

**The Research Centre of the Faculty of Economics**  
cordially invites you to a research seminar  
on **Thursday, 21<sup>st</sup> January 2016 at 1 p.m.** in room **P-109** at the  
**Faculty of Economics, University of Ljubljana**

Author: **Dr. Alan Witt, Professor of Management, Professor of Psychology, and  
Director of the PhD program in Industrial/Organizational Psychology at the  
University of Houston (Houston, Texas, United States of America)**

will present the article:

**"A Tale of Three Studies: Driving Customer Service, Dead  
Career Walking, and Effects of a Hostile Work  
Environment"**

“Professor Alan Witt will be presenting an overview of his current research program, focusing on three studies. The first study, “Driving Customer Service,” examines the roles of store-level service climate and internal service on customer ratings of service quality and satisfaction with service. The second, “Dead Career Walking,” investigates personality and contextual effects on supervisor-ratings of employee team-player behavior. The third, “Effects of a Hostile Work Environment,” examines how the joint effects of two personality traits – conscientiousness and emotional stability – affect stress reactions to a hostile work environment.”

You can register for the free seminar by phone (01) 58-92-490, or via e-mail:  
[research.seminars@ef.uni-lj.si](mailto:research.seminars@ef.uni-lj.si) by Wednesday, 20<sup>th</sup> January 2016.

**We look forward to seeing you!**