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## Contributors

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**Susan J. Addison** is a Teaching Fellow at Newcastle University Business School where she is a member of the Strategy Organization and Society (SOS) research group. Her PhD explored trust in and amongst public sector professionals. Building on this, she is currently collaborating on various projects examining trust in professions particularly within the field of accounting and in high-risk contexts such as the military.

**Nadezhda Alex** is working now in the real estate industry and lives with her family in Sydney, Australia. In 2006–2009, she worked for the German research team at the University of Siegen on the EU-financed CBCED project on cross-border entrepreneurship, collecting and analysing data on trust and learning. Her own focus was on trust in cross-border cooperations between German and Bulgarian enterprises, considering different cultural contexts.

**Melanie J. Ashleigh** is an Associate Professor in the Business School at University of Southampton. She has co-authored texts in *Contemporary Management* and *The Psychology of People in Organisations*. Her research on trust has been published in journals such as *Decision Support Systems*, *Human Resource Management Journal*, *Group and Organization Management*, *Project Management* and includes studies on trust in teams and technology, trust and transactive memory, trust and well-being, and training and trust.

**Reinhard Bachmann** is Professor of International Management at SOAS, University of London. He has published widely in journals such as *Organization Studies*, *British Journal of Sociology* and the *Cambridge Journal of Economics*. Together with Christel Lane he edited *Trust Within and Between Organisations* (Oxford University Press, 1998/2000) and with Akbar Zaheer he edited the *Handbook of Trust Research* (Edward Elgar Publishing, 2006/2008) and the *Landmark Papers on Trust* (Edward Elgar Publishing, 2008). He serves on the editorial boards of *Organization Studies* and the *Journal of Trust Research*. His work emphasizes the role of social mechanisms (trust, power, and so on) and societal influences (institutional arrangements, cultural traditions) on the structure and quality of organizational relationships and business strategies.

**Daive Barrera** is Assistant Professor in the Department of Culture Politics and Society, University of Turin, and Affiliate at Collegio Carlo Alberto. His areas of research interest include social mechanisms, behavioural game theory, cooperation problems, social networks and experimental methods. His work has appeared in scholarly journals such as *Social Networks*, *Sociological Methods and Research* and *European Sociological Review*, among others.

**Katinka M. Bijlsma-Frankema** retired as Associate Professor of Organization Theory at VU University Amsterdam and Professor of Organization Sciences at the European Institute for Advanced Studies in Management, and is now Senior Researcher at the University of Groningen, the Netherlands. Her research interests include trust, distrust, control, team learning and performance of teams. She is founder and past Chair of the First International Network on Trust (FINT), in which scholars from 29 countries participate, and chaired five international workshops on trust. She co-edited special issues on trust (and control), including *Group and Organization Management* (2007) and edited volumes on trust (Edward Elgar Publishing, 2005), and organizational control (Cambridge University Press, 2010). Her last two articles will be published in *Organization Science*.

**Michelle C. Bligh** is Professor of Organizational Behavior and Leadership at NEOMA Business School in France. Prior to joining NEOMA, she was a professor at the Drucker–Ito School of Management at Claremont Graduate University (USA), where she also served as Associate Dean of the Division of Behavioral and Organizational Sciences. She has been published in over a dozen academic journals, and she was recognized by *The Leadership Quarterly* as one of the top 50 most cited authors of the last decade. She also serves on the Review Board of *The Leadership Quarterly* and as Associate Editor of Leadership. Dr. Bligh has taught leadership and change management around the globe, including Europe, Asia, North America, and Latin America. She is the Academic Director of the Centre de Leadership et Efficacité Organisationnelle (CLEO), and regularly consults with organizations in the areas of leadership development, organizational culture, and change management.

**Boris F. Blumberg** is Assistant Professor of Organization and Strategy and Academic MBA Director at the School of Business and Economics at Maastricht University. He studied business economics at Mannheim and obtained a PhD in sociology from Utrecht University. Currently his

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**Gerard Breeman** is Assistant Professor at Leiden University, Campus The Hague (Public Affairs and Policy Group). His main research interests are policy agenda-setting, and trust and policy-making. He publishes in journals such as the *Journal of European Integration*, *Administration and Society*, *Comparative Political Studies*, and *Food Policy*.

