

Emotional Intelligence in Marketing Exchanges

Journal of Marketing

75, 78-95

DOI: [10.1509/jm.75.1.78](https://doi.org/10.1509/jm.75.1.78)

Citation Report

#	ARTICLE	IF	CITATIONS
1	Energy scenarios for European passenger transport in the year 2030. <i>International Journal of Vehicle Design</i> , 2000, 23, 342.	0.3	2
2	The role of emotion in explaining consumer satisfaction and future behavioural intention. <i>Journal of Services Marketing</i> , 2008, 22, 224-236.	3.0	204
3	Conceptualizing e-selling. , 2012, , .		1
4	Social media usage: an investigation of B2B salespeople. <i>American Journal of Business</i> , 2012, 27, 174-194.	0.7	46
5	Emotional Contagion and its Relevance to Individual Behavior and Organizational Processes: A Position Paper. <i>Journal of Business and Psychology</i> , 2012, 27, 363-374.	4.0	67
6	The Future of Sales Training: Challenges and Related Research Questions. <i>Journal of Personal Selling and Sales Management</i> , 2012, 32, 141-154.	2.8	63
7	The Role of the Sales Force in Value Creation and Appropriation: New Directions for Research. <i>Journal of Personal Selling and Sales Management</i> , 2012, 32, 15-27.	2.8	128
8	Improving emotional intelligence and emotional self-efficacy through a teaching intervention for university students. <i>Learning and Individual Differences</i> , 2012, 22, 306-312.	2.7	166
9	Effects of perceived employee emotional competence on customer satisfaction and loyalty. <i>Journal of Service Management</i> , 2013, 24, 5-24.	7.2	118
10	Empirical exploration of the relationship between emotional intelligence, perceived organizational justice and turnover intentions. <i>Employee Relations</i> , 2013, 35, 441-455.	2.4	46
11	Are your salespeople coachable? How salesperson coachability, trait competitiveness, and transformational leadership enhance sales performance. <i>Journal of the Academy of Marketing Science</i> , 2013, 41, 40-54.	11.2	83
12	Emotional self-efficacy, graduate employability, and career satisfaction: Testing the associations. <i>Australian Journal of Psychology</i> , 2013, 65, 214-223.	2.8	89
13	Accountants as Emotional Wellbeing Counsellors in Rural Areas. <i>Australian Accounting Review</i> , 2013, 23, 151-162.	4.6	4
14	Effect of emotional intelligence on work stress - a study of Indian managers. <i>International Journal of Indian Culture and Business Management</i> , 2013, 6, 300.	0.1	9
15	Designing Social Interventions to Improve Newcomer Adjustment: Insights from the Indian Sex Worker Community. <i>Journal of Public Policy and Marketing</i> , 2013, 32, 271-285.	3.4	9
16	Designing Social Interventions to Improve Newcomer Adjustment: Insights from the Indian Sex Worker Community. <i>SSRN Electronic Journal</i> , 0, , .	0.4	0
17	Organizational Emotional Intelligence and Top Selling. <i>Europe's Journal of Psychology</i> , 2014, 10, 712-725.	1.3	7
18	Emotional Intelligence: A Critical Success Factor for Selling Funeral Policies. <i>Mediterranean Journal of Social Sciences</i> , 2014, , .	0.2	0

