Abstract
We present a theoretical model of attributions and emotions, and the behavioral and psychological consequences of these in the workplace. Expanding on Weiner’s (1985) framework, we argue that emotional intelligence plays a moderating role in the attribution-emotion-behavior process. Specifically, the emotional intelligence dimensions of perception, facilitation, and understanding emotion are posited to moderate the relationship between outcome-dependent affect and attribution formation. Further, the emotion management dimension of emotional intelligence is argued to moderate the relationship between attributions and subsequent emotional responses. These emotional responses are then argued to influence behavioral, motivational, and psychological consequences in the workplace.