

Curriculum Vitae

RUTH MARIA STOCK-HOMBURG

Professor Ruth M. Stock-Homburg, Ph. D., Ph. D.

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Citizenship: German

Educational Background

Ph. D.	University of Hagen, Germany Major Field: Psychology Thesis: Negative interaction spirals during service encounters	2018
Habilitation	Helmut Schmidt University of Hamburg, Germany Major Field: Management Thesis: Performance Implications of Interorganizational Teams	2003
Ph. D.	University of Mannheim, Germany Major Field: Management Thesis: Link Between Employee and Customer Satisfaction	2000
M. Sc.	University of Hagen, Germany Major Field: Psychology Thesis: Sources of Employee Satisfaction	1998
Diploma	University of Applied Sciences Koblenz, Germany Major Field: Business and Management Thesis: Total Quality Management in Consumer Goods Organizations	1996

Research Interests

Innovation Management, User Innovation and Entrepreneurship
Strategic Management & Leadership
Personal & Team Selling, Service Robotics

Full-Time Employments and Academic Experience

Technische Universität Darmstadt	Professor of Management and Innovation	Since 2006
	Chair of the Department Marketing and Human Resources Management	
	Dean at the Faculty of Business Administration	2014-16
	Associate Dean at the Faculty of Business Administration	2012-14
MIT Cambridge, USA	Visiting Scholar	2013-14
University of Hohenheim	Professor of Management	2005-06
	Chair of the Department for Management	
Karlsruhe Institute of Technology	Associate Professor	2004-05
	Chair of the Department for Management	
Helmut Schmidt University Hamburg	Assistant Professor	2004-05
	Department for Management	
McCombs Business School, University of Texas at Austin	Visiting Scholar	2003-04

Teaching Experience

- Ph. D. Courses Taught:
- Theory Development in Management and Innovation
 - Research Methods in Management and Marketing
 - How to Get Published

Supervisor for	1	Eva-Maria Bauer
Doctoral Students:	2	Marei Bednarek
	3	Florian Dorozalla
	4	Sebastian Dreher
	5	Youssef El Ouadoudi
	6	Gisela Gerlach
	7	Nadine Genisyürek
	8	Lennart Gillert
	9	Matthias Groß
	10	Lars Herrmann
	11	Thomas Herrmann
	12	Thomas Krüger
	13	Gülden Özbek-Potthoff
	14	Julia Pescher
	15	Maxi Raida
	16	Ines Reiferscheid
	17	Kathrin Reinke
	18	Kai Rödiger
	19	Julia Roederer
	20	Armin Schnellbacher
	21	Christian Schultz
	22	Björn Six
	23	Melanie Strecker
	24	Florian Totzauer
	25	Carmen Tragelehn
	26	Nicolas Zacharias

- Executive Courses Taught:
- Strategy and Leadership
 - Innovation Management
 - Market-oriented Human Resources Management (University of Munich, Germany)
 - Team Leadership (University of Mannheim, Germany)

- MBA Courses Taught:
- Marketing Management (McCombs Business School at Austin, USA)
 - User Innovation (MIT Cambridge, USA)
 - Leadership and Strategy

- Undergraduate Courses:
- Innovation Management and Entrepreneurship
 - Innovation-oriented Management
 - Strategy and Leadership
 - Innovation-oriented Human Resources Management

