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Publications

Monographs


**Book Chapters**


Sparks, B.A., & Callan, V.J. (1995). Dealing with service breakdowns: The influence of
explanations, offers, and communication style on consumer complaint behaviour (pp. 106-115). In K. Grant and I. Walkers (Eds.), *Proceedings of World Marketing Congress*. Melbourne.


**Journal Articles**

Lawrence, S., & Callan, V.J. (in press) The role of social support in coping during the anticipatory stage of organisational change: A test of an integrative model. *British Journal of Management*


Smith, L. G. E., Callan, V. J., Amiot, C. E., Smith, J. R., & Terry, D. J. (in press). Getting staff to stay: The mediating role of organizational identification. *British Journal of Management*

Schwarz, G., Watson, B., & Callan, V.J. (in press) Talking up failure: How discourse can signal failure to change. *Management Communication Quarterly*


Callan, V.J., & Terry, D.J. (1997) Employee adjustment to a large-scale organisational change. *Australian Psychologist, 32*, 203-210


Terry, D.J., Callan, V.J., & Sartori, G. (1996) A test of a stress-coping model of adjustment to large-scale organisational change. *Stress Medicine, 12*, 105-122


Callan, V.J. (1992) Predicting ethical values and training needs in ethics. *Journal of Business Ethics, 11*, 761-769