**Chad Brinsfield** is Assistant Professor of Management at the University of St. Thomas, Opus College of Business, in Minneapolis. He received his MBA in Management and PhD in Labor and Human Resources from the Ohio State University, Fisher College of Business. He has extensive industry experience in manufacturing and logistics, including positions as a general manager for an international automotive parts supplier, and founder and president of a logistics services organization. He has researched and published in the areas of silence and voice in organizations, trust and commitment.

**Calvin Burns** is Lecturer in Industrial-Organizational Psychology at the University of Strathclyde, Glasgow, UK. He is interested in how attitudes about risk and trust are automatically activated and affect risk perception, decision-making, and risk-taking behaviour in high-hazard industries such as construction, healthcare, oil and gas production, and the British Army. He is currently working on projects about trust and risk communication with regard to critical infrastructure like water, bridges and cyber-security. Some of Calvin's work has appeared recently in *Risk Analysis* and the *Journal of Risk Research*.

**Vincent Buskens** is Professor of Sociology in the Department of Sociology of Utrecht University and the Interuniversity Center for Social Science Theory and Methodology (ICS). His research focuses on social networks, trust and other social dilemma problems using experimental as well as survey methods. He is the author of *Social Networks and Trust* (Kluwer, 2002) and co-editor of the volume *eTrust: Forming Relationships in the Online World* (Russell Sage Foundation, 2009). Together with Werner Raub, he has published several review articles on trust and embeddedness, among others, in the *Handbook of Rational Choice Social Research* (Stanford University Press, 2013).

**John S. Carroll** is the Gordon Kaufman Professor of Management at the MIT Sloan School of Management; he conducts research on social-psychological and organizational factors that promote safety in high-hazard industries such as nuclear power and health care. He focuses on safety culture as supported by communication, leadership, and systems thinking; and on self-analysis and organizational learning. Professor Carroll is a fellow of the American Psychological Society, a member of the Management and Safety Review Committee for Nuclear Fuels Services, Inc. and a member of the Committee on Offshore Oil and Gas Safety Culture Framing Study for the Transportation Research Board, part of the National Academies. He has published four books and numerous articles.

**Stacey M. Conchie** is Lecturer in Psychology at Lancaster University. Her research focuses on trust in high-risk contexts, namely those that pose a safety and/or security threat. She has examined questions such as how trust affects risk communication, how it forms between occupational groups at an implicit and explicit level, and what steps can be taken to regain trust when it breaks down. Her recent research extends this to consider the cues to trust that are gleaned from online interactions and brief, first, encounters.

**Donald L. Ferrin** is Professor of Organizational Behaviour and Human Resources at the Lee Kong Chian School of Business, Singapore Management University. His research focuses entirely on trust, including determinants and consequences of interpersonal trust, trust in leadership, trust development processes, trust in the context of networks, trust violations and trust repair strategies, effects of culture on trust, trust in the context of negotiation, trust in e-commerce, and group- and organization-level trust development and repair. Don's research has appeared in journals such as the *Academy of Management Journal*, *Journal of Applied Psychology*, *Organization Science*, *Organizational Behavior and Human Decision Processes* and *MIT Sloan Management Review*. Don currently serves as Deputy Editor-in-Chief of the *Journal of Trust Research*.

**Deborah E. Gibbons** holds a Bachelor's degree in Psychology and Master's and Doctoral degrees in Organizational Behaviour and Theory, with a Statistics minor. As an Associate Professor of Management at the Naval Postgraduate School, she teaches system dynamics, team building, leadership and other managerial topics. Her research addresses interorganizational networks that support collaboration, knowledge sharing, and community building; humanitarian aid and disaster response; concurrent effects of

personality and social context on cognition and behaviour; and diffusion of information, attitudes, and behaviours in multicultural environments. Her practical work on network evolution and function has informed coordination and change in several organizations, and her scholarly articles can be found in a variety of organizational and psychology journals.

**Nicole Gillespie** is Senior Lecturer in Management at UQ Business School at the University of Queensland. She has held faculty and research positions at Warwick Business School, Melbourne Business School and the University of Melbourne. Her research interests include trust in organizational contexts, trust building and development, organizational trust repair, designing trustworthy organizations and trust measurement. She also researches in the fields of leadership, team processes, and stress and well-being. Dr. Gillespie's research appears in leading journals, including *Academy of Management Review*, *Journal of Management*, *Business Ethics Quarterly*, *Sloan Management Review* and *Work and Stress*, as well as books and chapters (she is co-editor of *Organisational Trust: a Cultural Perspective*, Cambridge University Press, 2010). She is dedicated to translating trust research into practice and has written commissioned reports and case studies for the Institute of Business Ethics on *Building and Repairing Organizational Trust*, as well as a policy note on restoring trust in the financial sector for the UK Parliament.