Publications in Peer-Reviewed Journals

- Stock, Ruth, Groß, Matthias, and Xin, Katherine (2019), Will Self-Love Take a Fall? Effects of Top Executives' Positive Self-regard on Firm Innovativeness, *Journal of Product Innovation Management*, 36, 1, 41-65.
- Lukoschek, Carmen, Gerlach, Gisela, Stock, Ruth, and Xin, Katherine (2018), Leading to Sustainable Organizational Unit Performance: Antecedents and Outcomes of Executives' Dual Innovation Leadership, *Journal of Business Research*, 91, 266-276.
- De Jong, Jeroen, Gillert, Lennart, and Stock, Ruth (2018), First Adoption of Consumer Innovations: Exploring Market Failure and Alleviating Factors, *Research Policy*, 47, 2, 487-497.
- Stock, Ruth, de Jong, Ad, and Zacharias, Nicolas (2017), Frontline Employees' Innovative Service Behavior as Key to Customer Loyalty: Insights into FLEs' Resource Gain Spiral, *Journal of Product Innovation Management*, 34, 2, 223-245.
- Stock, Ruth, Zacharias, Nicolas, and Schnellbacher, Armin (2017), How Do Strategy and Leadership Styles Jointly Affect Co-Development and Its Innovation Outcomes?, *Journal of Product Innovation Management*, 34, 2, 201-222.
- Zacharias, Nicolas, Stock, Ruth Maria, and Im, Subin (2017), Strategic Givens in New Product Development: Understanding Curvilinear Effects on New Product Performance, *International Journal of Innovation Management*, 21, 1.
- Stock, Ruth (2016), Understanding the Relationship between Frontline Employee Boreout and Customer Orientation, *Journal of Business Research*, 69, 10, 4259-4268.
- Zacharias, Nicolas, Nijssen, Edwin, and Stock, Ruth (2016), Effective Configurations of Value Creation and Capture Capabilities: Extending Treacy and Wiersema's Value Disciplines, *Journal of Business Research*, 69, 10, 4121-4131.
- Stock, Ruth, von Hippel, Eric, and Gillert, Nils Lennart (2016), Impacts of Personality Traits on Consumer Innovation Success, *Research Policy*, 45, 4, 757-769.
- Stock, Ruth and Gillert, Lennart (2016), Exploring the Product Innovation Outcomes of Corporate Culture and Executive Leadership, *International Journal of Innovation Management*, 20, 1.
- Gerlach, Gisela, Rödiger, Kai, Stock, Ruth, and Zacharias, Nicolas (2016), Salespersons' Empathy as a Missing Link in the Customer Orientation–Loyalty Chain: An Investigation of Drivers and Age Differences as a Contingency, *Journal of Personal Selling & Sales Management*, 36, 3, 221-239.
- Stock, Ruth Maria, Strecker, Marina Melanie, and Bieling, Gisela (2016), Organizational Work–Family Support as Universal Remedy? A Cross-Cultural Comparison of China, India and the United States, *International Journal of Human Resource Management*, 27, 11, 1192-1216.
- Stock, Ruth and Schultz, Christian (2015), Understanding Consumers' Predispositions Toward New Technological Products: Taxonomy and Implications for Adoption Behavior, *International Journal of Innovation Management*, 19, 5.
- Zacharias, Nicolas, Six, Bjoern, Schiereck, Dirk, and Stock, Ruth (2015), CEO Influences on Firms' Strategic Actions: A Comparison of CEO-, Firm-, and Industry-Level Effects, *Journal of Business Research*, 68, 11, 2338-2346.