#	ARTICLE	IF	CITATIONS
19	Culture and a Cascading Model of Emotional Intelligence: An Exploratory Analysis. Progress in International Business Research, 2014, , 229-257.	0.4	2
20	Examining the Drivers and Performance Implications of Boundary Spanner Creativity. Journal of Service Research, 2014, 17, 164-181.	12.2	85
21	How Do Salespeople Make Decisions? The Role of Emotions and Deliberation on Adaptive Selling, and the Moderating Role of Intuition. Psychology and Marketing, 2014, 31, 387-403.	8.2	40
22	Emotional Ability and Nonverbal Communication. Psychology and Marketing, 2014, 31, 526-538.	8.2	11
23	Unwanted Pursuit Behavior: Understanding Salespeople's Desire to Pursue and Desire to Avoid Customers. Journal of Marketing Theory and Practice, 2014, 22, 385-400.	4.3	6
24	The double-edged effects of emotional intelligence on the adaptive sellingâ€™salesperson-owned loyalty relationship. Journal of Personal Selling and Sales Management, 2014, 34, 33-50.	2.8	41
25	As they sow, so shall they reap: customersâ€™ influence on customer satisfaction at the customer interface. Journal of the Academy of Marketing Science, 2014, 42, 400-414.	11.2	44
26	Strategic marketing in times of recession versus growth: New Zealand manufacturers. Asia Pacific Journal of Marketing and Logistics, 2015, 27, 600-627.	3.2	7
27	Sellerâ€™s Information Sharing Strategy to Counter a Bid from a Rival Supplier: A Study of Negotiations in Two Cultures. Journal of Marketing Theory and Practice, 2015, 23, 455-469.	4.3	2
28	You donâ€™t always get what you want, and you donâ€™t always want what you get: An examination of controlâ€™ desire for control congruence in transactional relationships.. Journal of Applied Psychology, 2015, 100, 1073-1088.	5.3	22
29	How and When Does Emotional Intelligence Influence Salesperson Adaptive and Proactive Performance?. European Management Review, 2015, 12, 261-274.	3.7	10
30	From manager's emotional intelligence to objective store performance: Through store cohesiveness and sales-directed employee behavior. Journal of Organizational Behavior, 2015, 36, 825-844.	4.7	28
31	Marketing and Reputation within Professional Service Firms. , 2015, , .		14
32	The impact of salesperson customer orientation on the evaluation of a salespersonâ€™s ethical treatment, trust in the salesperson, and intentions to purchase. Journal of Personal Selling and Sales Management, 2015, 35, 125-142.	2.8	59
33	Consumersâ€™ Response to Commercials: When the Energy Level in the Commercial Conflicts with the Media Context. Journal of Marketing, 2015, 79, 1-18.	11.3	46
34	Social Networks within Sales Organizations: Their Development and Importance for Salesperson Performance. Journal of Marketing, 2015, 79, 1-16.	11.3	567
35	Emotions and salesperson propensity to leave: The effects of emotional intelligence and resilience. Industrial Marketing Management, 2015, 44, 142-153.	6.7	109
36	Regulation of emotions, interpersonal conflict, and job performance for salespeople. Journal of Business Research, 2015, 68, 623-630.	10.2	74

#	ARTICLE	IF	CITATIONS
37	Beyond the Expected Activities: The Role of Impulsivity between Emotional Intelligence and Employee Creativity. <i>International Business Research</i> , 2016, 9, 143.	0.3	4
38	<i>JPSSM</i> since the beginning: intellectual cornerstones, knowledge structure, and thematic developments. <i>Journal of Personal Selling and Sales Management</i> , 2016, 36, 321-343.	2.8	38
39	Online customer service and emotional labor: An exploratory study. <i>Computers in Human Behavior</i> , 2016, 62, 658-665.	8.5	19
40	Consumer Neoteny. <i>Evolutionary Psychology</i> , 2016, 14, 147470491666182.	0.9	0
41	Clarifying the influence of emotional intelligence on salesperson performance. <i>Journal of Business and Industrial Marketing</i> , 2016, 31, 877-888.	3.0	31
42	Organizing for Marketing Excellence. <i>Journal of Marketing</i> , 2016, 80, 6-35.	11.3	236
43	Consumer emotional intelligence and its effects on responses to transgressions. <i>Marketing Letters</i> , 2016, 27, 223-233.	2.9	21
44	Relationships between emotional intelligence and sales performance in Kuwait. <i>Revista De Psicologia Del Trabajo Y De Las Organizaciones</i> , 2016, 32, 39-45.	1.6	10
45	Retail stressors in the Middle East/North Africa region. <i>Journal of Business Research</i> , 2016, 69, 726-735.	10.2	10
46	A contingency model of emotional intelligence in professional selling. <i>Journal of the Academy of Marketing Science</i> , 2016, 44, 108-118.	11.2	35
47	Exploring an Emotional Intelligence Model With Psychiatric Mental Health Nurses. <i>Journal of the American Psychiatric Nurses Association</i> , 2017, 23, 133-142.	1.0	5
48	Emotional intelligence in front-line/back-office employee relationships. <i>Journal of Services Marketing</i> , 2017, 31, 185-199.	3.0	25
49	An analysis of the interaction effect between employee technical and emotional competencies in emotionally charged service encounters. <i>Journal of Service Management</i> , 2017, 28, 85-106.	7.2	31
50	Translating sales effort into service performance: it's an emotional ride. <i>Journal of Personal Selling and Sales Management</i> , 2017, 37, 100-112.	2.8	13
51	Exploring the effects of service climate on organizational citizenship behaviors in tourism industry. <i>Journal of Interdisciplinary Mathematics</i> , 2017, 20, 761-775.	0.7	1
52	Customer and selling orientations of retail salespeople and the sales manager's ability-to-perceive-emotions: A multi-level approach. <i>Journal of Business Research</i> , 2017, 80, 53-62.	10.2	34
53	Connect within to connect outside: effect of salespeople's political skill on relationship performance. <i>Journal of Personal Selling and Sales Management</i> , 2017, 37, 332-348.	2.8	29
54	The Interplay of Emotion Regulation and Sales Experience in Salesperson Conflicts: Evidence from an Emerging Economy. <i>Journal of Global Marketing</i> , 2017, 30, 99-109.	3.4	1