**Christine Goodall** has a first degree in Law, and a Master's degree in Voluntary Sector Policy and Administration from the London School of Economics. Her doctoral thesis focused on the relationship between settled host communities and new arrivals in the context of UK asylum seeker dispersal policy, and the theoretical framework used to guide the research was based both on trust and organizational behaviour literature. She has contributed three research papers to the UNHCR 'New Issues in Refugee Research' series, all employing aspects of trust research in the study of forced migration. She teaches on both undergraduate and master's programmes in social policy and advice studies at Staffordshire University, and has also authored and taught distance learning courses in voluntary sector studies and disability studies for the University of Wales, Lampeter. She has worked in the voluntary and community sector in London for a number of years, and is currently Coordinator of the HEAR Equalities and Human Rights Network.

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**Torsten M. Kühlmann** is a full Professor in the Department of Law, Economics and Business Administration, University of Bayreuth, Germany and he teaches human resource management. His research interests include expatriate management, opportunism, trust and control in transnational business relationships, and knowledge transfers in multinational companies.

**Ann Langley** is Professor of Management at HEC Montréal and holder of the Canada Research Chair in Strategic Management in Pluralistic Settings. Her research focuses on strategic change, leadership, identity and the use of management tools in complex organizations with an emphasis on processual and qualitative research approaches. She has published over 70 articles and six books and is co-editor of *Strategic Organization* and is on the editorial boards of *Academy of Management Journal* and *Organization Science*. She is also series editor with Haridimos Tsoukas of *Perspectives on Process Organization Studies* published by Oxford University Press and is currently preparing the *Sage Handbook of Process Organization Studies*. She is a member of the board of the *European Group*

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**Roy J. Lewicki** is the Irving Abramowitz Professor of Business Ethics Emeritus and Professor of Management and Human Resources Emeritus at the Max M. Fisher College of Business, The Ohio State University. Professor Lewicki maintains research and teaching interests in the fields of negotiation, conflict management, trust development and ethical decision-making. His work on trust is currently focused on calibrating trust and distrust dynamics, understanding the role of apologies in trust repair, and measuring trust. He is the author/editor of numerous research articles and 40 books, including *Essentials of Negotiation* (McGraw-Hill/Irwin, 2015), the leading academic textbook on negotiation.

**Edgar Meyer** is a Professorial Fellow in Management at the University of Southampton Business School. He has written on a variety of subjects in the areas of teamwork, leadership, and development in organizations. His current work looks at the way in which leadership is supporting teams and their efforts in organizations.

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**Robert Münscher** is Professor of Human Resources, Organizational Behaviour, and Business Ethics at Worms University of Applied Sciences. Before, he served as Head of Advisory Services at the Centre for Social Investment, Heidelberg University. His research focuses on intercultural trust and relationship management, decision-making and choice behaviour, and social entrepreneurship and corporate responsibility. He received his doctorate in Business Administration from Bayreuth University in 2010. For his doctoral thesis on trust development in intercultural management he was awarded the Fürther Ludwig Erhard Prize for innovativeness and practical relevance.

**Bart Nooteboom** was Professor of Innovation Policy at Tilburg University, The Netherlands. He is the author of 12 books, including *How Markets Work and Fail, and What to Make of Them* (Edward Elgar Publishing, 2014), *Beyond Humanism: The Flourishing of Life, Self and Other* (Palgrave-Macmillan, 2012), *A Cognitive Theory of the Firm* (Edward Elgar Publishing, 2009), *Inter-firm Collaboration, Learning and Networks: An Integrated Approach* (Routledge, 2004), *Trust: Forms, Foundations, Functions, Failures and Figures* (Edward Elgar Publishing, 2002), *Learning and Innovation in Organizations and Economies* (Oxford University Press, 2000), *Inter-firm Alliances: Analysis and Design* (Routledge, 1999), and some 300 articles on entrepreneurship, innovation and diffusion, organizational learning, transaction cost theory, interfirm relations and trust. He currently runs a philosophy blog, <http://philosophyonthemove.blogspot.nl>. He was awarded the Kapp prize for his work on organizational learning, the Gunnar Myrdal prize for his work on trust, and the Schumpeter prize for his work on a cognitive theory of the firm. He is a member of the Royal Netherlands Academy of Arts and Sciences.