- Stock, Ruth, Oliveira, Pedro, and von Hippel, Eric (2015), Impacts of the Hedonic and Utilitarian User Motives on the Innovativeness of User-Developed Solutions, *Journal of Product Innovation Management*, 32, 3, 308-478.
- Stock, Ruth (2015), Is Boreout a Threat to Frontline Employees' Innovative Work Behavior?, *Journal of Product Innovation Management*, 32, 4, 574-592.
- Stock, Ruth and Bednarek, Marei (2014), As They Sow, so Shall They Reap: Customers' Influence on Customer Satisfaction at the Customer Interface, *Journal of the Academy of Marketing Science*, 42, 4, 400-414.
- Stock, Ruth and Reiferscheid, Ines (2014), Who Should be in Power to Encourage Product Program Innovativeness, R&D or Marketing?, *Journal of the Academy of Marketing Science*, 42, 3, 264-276.
- Gerlach, Jin, Stock, Ruth, and Buxmann, Peter (2014), Never Forget Where You're Coming From: The Role of Existing Products in Adoptions of Substituting Technologies, *Journal of Product Innovation Management*, 31, 133-145.
- Stock, Ruth, Totzauer, Florian, and Zacharias, Nicolas (2014), A Closer Look at Cross-functional R&D Cooperation for Innovativeness: Innovation-oriented Leadership and Human Resource Practices as Driving Forces, *Journal of Product Innovation Management*, 31, 5, 924-938.
- Stock, Ruth (2014), How Should Customers Be Integrated for Effective Interorganizational NPD Teams? An Input-Process-Output Perspective, *Journal of Product Innovation Management*, 31, 3, 535-551.
- Stock, Ruth, Bauer, Eva-Maria, and Bieling, Gisela (2014), How Do Top Executives Handle Their Work and Family Life? A Taxonomy of Top Executives' Work-Family Balance, *International Journal of Human Resource Management*, 25, 13, 1815-1840.
- Stock, Ruth and Özbek-Potthoff, Gülden (2014), Implicit Leadership in an Intercultural Context: Theory Extension and Empirical Investigation, *International Journal of Human Resource Management*, 25, 12, 1651-1668.
- David, Klaus, Bieling, Gisela, Böhnstedt, Doreen, Jandt, Silke, Ohly, Sandra, Roßnagel, Alexander, Schmitt, Antje, Steinmetz, Ralph, Stock-Homburg, Ruth, Wacker, Arno (2014), Balancing the Online Life: Mobile Usage Scenarios and Strategies for a New Communication Paradigm, *IEEE VT Magazine*, 9, 3, 72-79.
- Stock, Ruth, Six, Bjoern, and Zacharias, Nicolas (2013), Linking Multiple Layers of Innovation-oriented Corporate Culture, Product Program Innovativeness, and Business Performance: A Contingency Approach, *Journal of the Academy of Marketing Science*, 41, 3, 283-299.
- Stock, Ruth and Zacharias, Nicolas (2013), Two Sides of the Same Coin: How Do Different Dimensions of Product Program Innovativeness Affect Customer Loyalty?, *Journal of Product Innovation Management*, 30, 3, 516-532.
- Stock, Ruth (2011), How Does Product Program Innovativeness Affect Customer Satisfaction? A Comparison of Goods and Services, *Journal of the Academy of Marketing Science*, 39, 6, 813-827.
- Six, Bjoern, Normann, Marcel, Stock, Ruth, and Schiereck, Dirk (2013), Strategic Leaders' Impact on Corporate Policies and Firm Performance: Insights from CEOs and CFOs of Large Listed Firms in Germany, *Schmalenbach Business Review*, 65, 82-111.

- Stock, Ruth and Genisyürek, Nadine (2012), A Taxonomy of Expatriate Leaders' Cross-cultural Uncertainty: Insights into the Leader–Employee Dyad, *International Journal of Human Resource Management*, 23, 15, 3258-3286.
- Stock, Ruth and Zacharias, Nicolas (2011), Patterns and Performance Outcomes of Innovation Orientation, *Journal of the Academy of Marketing Science*, 39, 6, 870-888.
- Stock, Ruth and Bauer, Eva-Maria (2011), Typology and Performance Outcomes of Executives' Relationship with Work: Evidence from Executive and Life Partner Data, *Schmalenbach Business Review*, 63, 3, 252-286.
- Homburg, Christian, Hoyer, Wayne, and Stock, Ruth (2007), How to Get Lost Customers Back? A Study of Antecedents of Relationship Revival, *Journal of the Academy of Marketing Science*, 35, 4, 461-474.
- Stock, Ruth (2006), Interorganizational Teams as Boundary Spanners between Supplier and Customer Companies, *Journal of the Academy of Marketing Science*, 31, 4, 558-599.
- Stock, Ruth and Hoyer, Wayne (2005), An Attitude-Behavior Model of Salespeople's Customer Orientation, *Journal of the Academy of Marketing Science*, 33, 4, 536-553.
- Homburg, Christian and Stock, Ruth (2005), Exploring the Conditions Under Which Salesperson Work Satisfaction Can Lead to Customer Satisfaction, *Psychology & Marketing*, 22, 5, 393-420.
- Stock, Ruth (2005), Can Customer Satisfaction Decrease Price Sensitivity in Business-to-Business Markets?, *Journal of Business-to-Business Marketing*, 12, 3, 59-87.
- Stock, Ruth and Hoyer, Wayne (2002), Leadership Style as Driver of Salespeople's Customer Orientation, *Journal of Market-Focused Management*, 5, 4, 353-374.

