**Name: Moran Shnapper-Cohen Date: 12/2021**

**CURRICULUM VITAE**

1. **Personal Details**

Permanent Home Address: Givat yoav, Ramat Hagolan

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1. **Higher Education**
2. **Undergraduate and Graduate Studies**

|  |  |  |  |
| --- | --- | --- | --- |
| **Year of Approval of Degree** | **Degree** | **Name of Institution**  **and Department** | **Period of Study** |
| 2014 | Ph.D. | University of Haifa | 2009-2014 |
| 2003 | M.A. | University of  Bar-Ilan | 2001-2003 |
| 2000 | B.A. | Kinneret college and University of  Bar-Ilan | 1998-2000 |

1. **Academic Ranks and Tenure in Institutes of Higher Education**

|  |  |  |
| --- | --- | --- |
| **Rank/Position** | **Name of Institution and Department** | **Dates** |
| **Lecture** | **Kinneret Collage** | **2019-** |
| **Doctoral Instructor** | **Kinneret Collage** | **2014-2019** |

1. **Offices in Academic Administration**

| **Year** | **Activity** |
| --- | --- |
| 2018-2021 | Responsible for academic sports courses |
| 2015-2019 | Researcher in Kinneret Institute for Applied Ethics in Organizations |
| 2014-2018 | Conference Committee |
| 2010-2018 | Member of the Academic Council |

**5. Active Participation**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Subject of Lecture/Discussion** | **Place of Conference** | **Name of Conference** | **Date** |
|  | Social identity in a public hospital: The effect on intergroup relations and work processes | Kinneret College | Research Conference | May 2018 |
|  | Physicians' emotional expression and patient satisfaction: Implications for  physicians' education | Hiroshima, Japan | The Asian Symposium on Healthcare Without Borders | August 2014 |
|  | Emotion in Professional Service: Emotional Labor and Burnout as Mediators of the Relationship between Physicians' Personal and Role Characteristics and Patient | The Hebrew University of Jerusalem | Organizational Behavior | June 2014 |

b. **Organization of Conferences or Sessions**

|  |  |  |  |
| --- | --- | --- | --- |
| **Subject of Conference/**  **Role at Conference/**  **Comments** | **Place of**  **Conference** | **Name of**  **Conference** | **Date** |
| Partner steering committee | Kinneret College | From Incivility to Protection | June 2016 |

**6. Research Grants**

1. **Grants Awarded**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Year** | **Funded by/ Amount** | **Topic** | **Co-Researchers** | **Role in Research** |
| 2019 | Academic College of Tel-Aviv-Yaffo/ 7000 NIS. | Between Bureaucracy and Compassion: The Professional Identity of Administrative Employees in Hospitals | PI – Prof. Yagil Dana  Co-PI – Dr. Medler-Liraz Hana | Co-PI |

**7. Teaching**

1. **Courses Taught in Recent Years**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Number of Students** | **Degree** | **Type of Course**  **Lecture/Seminar/**  **Workshop/High Learn Course/ Introduction Course (Mandatory)** | **Name of Course** | **Year** |
| 60 | lecture | Introduction Course | Organizational behavior | **2014-** |
| 40 | lecture | Lecture | Service organizations | **2015-** |
| 40 | lecture | Lecture | Health organizations | **2015-2019** |
| 60 | lecture | Lecture | Emotional Management in Organizations | **2015-** |
| 60 | lecture | Introduction Course | Introduction to Statistics | **2014-** |

**PUBLICATIONS**

1. **Ph.D. Dissertation**

Emotion in Professional Service: Emotional Labor and Burnout as Mediators of the Relationship between Physicians' Personal and Role Characteristics and Patient Satisfaction, 2014, 111 pages, English, University of Haifa, Prof. Dana Yagil and Prof. Arye Rattner. (reference 1)

**B. Other Scientific Publications:**

**Published**

1. Yagil, D., & **Shnapper-Cohen**, M. (2016). When authenticity matters most: Physicians' regulation of emotional display and patient satisfaction. *Patient Education and Counseling, 99*(10): 1694-1698. Doi.org/10.1016/j.pec.2016.04.003.

2. Galia, R. & **Shnapper-Cohen**, M. (2019). Organizational identification in IS division of an Israeli industrial plan. The Study of Organizations and Human Resource Management Quarterly, 4(2): 42-57.

3. Itzkovich, Y., Dolev, N., & Shnapper-Cohen, M. (2020). Does incivility impact the quality of work-life and ethical climate of nurses? International Journal of Workplace Health Management, 13 (3): 301-319.  [Doi.org/10.1108/IJWHM-01-2019-0003](https://doi.org/10.1108/IJWHM-01-2019-0003)

**Submitted Publications**

1. **Shnapper-Cohen**, M., Dolev, N. & Itzkovich, Y. (2020). Social identity in a public hospital: Intergroup adverse relations in the framework of contact theory. Current Psychology (Revised and resubmitted).

2. Galia, R. & **Shnapper-Cohen**, M. (2020). The political implications of a top-down competing dual social identity on employee-manager relationships. *Culture and Organization* (Revised and resubmitted).

**C. Summary of my Activities and Future Plans**

Iam A lecturer and a researcher at the Kinneret Academic College, on the Sea of Galilee. I received my PhD from Haifa University. My current research focuses on emotions and behavior in organizations and on the dynamics of service delivery, especially in health organizations.

With the cooperation of Prof. Dana Yagil and Dr. Hana Medler-Liraz, we are currently explore how administrative hospital employees manage their identities in a conflictual context: on the one hand, being subject to organizational rules and dealing with bureaucracy, and on the other hand, serving patients in distress with empathy and compassion. Data is been collected with 22 in-depth semi-structured, open-ended interviews with hospital administrative staff members. The interview focuses on beliefs, attitudes, emotions and behaviors that emerge when patients present requests that stimulate the conflict between organizational norms and patients' needs.

This study will provide a better understanding of the role administrative hospital employees has in the success of the service encounter and the way they manage their identities.

In the future, I wish to become a leading lecturer in the college and to have a managerial role in one of the departments. I will be happy to continue my contribution to the students and to the devlopment of the Kinneret Academic College.