#	ARTICLE	IF	CITATIONS
55	Is it navigation, networking, coordination or what? A multidisciplinary review of influences on the intraorganizational dimension of the sales role and performance. <i>Journal of Personal Selling and Sales Management</i> , 2018, 38, 241-264.	2.8	29
56	Emotional Ability and Associative Learning: How Experiencing and Reasoning about Emotions Impacts Evaluative Conditioning. <i>Journal of Consumer Research</i> , 2018, 45, 743-760.	5.1	11
57	Faking it: salesperson emotional intelligence's influence on emotional labor strategies and customer outcomes. <i>Journal of Business and Industrial Marketing</i> , 2018, 33, 53-71.	3.0	15
58	Understanding the long-term implications of retailer returns in business-to-business relationships. <i>Journal of the Academy of Marketing Science</i> , 2018, 46, 252-272.	11.2	20
59	Allocation of Salespeople's resources for generating new sales opportunities across four types of customers. <i>Industrial Marketing Management</i> , 2018, 68, 114-131.	6.7	19
60	Rapport building in authentic B2B sales interaction. <i>Industrial Marketing Management</i> , 2018, 69, 235-252.	6.7	69
61	Cooperation in B2B relationships: Factors that influence customers' perceptions of salesperson cooperation. <i>Industrial Marketing Management</i> , 2018, 69, 209-220.	6.7	51
62	Contrasting effects of salespeople's emotion appraisal ability in a transaction-oriented environment. <i>Journal of Business and Industrial Marketing</i> , 2018, 33, 84-94.	3.0	15
63	Managing Emotional Requirements in a Context-Aware Mobile Application for Tourists. <i>International Journal of Interactive Mobile Technologies</i> , 2018, 12, 177.	1.2	8
64	The Role of Employee Affective Delivery and Customer Perceived Control in Service Recovery. <i>Trziste</i> , 2018, 30, 7-22.	0.5	2
65	Emotional intelligence in transcendent customer experiences. <i>Journal of Consumer Marketing</i> , 2018, 35, 709-720.	2.3	4
66	The role of employee emotional competence in service recovery encounters. <i>Journal of Services Marketing</i> , 2018, 32, 835-849.	3.0	30
67	Emotional Labor and Organizational Commitment Among South Korean Public Service Employees. <i>Social Behavior and Personality</i> , 2018, 46, 1191-1200.	0.6	4
68	An escalation of commitment perspective on allocation-of-effort decisions in professional selling. <i>Journal of the Academy of Marketing Science</i> , 2018, 46, 879-894.	11.2	16
69	Customer value co-creation behavior: A dyadic exploration of the influence of salesperson emotional intelligence on customer participation and citizenship behavior. <i>Journal of Business Research</i> , 2018, 92, 9-24.	10.2	89
70	The Power of EI Competencies Over Intelligence and Individual Performance: A Task-Dependent Model. <i>Frontiers in Psychology</i> , 2018, 9, 1532.	2.1	6
71	The Role of Exporters' Emotional Intelligence in Building Foreign Customer Relationships. <i>Journal of International Marketing</i> , 2019, 27, 58-80.	4.4	15
72	A conceptual framework of macrolevel and microlevel adaptive selling theory, setting a research agenda, and suggested measurement strategies. <i>Journal of Personal Selling and Sales Management</i> , 2019, 39, 207-221.	2.8	21