Papers Under Review

- Stock, Ruth, von Hippel, Eric, Holthaus, Christian, and Gillert, Lennart, Problem-Solving without Problem Formulation: Documenting Need-Solution Pairs in a Laboratory Setting, *Organization Science* (2nd round).
- Sood, Ashish, Tellis, Gerry, and Stock, Ruth, Rush to Tell? The Strategic Value of Preannouncements and Launch Announcements, *Journal of Marketing* (under review, 4th round)
- Holthaus, Christian and Stock, Ruth, The Interplay of E-lancers' Character Traits and Digital Signals – Performance Implications in Online Labor Markets, *Management Information Systems Quarterly* (under review, 1st round).

Conference Papers

- Stock, Ruth, and Nguyen, Mai Anh (2019), Robotic Psychology. What Do We Know about Human-Robot Interaction and What Do We Still Need to Learn? *52nd Hawaii International Conference on System Sciences*, Grand Wailea, USA.
- Homburg, Daniel, Thieme, Mirja Sophie, Völker, Johannes, and Stock, Ruth (2019), RoboTalk – Prototyping a Humanoid Robot as Speech-to-Sign Language Translator, *52nd Hawaii International Conference on System Sciences*, Grand Wailea, USA.

- Stock, Ruth Maria (2018), Can Service Robots Hamper Customer Anger and Aggression After a Service Failure?, *International Conference on Information Systems 2018*, San Francisco, USA.
- Stock, Ruth Maria, and Merkle, Moritz (2018), Customer Responses to Robotic Innovative Behavior Cues During the Service Encounter, *International Conference on Information Systems 2018*, San Francisco, USA.
- Stock, Ruth, and Merkle, Moritz (2018), Can a Service Robot Delight Customers? Investigation of Robotic Innovative Behavior Cues, *16th International Open User and Innovation Conference*, New York, USA.
- Lukoschek, Carmen, and Stock, Ruth (2018), How User Motives and Social Exchange Enhance Quality of User Innovations – an Integrative Perspective, *16th International Open User and Innovation Conference*, New York, USA.
- Stock, Ruth, and Merkle, Moritz (2018), Can Humanoid Service Robots Perform Better Than Service Employees? A Comparison of Innovative Behavior Cues, *51th Hawaii International Conference on System Sciences*, Waikoloa, USA.
- Holthaus, Christian, and Stock, Ruth (2018), Facts vs. stories – Assessment and Conventional Signals as Predictors of Freelancers’ Performance in Online Labor Markets, *51th Hawaii International Conference on System Sciences*, Waikoloa, USA.
- Holthaus, Christian and Stock, Ruth (2017), Good Signals, Bad Signals: Performance and Trait Implications of Signaling in Online Labor Markets, *International Conference on Information Systems 2017*, Seoul, South Korea.
- Schneider, Katharina, Reinke, Kathrin, Gerlach, Gisela, Anderson, Christoph, Wojtek, Sebastian, Neitzel, Svenja, Dwarakanath, Rahul, Boehnstedt, Doreen, and Stock, Ruth (2017), Aligning ICT-enabled Availability and Individual Availability Preferences: Design and Evaluation of Availability Management Applications, *International Conference on Information Systems 2017*, Seoul, South Korea.
- Stock, Ruth and Lukoschek, Carmen (2017), Does Job-related Innovation Trigger User Innovations? An Investigation of Spillover Effects, *15th International Open User and Innovation Conference*, Innsbruck, Austria.
- Stock, Ruth and Holthaus, Christian (2017), The Interplay of E-lancers’ Character Traits and Digital Signals – Innovation and Performance Implications in Online Labor Markets, *15th International Open User and Innovation Conference*, Innsbruck, Austria.
- Stock, Ruth and Merkle, Moritz (2017), A Service Robot Acceptance Model: User Acceptance of Humanoid Robots During Service Encounters, *IEEE International Conference on Pervasive Computing and Communications (PERCOM) 2017*, Kona, USA.
- Stock, Ruth, Merkle, Moritz, and Schneider, Katharina (2017), User Responses to Social Robots – Experimental Insights and Psychophysiological Measures, presented at the *IEEE International Conference on Pervasive Computing and Communications (PERCOM) 2017*, Kona, USA.
- Stock, Ruth and Marcus, Bernd (2017), How do Customer Motives Affect Customer Aggression at the Service Encounter?, *European Association of Work and Organizational Psychology*, Dublin, Ireland.
- Schneider, Katharina and Reinke, Kathrin/Gerlach, Gisela/Stock, Ruth (2017), When Quality Beats Quantity – Satisfaction with Availability as the Critical Antecedent of Stress, *European Association of Work and Organizational Psychology*, Dublin, Ireland.

