

others. Further, such “advantageous inequity” may contribute to a heritage of sustained effective behaviour for others to follow and perpetuate. The results were discussed and an elementary theoretical framework of advantageous social inequity based model of sustainable effective behavior in service organizations proposed.

Keywords: *advantageous inequity, service organizations, motivation, sustainable effective behaviour, Indian culture*

Adverse events in psychotherapy

MUNRO, B. (Edith Cowan University)

Since April 2008 health practitioners, including psychologists, working in health care facilities have to implement the National Open Disclosure Standard. Clinical psychologists working in health care facilities, both private and public, therefore have to disclose adverse events to their clients. The Standard defines an adverse event as an incident that results in unintended harm to a person receiving health care. Whilst the Standard is basically a restatement of the ethical principles of veracity and autonomy, the practical implication of it for psychologists is not clear and it is important that guidance should be given to local psychologists in this regard. There is currently no Australian literature on the topic and overseas research is dated and based mainly on anecdotal case study analysis. There is therefore a need to determine how Australian clinical psychologists perceive adverse events in psychotherapy, when they believe they should disclose such events, and how they would disclose such events if they choose to. The participants were psychologists eligible for membership of the APS College of Clinical Psychologists. Working within a phenomenological framework, semi-structured interviews were conducted. Thematic analysis was used to uncover dominant themes. Four dominant themes were identified. The first is that unintended harm is perceived to occur as a result of lapses in clinical technique. The second dominant theme is that unintended harm in psychotherapy is unavoidable. The third theme is that adverse events should always be disclosed. A final theme is that it is inherent in

the psychotherapeutic process that unintended harm should be addressed with the client and that this is a usual part of psychotherapy. The process is also thought to be therapeutically beneficial for the client. Clinical psychologists perceive that adverse events occur in psychotherapy as a result of their practices. They rely on the therapeutic process as a mechanism to work through unintended harm with their clients as soon as it is possible to do so in therapy. The process is still highly individualistic, and guidelines to improve consistency to ensure that adverse events do not go undetected and harm the client should prove to be useful.

Keywords: *adverse events, psychotherapy, open disclosure, clinical psychologists, Australian psychologists*

Affective responses, emotional intelligence and examination performance of university undergraduates

HULME, R. (University of Southern Queensland),
TERRY, P. (University of Southern Queensland),
REVIEWS 2, ICAP (Brief Oral Presentation)

The aim of the research was to examine the link between emotional intelligence abilities, psychological distress levels and mood states among university undergraduates over the duration of a semester of study. The research also focused on the ability to predict student exam performance utilising the constructs of emotional intelligence, psychological distress and mood. This was accomplished through two related studies, both involving data collected from first year students. A sample of 218 undergraduate students from an Australian university completed the Trait Meta Mood Scale (TMMS) to establish their emotional intelligence abilities. They then completed the Brunel Mood Scale (BRUMS) and the Depression, Anxiety and Stress Scale (DASS-21) on three occasions during a university semester to monitor affective responses. Examination performance at the end of semester was recorded. Emotional intelligence was found to influence affective responses, showing a stronger influence on psychological distress than mood states. However, clarity, a component of emotional

intelligence, was more closely related to mood states than psychological distress. Of the psychological distress variables, stress scores showed the strongest influence on mood responses. Psychological distress and mood responses both predicted examination performance whereas emotional intelligence did not. High emotional intelligence among students is conducive to a more pleasant and less distressing university experience but does not appear to benefit examination performance. Further, negative affective responses are not necessarily an indication that students will underperform academically. Indeed high negative affect during the beginning of semester and mid-semester is an indicator of success in end of semester examinations. It appears to be important that negative affect abates during the period from mid-semester to the end of semester. Rising negative affect from mid-semester to end of semester may be an indication that a student is facing difficulties and could potentially fail their examinations.

Keywords: *emotional intelligence, psychological distress, mood states, exam performance*

African Diaspora Dialogue Project

TINT, B. (Portland State University)

This paper explores dialogue and reconciliation work designed specifically for African Diaspora populations in the U.S., specifically, those from Somalia and the Great Lakes Region of Burundi, Congo and Rwanda. The paper will explore culturally coherent models of dialogue and reconciliation that incorporate historical issues, current resettlement issues and the integration of traditional peacemaking processes. A capacity building framework where participants become trained in facilitating conversations with their own communities was adopted. Coming from an ethnically diverse continent with a long history of conflict based in colonialism, tribalism, and religious differences, newly arrived African refugees carry these tensions into the U.S. These identity-based conflicts are fuelled by the traumas facing refugee populations and the challenges of transition and resettlement, making successful integration extremely difficult. The result of the challenges just described has

been that groups separate themselves from each other and avoid contact whenever possible. In identity-based conflicts, one of the core elements that contributes to the entrenchment and polarization impeding reconciliation is the manifestation of a zero-sum perception of identity on the part of social groups - parties often feel that the very survival of their own group or identity is inextricably tied up with the negation of the other – that the two literally cannot co-exist. Reconciliation work is deeply rooted around issues of identity and the emergence of new identities developed through the process.

Keywords: *reconciliation, African Diaspora populations, resettlement issues, peacemaking processes, African refugees*

Age differences in work motives

YEUNG, D. (City University of Hong Kong), FUNG, H. (The Chinese University of Hong Kong), CHAN, D. (The Chinese University of Hong Kong)

With an increasing number of older employees in the workforce, there is an increasing need to investigate whether older workers differ from their younger counterparts in work motives. This study examined whether there were age differences in work motives and their impacts on job performance. The sample consisted of 295 Chinese employees aged between 23 and 60 years. Among them, over 60% were managers and the remaining were professionals; and 57% of them were male. They were invited to fill in a set of questionnaires on work motives and job performance. Preliminary results showed that as compared with younger workers, older workers reported a higher level of intrinsic motivation $\{t(293) = -3.11, p <.01\}$ but less internally imposed motivation $\{t(293) = 2.24, p <.05\}$. Multiple regression analysis demonstrated that the positive relationship between intrinsic motivation and job performance was stronger among older workers than among younger workers (age by intrinsic motivation interaction, $\beta = 1.479, p <.001$). The present study reveals age differences in work motives. In particular, older workers tend to have higher level of intrinsic motivation than their younger counterparts. The positive impact of intrinsic motivation on work was found to be stronger