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**Alex 'Sandy' Pentland** has helped create and direct MIT's Media Lab, the Media Lab Asia, and the Center for Future Health. He chairs the World

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**Rosalind H. Searle** is Professor of Organizational Behaviour and Psychology at Coventry University and co-founder for the Centre for Trust, Peace and Social Relations, where she directs trust research. She is an internationally acknowledged expert on trust in organizations. As an active researcher and author of a number of chapters, books, special reports and journal articles, she focuses on the topics of organizational trust, especially HR processes.

**Malin Tillmar** is Associate Professor at the Division of Business Administration, Department of Management and Engineering, and co-director of HELIX Centre for Working Life Research, at Linköping University, Sweden. Her research has often been concerned with under-explored dimensions of entrepreneurship. Apart from cross-cultural research on trust in interorganizational settings, Tillmar has made a number of studies on entrepreneurship and gender as well as entrepreneurship within and through public sector organizations. Intersectoral cooperation, as well as the gendered dimensions of cooperation in both the Swedish and the East African contexts are the focus of her current research projects.

**Eric M. Uslaner** is Professor of Government and Politics at the University of Maryland–College Park. He is Senior Research Fellow, Center for American Law and Political Science, Southwest University of Political Science and Law, Chongqing, China and Honorary Professor of Political Science, University of Aarhus, Denmark. He is the author of eight books, including *The Moral Foundations of Trust* (Cambridge University Press, 2002), *Corruption, Inequality, and the Rule of Law: The Bulging Pocket Makes the Easy Life* (Cambridge University Press, 2008; paperback, 2010; translated into Chinese and Japanese), and *Segregation and Mistrust: Diversity, Isolation, and Social Cohesion* (Cambridge University Press, 2012) and approximately 150 articles. He has received grants from the National Science Foundation and the Russell Sage and C.V. Starr Foundations.

**Benjamin Waber** is the President and CEO of Sociometric Solutions and a visiting scientist at the MIT Media Lab, where he received his PhD. He was previously a senior researcher at Harvard Business School. Benjamin has been at the forefront of applying sensor and electronic data to

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**Friederike Welter** is President of the IfM Bonn (Institut für Mittelstandsforschung) and Professor for SME management and entrepreneurship at the University of Siegen, Germany. She is Visiting Professor at Jönköping International Business School in Sweden and at the Small Business Research Centre at Kingston University in Kingston, UK. She was awarded the TeliaSonera Professorship of Entrepreneurship at Stockholm School of Economics in Riga, Latvia, for her research on entrepreneurship in a transition context. Her research interests are entrepreneurial behaviour and policies in different contexts and women's entrepreneurship. She has published widely, both nationally and internationally, on entrepreneurship-related topics. Friederike is on the review board of several leading entrepreneurship journals as well as being editor of *Entrepreneurship Theory and Practice*. She is a Fellow of the European Council of Small Business and Entrepreneurship (ECSB) and Wilford L. White Fellow of the International Council of Small Business (ICSB).

**Michele Williams** is Assistant Professor of Organizational Behavior at Cornell University. Her research encompasses the development of cooperative, high-performance interpersonal relationships, especially on projects involving people from multiple organizations, entrepreneurial ecosystems or groups within an organization. Her research concentrates on gender and on the influences of interpersonal processes such as perspective-taking, trust, emotional influence and interpersonal sensitivity on how cooperative relationships evolve. Professor Williams has consulted on effective collaboration for public and private organizations such as

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**Roxanne Zolin** is Associate Professor in the QUT Business School within the Queensland University of Technology. Roxanne completed her PhD at Stanford, where she also holds a Master's in Sociology. In addition Roxanne has a Master of Business (Marketing) from Monash University, Melbourne, and a Bachelor of Business (Management) from Queensland Institute of Technology. Roxanne has been a member of FINT, the First International Network of Trust Researchers, and editor of FINTnews. Roxanne has won awards for her papers and been highly successful in attracting large research grants.