- Gerlach, Gisela, Hollensbe, Elaine, and Stock, Ruth (Co-Chairs) (2017), At the Interface of Positive Psychology and Work-Life Balance Research, Presenter Symposium, accepted at *Academy of Management 2017 Annual Meeting*, Atlanta, USA.
- Gerlach, Gisela, Stock, Ruth, and Hollensbe, Elaine (2017), Me-time: The Nature and Effects of Claiming Time for Self, accepted at *Academy of Management 2017 Annual Meeting*, Atlanta, USA.
- Lukoschek, Carmen S., Gerlach, Gisela, Stock, Ruth M., and Xin, Katherine (2017), Driving Organizational Unit Innovation: Antecedents and Outcomes of Ambidextrous Innovation Leadership, *American Marketing Association Winter Educators' Conference 2017*, Orlando, USA.
- Stock, Ruth and Strecker, Melanie (2017), Understanding Private Technological Availability and Technological Turbulence as Executives' Job Conditions: A Work-Family Perspective, *50th Hawaii International Conference on System Sciences*, Waikoloa, USA.
- Stock, Ruth (2016), Emotion Transfer from Frontline Social Robots to Human Customers During Service Encounters: Testing an Artificial Emotional Contagion Model, *International Conference on Information Systems 2016*, Dublin, Ireland.
- Stock, Ruth (2016), Need-Solution-Pair Discoveries: How We Solve Problems That We Do Not Have, presented at *TIE Conference 2016*, Copenhagen, Denmark.
- Stock, Ruth, Groß, Matthias, and Xin, Katherine (2016), Say Yes to the Mess! How Top Executive Empowerment Leads to Innovativeness, *Academy of Management Annual Meeting 2016*, Anaheim, USA.
- Stock, Ruth and Groß, Matthias (2016), How Does Knowledge Workers' Social Technology Readiness Affect their Innovative Work Behavior?, *49th Hawaii International Conference on System Sciences*, Koloa, USA.
- De Jong, Jeroen P. J., Gillert, Nils Lennart, and Stock, Ruth (2016), Diffusion of Consumer Innovations: An Investigation of Factors Alleviating Market Failure, *14th International Open and User Innovation Conference*, Boston, USA.
- Reinke, Kathrin, Gerlach, Gisela, Tarafdar, Monideepa, and Stock, Ruth M. (2016), ICT-Based Communication Events as Triggers of Stress: A Mixed Methods Study, *International Conference on Information Systems 2016*, Dublin, Ireland.
- Reinke, Kathrin, Bieling, Gisela, and Stock, Ruth (2016), Work-Life Boundary Management in the Age of Constant Availability, *31st Annual Conference of the Society for Industrial and Organizational Psychology*, Anaheim, USA.
- Stock, Ruth and Merkle, Moritz (2016), How to Enhance Success of Co-Development Projects in B2B: A Conceptual Model, *Global Marketing Conference*, Hong Kong, China.
- Gillert, Nils Lennart, Holthaus, Christian, Stock, Ruth Maria, and von Hippel, Eric (2015), The Nature of Need-Solution Pairs: Learning From Research in the Fields of Innovation and Psychology, *13th International Open and User Innovation Conference*, Lisbon, Portugal.
- Stock, Ruth and Holthaus, Christian (2015), User Innovator ... And What's Next? Entrepreneurial Clouds as Platforms for Innovating Consumers, *13th International Open and User Innovation Conference*, Lisbon, Portugal.
- Stock, Ruth and Marcus, Bernd (2015), Service Employees' Responses to Customer-Related Social Stressors and Resources During Service Encounters: A Critical Incident Study,