#	ARTICLE	IF	CITATIONS
73	Sales communication competence in international B2B solution selling. <i>Industrial Marketing Management</i> , 2019, 82, 238-252.	6.7	60
74	Emotionale Intelligenz und Verkaufperformance. <i>Handel Und Internationales Marketing</i> , 2019, , .	0.0	0
75	Elucidating the emotional and relational aspects of gift giving. <i>Journal of Business Research</i> , 2019, 101, 194-202.	10.2	19
76	Joint impact of ethical climate and external work locus of control on job meaningfulness. <i>Journal of Business Research</i> , 2019, 99, 46-56.	10.2	54
77	The roles of political skill and intrinsic motivation in performance prediction of adaptive selling. <i>Industrial Marketing Management</i> , 2019, 77, 198-208.	6.7	33
78	Improving relationship quality during the crisis. <i>Service Industries Journal</i> , 2020, 40, 268-289.	8.3	22
79	A multidimensional perspective of business-to-business sales success: A meta-analytic review. <i>Industrial Marketing Management</i> , 2020, 90, 435-452.	6.7	30
80	Does emotional labor color service actions in customer buying?. <i>Journal of Services Marketing</i> , 2020, 34, 683-696.	3.0	8
81	Impact of surface acting and deep acting techniques on teachers' organizational commitment. <i>PSU Research Review</i> , 2020, ahead-of-print, .	2.4	10
82	Emotion and Various Forms of Job Performance. , 2020, , 120-130.		1
83	Eye for an eye? Frontline service employee reactions to customer incivility. <i>Journal of Services Marketing</i> , 2020, 34, 939-953.	3.0	28
84	The dark side of sales technologies: how technostress affects sales professionals. <i>Journal of Organizational Effectiveness</i> , 2020, 7, 297-320.	2.3	15
85	The power of emotional value: Moderating customer orientation effect in professional business services relationships. <i>Industrial Marketing Management</i> , 2020, 88, 12-21.	6.7	17
86	Birds of a Feather Feel Together: Emotional Ability Similarity in Consumer Interactions. <i>Journal of Consumer Research</i> , 2020, 47, 215-236.	5.1	15
87	The Effect of Emotional Intelligence on Turnover Intention and the Moderating Role of Perceived Organizational Support: Evidence from the Banking Industry of Vietnam. <i>Sustainability</i> , 2020, 12, 1857.	3.2	62
88	Drivers and outcomes of salespersons' value opportunity recognition competence in solution selling. <i>Journal of Personal Selling and Sales Management</i> , 2020, 40, 180-197.	2.8	24
89	Is advertising an underappreciated driver of sales growth in B2B markets? Theoretical perspectives and empirical evidence. <i>Industrial Marketing Management</i> , 2020, 87, 76-89.	6.7	9
90	Does Sleep Really Matter? Examining Sleep among Salespeople as Boundary Role Personnel for Key Job Factors. <i>Journal of Business-to-Business Marketing</i> , 2020, 27, 71-79.	1.5	10

#	ARTICLE	IF	CITATIONS
91	A systematic literature review of negative psychological states and behaviors in sales. Journal of Business Research, 2021, 122, 518-533.	10.2	22
92	The role of salesperson emotional behavior in value proposition co-creation. Journal of Services Marketing, 2021, 35, 617-633.	3.0	5
93	EMOTIONAL INTELLIGENCE AND WORK-LIFE BALANCE: A STUDY OF WORKING WOMEN TEACHERS IN PUBLIC SECTOR UNIVERSITIES. Humanities and Social Sciences Reviews, 2021, 9, 141-149.	0.2	2
94	Rapport building during retail encounters with embarrassed clients. Journal of Personal Selling and Sales Management, 2021, 41, 330-350.	2.8	4
95	Addressing Financial Inclusion Challenges in Rural Areas from the Financial Services Marketing Employee Emotional Labor Dimension: Evidence from Nigeria. Journal of Financial Services Marketing, 2022, 27, 136-146.	3.4	2
96	Emotional Calibration and Salesperson Performance. Journal of Marketing, 2021, 85, 141-161.	11.3	20
97	Self-oriented competitiveness in salespeople: sales management implications. Journal of the Academy of Marketing Science, 2021, 49, 1201-1221.	11.2	17
98	Your Cheatin' Heart: How Emotional Intelligence and Selfishness Impact the Incidence of Consumer Fraud. Journal of Consumer Research, 2022, 49, 112-131.	5.1	7
99	Antecedents of adaptive selling behaviour: a study of the Korean cosmetic industry. Asia Pacific Journal of Marketing and Logistics, 2021, ahead-of-print, .	3.2	4
100	Use of Emotional Intelligence in Human Resource Management in Healthcare Organizations for Competitive Advantage. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2021, , 80-114.	0.8	0
101	Examining the Relationship Between Emotional Intelligence and Team Roles. Ege Akademik Bakis (Ege) Tj ETQq0 0 0 rgrBT /Overlock 10 T	0.2	0
102	To serve and protect: a typology of service robots and their role in physically safe services. Journal of Service Management, 2022, 33, 197-209.	7.2	16
103	Effets modérateurs de la curiosité trait et de l'auto-efficacité dans l'effet de la cabine virtuelle en ligne sur la curiosité spécifique et l'intention comportementale. Recherche Et Applications En Marketing, 2022, 37, 33-49.	0.5	0
105	The role of emotional intelligence on the performance of real estate agents in Prishtina, Kosovo. Property Management, 2022, ahead-of-print, .	0.8	1
106	The Effect of Salespeople Skills on Selling Behaviors: The Moderating Role of Social Media. Journal of Promotion Management, 2022, 28, 961-993.	3.4	3
107	Lone wolf tendency and ethical behaviors in sales: Examining the roles of perceived supervisor support and salesperson self-efficacy. Industrial Marketing Management, 2022, 104, 304-316.	6.7	11
108	Emotional Intelligence and Personality Traits Based on Academic Performance. Frontiers in Psychology, 0, 13, .	2.1	3
109	Securing jobs with individual trait and organisational support?. International Journal of Organizational Analysis, 2022, ahead-of-print, .	2.9	0

