spector, P. E. (2005). *Gender and Autonomy: Moderators in the Emotional Labor Process*. Interactive poster presented at the 20th Annual Conference of the Society for Industrial and Organizational Psychology, Los Angeles, CA.
- Johnson, H. M.** & Spector, P. E. (2004). An Investigation of the Relationship between Emotional Intelligence and Emotional Labor. Paper presented in D. Van Rooy (Chair), *Emotional Intelligence: An Unemotional but Intelligent Evaluation of Research*. Symposium conducted at the 19th Annual Conference of the Society for Industrial and Organizational Psychology, Chicago, IL.

RESEARCH GRANTS

“RRTC on Employer Practices Leading to Successful Employment Outcomes Among People with Disabilities,” 2021-2025.

Co-investigator for 5-year Rehabilitation Research and Training Center (RRTC) grant funded by the National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR). These projects will study the effects of employment policies on the employment of people with disabilities, with a focus on facilitating increased employment. The center is based at Syracuse with Rutgers and Harvard as partners, with \$4.3 million total for all partners, and \$940,000 to Rutgers.

The Rutgers projects include analysis of the impact on people with disabilities of policies on 1) paid sick leave and paid family leave; 2) telework and other home-based work; 3) contingent work; 4) unemployment insurance; and 5) minimum wages.

“Future of Work for People with Disabilities,” 2020-2023.

Co-investigator for 4-year project funded by the National Science Foundation. The goal is to study the potential of assistive technology to increase employment, productivity, and wages of people with disabilities. The center is based at CUNY, with Rutgers, and NYU as partners, with \$2.3 million total for all partners and \$620,000 to Rutgers. The Rutgers components examine economic and policy implications of assistive technology using large-scale government datasets and data gathered from companies and employees about HR implications of integrating assistive technology in the workplace.

APPLIED RESEARCH AND CONSULTING

Consultant to Department of Surgery <i>College of Medicine, University of South Florida</i>	2006 – 2009
Project Lead – Performance Management Projects <i>Franklin Templeton Investments, St. Petersburg, Florida</i>	May – December 2006
Consultant to Jacksonville Sheriff’s Office <i>City of Jacksonville, Florida</i>	May – December 2005
Mentoring Research Group <i>Psychology Department, University of South Florida</i> o Cross-national investigation of diversity and mentoring in the workplace.	2004 – 2009
Research Grant Statistical Consultant Grant Title: <i>Work stress, well-being and job performance in Greater China: The role of coping strategies, Chinese work values, organizational commitment, and self-efficacy.</i>	May 2004 – May 2007
Assessment Center Consultant <i>Raymond James Financial, St. Petersburg, Florida</i>	August – December 2003
Consultant to the United Synagogue of Conservative Judaism <i>New York, NY</i>	January – May 2003