- 30th Annual Conference of the Society for Industrial and Organizational Psychology, Philadelphia, USA.*
- Stock, Ruth and Marcus, Bernd (2015), When and How Does Customer Mistreatment in Service Encounters Escalate? A Critical Incident Study, *Academy of Management Annual Meeting 2015*, Vancouver, Canada.
- Bieling, Gisela, Stock, Ruth, Entringer, Theresa, and Reinke, Kathrin (2015), Use of ICTs for Cross-Border Communication: Technostress or Work-Life Balance Support?, in: Presenter Symposium chaired by Ohly, Sandra, „ICT and Employee Well-Being: Examining Differential Technostress Relationships“, *Academy of Management Annual Meeting 2015*, Vancouver, Canada.
- Stock, Ruth, Zacharias, Nicolas, and Schnellbacher, Armin (2014), Co-Development with Customers: Investigation of Strategic Drivers and Product Innovation Outcomes, *Best Paper Proceedings of the Academy of Management Annual Meeting 2014*, Philadelphia, USA.
- Bieling, Gisela, Stock, Ruth, and Dorozalla, Florian (2014), Making the Most of Age Diversity: How Age Diversity Climate Contributes to Employee Performance, *Best Paper Proceedings of the Academy of Management Annual Meeting 2014*, Philadelphia, USA.
- Stock, Ruth, Totzauer, Florian, and Zacharias, Nicolas (2012), How Leadership and HR Systems Translate into Product Program Innovativeness, *Academy of Management Annual Meeting 2012*, Boston, USA.
- Stock, Ruth and Zacharias, Nicolas (2011), Does It Really Hurt to Overestimate Your Innovativeness? An Analysis of Consistency between Companies and Customers and Its Implications, *American Marketing Association Summer Educators' Conference 2011*, San Francisco, USA.
- Stock, Ruth (2011), Customer as a Source of Bored Service Employees: Theoretical Implications and Empirical Analysis, *Academy of Marketing Science Annual Conference 2011*, Coral Gables, USA.
- Stock, Ruth and Roederer, Julia (2011), Performance Implications of Work-Family Culture, *26th Society for Industrial & Organizational Psychology Conference 2011*, Chicago, USA.
- Stock, Ruth and Schultz, Christian (2011), How Can Consumers' Emotions be Transferred from a Social Network?, *Proceedings of the American Marketing Association Winter Educators' Conference 2011*, Austin, USA.
- Stock, Ruth and Roederer, Julia (2010), How Does Executive Personality Affect Firm Performance?, *Academy of Management Annual Meeting 2010*, Montreal, Canada.
- Schiereck, Dirk, Stock, Ruth, and Six, Bjoern (2010), Influences on Firm Policies: Theoretical Reasoning and Variance Decomposition Based Empirical Test, *Best Paper Proceedings of the Academy of Management Annual Meeting 2010*, Montreal, Canada.
- Zacharias, Nicolas, Stock, Ruth, and Schmitt, Niko (2010), Making Optimal Decisions in Marketing, *INFORMS Marketing Science Conference 2010*, Cologne, Germany.
- Six, Bjoern, Stock, Ruth, and Schiereck, Dirk (2010), On the Importance of the Firm's Strategically Leading Duo: Empirical Evidence from German Firms, *Strategic Management Society, 30th Annual International Conference 2010*, Rome, Italy.