#	ARTICLE	IF	CITATIONS
110	The (quiet) ego and sales: Transcending self-interest and its relationship with adaptive selling. <i>Journal of Business Research</i> , 2022, 150, 326-338.	10.2	5
111	Impact of Managers'™ Emotional Competencies on Organizational Performance. <i>Sustainability</i> , 2022, 14, 8800.	3.2	4
112	Emotional intelligence similarity in service recovery. <i>Annals of Tourism Research</i> , 2022, 96, 103465.	6.4	4
113	Masking the Role or Masking the Toll? The Effects of Career Fit on Salesperson Burnout. <i>Journal of Business-to-Business Marketing</i> , 0, , 1-18.	1.5	4
114	Winning your customers'™ minds and hearts: Disentangling the effects of lock-in and affective customer experience on retention. <i>Journal of the Academy of Marketing Science</i> , 2023, 51, 334-371.	11.2	13
115	Emotional Intelligence as a Personality Trait That Predicts Consumption Behavior: The Role of Consumer Emotional Intelligence in Persuasive Communication. <i>Sustainability</i> , 2022, 14, 15461.	3.2	3
116	Understanding AI-based customer service resistance: A perspective of defective AI features and tri-dimensional distrusting beliefs. <i>Information Processing and Management</i> , 2023, 60, 103257.	8.6	8
117	How social media use enhances salesperson performance. <i>Journal of Business and Industrial Marketing</i> , 2023, 38, 1720-1737.	3.0	3
118	Service quality in health care: empathy as a double-edged sword in the physician'™patient relationship. <i>International Journal of Pharmaceutical and Healthcare Marketing</i> , 2023, 17, 115-131.	1.3	0
119	How business-to-business salespeople deal with buying center dissenters. <i>International Journal of Research in Marketing</i> , 2023, 40, 590-608.	4.2	1
120	Gracefully yours: Would snap judgments of one's subtle graceful movements lead to inferences about their emotional intelligence?. <i>Journal of Retailing and Consumer Services</i> , 2023, 75, 103484.	9.4	0
121	Higher Educational Institution (HEI) Promotional Management Support System through Sentiment Analysis for Student Intake Improvement. <i>IEEE Access</i> , 2023, , 1-1.	4.2	0
122	Dynamic and global drivers of salesperson effectiveness. <i>Journal of the Academy of Marketing Science</i> , 0, , .	11.2	4
123	Emotional intelligence and consumer decision-making styles: the mediating role of brand trust and brand loyalty. <i>Future Business Journal</i> , 2023, 9, .	2.8	0
124	Reimagining personalization in the physical store. <i>Journal of Retailing</i> , 2023, 99, 563-579.	6.2	1
125	Emotional Intelligence and Conflict Resolution in the Workplace. <i>Advances in Business Information Systems and Analytics Book Series</i> , 2023, , 102-121.	0.4	0
126	Culture uncovered: B2B salesforce job reviews as windows into corporate values. <i>Journal of Business and Industrial Marketing</i> , 0, , .	3.0	0
127	More is better but in what direction? The effects of relationship marketing investment breadth and depth on customer gratitude. <i>Industrial Marketing Management</i> , 2024, 117, 188-201.	6.7	0