- Stock, Ruth and Six, Bjoern (2010), Companies' Innovation Efforts and Success: An Analysis of Direct and Moderated Effects, *Proceedings of the American Marketing Association Winter Educators' Conference 2010*, New Orleans, USA.
- Stock, Ruth and Zacharias, Nicolas (2009), A Configurational Perspective on Companies' Innovation Orientation: A Triadic Analysis, *Proceedings of the American Marketing Association Winter Educators' Conference 2009*, Tampa, USA.
- Stock, Ruth/Ringwald, Nadine (2009), Expatriate Intercultural Leadership Types, *Academy of Management Annual Meeting 2009*, Chicago, USA.
- Stock, Ruth and Schultz, Christian (2008), The Impact of Consumer Innovation Types on Consumers' New Product Adoption: A Taxonomy, *Proceedings of the Academy of Marketing Science Annual Conference 2008*, Vancouver, Canada.
- Stock, Ruth and Klarmann, Martin (2006), Understanding Latent Conflict in Marketing Teams, Overall Best Paper Award – *Proceedings of the American Marketing Association Winter Educators' Conference 2006*, St. Petersburg, USA.
- Stock, Ruth and Klarmann, Martin (2006), How Does Conflict in Teams Matter?, *Academy of Management Annual Meeting 2006*, Atlanta, USA.
- Stock, Ruth (2003), Performance Implications of Market-Oriented Human Resources Management, *7th Conference on International Human Resource Management*, Limerick, Ireland.
- Stock, Ruth and Hoyer, Wayne (2003), Customer Orientation in Leadership Style: A Three-Dimensional Conceptualization, *Proceedings of the American Marketing Association Winter Educators' Conference 2003*, Orlando, USA.

Major Research Funding

- BMBF (2017), S@ndra (with Oliver Hinz and the Fraunhofer Institute Stuttgart, Germany).
- LOEWE (2014), Social Link – Performance Implications of Permanent Technological Availability of Knowledge Workers (with Klaus David, Doreen Böhnstedt, Silke Jandt, Sandra Ohly, Alexander Roßnagel, Ralf Steinmetz, and Arno Wacker).
- Vodafone Foundation (2014), Future of Work and Innovation.
- German Research Foundation Grant (2018), Social Robots at the Customer Interface.
- German Research Foundation Grant (2012), Co-Development with Suppliers and Customers.
- German Research Foundation Grant (2007), Top Executives' Work Life Balance (with Christian Dormann).
- German Research Foundation Grant (2001), Interorganizational Teams as Driver of Organizational Performance.

Editorial Board Memberships and Reviewing Activities

- Associate Editor* of the Journal of Product Innovation Management
- Journal of the Academy of Marketing Science

Research Policy
Journal of Business Research
Journal of Marketing
Journal of Marketing Research
Journal Human Resource Management
International Journal of Human Resource Management

Academic Awards and Results

- 2019 Top 40 in *Wirtschaftswoche Ranking* regarding research productivity of about 3,000 German researchers in the field of business administration (1st place among the German women, top 60 regarding long-term research productivity)
- 2015 *Haufe-Award* for being among the 40 thought leaders for leadership and innovation in Germany, Haufe Verlag (November 2015)
- 2014 Top 30 in *Handelsblatt Ranking* regarding research productivity of about 2,000 German researchers in the field of business administration (1st place among the German women)
- 2013 Best in Track Paper Award, “A Hidden Threat of Innovativeness: Service Employee Boreout”, Service Research & Theory Track, Winter Educators’ Conference of the *American Marketing Association* (February 2013)
- 2009 Top 40 in *Handelsblatt Ranking* regarding research productivity of about 2,000 German researchers in the field of business administration (1st place among the German women)
- 2006 Best Overall Paper Award, “Understanding Latent Conflict in Marketing Teams”, Strategy Track, Winter Educators’ Conference of the *American Marketing Association* (February 2006).
- 2005 Top 10 in *Handelsblatt Ranking* regarding research productivity of about 2,000 German researchers in the field of business administration (1st place among the German women)
- 2005 Nomination for the Best Paper Award of Junior Researchers, Marketing Division of the *German Academic Association for Business Research* (VHB)
- 2001 Award for academic excellence, *Marketing Foundation of the Mannheim University*
- 2000 Overall Best Award, “The Link Between Employee Satisfaction and Customer Satisfaction: A Dyadic Analysis”, Summer Educators’ Conference of the *American Marketing Association* (August 2000)

Business and Professional Experience

Leap in Time, Darmstadt	Founder and Associate	Since 2012
Association of “Market- oriented Management”, Darmstadt	Founder and Director	Since 2006
Leadership Training Institute, Hamburg	Founder and Trainer	2000-05
Institute for Marketing & Management, Koblenz, Mannheim	Consultant	1997-2000
Kimberly Clark Germany, Koblenz	Executive Assistant	1996-97