

# 10<sup>th</sup> Anniversary Organizational Frontlines Research (OFR) Symposium

## February 13-14, 2025 Phoenix, AZ

(co-located with 2025 AMA Winter Educators' Conference)

OFR began as a grassroots initiative to unite scholars and practitioners from diverse disciplines, all sharing a common enthusiasm for innovations and opportunities at the organizational frontlines.

That was 10 years ago...

We invite you to join us in celebrating our 10th anniversary as we reflect on the past and look to the future. Several activities are planned to mark this milestone:

1. The *Journal of Service Research* has dedicated a Special Issue to commemorate OFR's 10th anniversary. The call for papers is linked and attached. We encourage OFR members to submit their work for consideration between March 31 and April 30, 2025.
2. Authors planning to submit to the JSR-SI are invited to submit early drafts to the 2025 OFR Symposium for consideration for presentation and feedback. See the "Call for Research Presentation" below.
3. OFR members unsure about submitting to the JSR-SI are also welcome to submit their work for consideration at the OFR Symposium.

## Call For Research Presentations at the 10<sup>th</sup> Anniversary Symposium

**Deadline for all Symposium submission: December 02, 2024, with selected participants notified by early to mid-January, 2025.**

### ***Full Paper Presentations Intended for Journal of Service Research Special Issue***

**Description:** The symposium is intended to promote scholarship in the area of OFR. We welcome submissions from any field or discipline that tackles issues of organizational frontlines. To align with the call for the JSR-SI to commemorate the 10<sup>th</sup> OFR anniversary, the call for Symposium presentation is as follows:

**Submission Format:** A double-spaced manuscript, no longer than 20 pages (all-inclusive), detailing the authors' study thesis, approach, and results/findings. Please also include a 2-page statement outlining the intended contribution to OFR theory and/or practice.

**Presentation Format:** Selected authors will make a brief presentation of their work, followed by a roundtable-feedback session. Participation in the symposium does NOT guarantee publication in the JSR special issue. The purpose is to provide feedback to interested authors to help increase the publication probabilities of their contribution (in the event they wish to do so).

**Submission Guidelines:** Interested authors should send their submissions as per the above instructions to [todd.arnold@okstate.edu](mailto:todd.arnold@okstate.edu) and [jagdip.singh@case.edu](mailto:jagdip.singh@case.edu).

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## **Research Lightning Talks**

**Description:** Like in the previous symposium, we hope to include more OFR scholars on the program and invite you to submit a research proposal for consideration as a brief presentation at the OFR preconference event.

**Submission Format:** If you are interested in participating, please submit a brief PowerPoint proposal.

- (1) **Title Slide** – clearly identify the title of the presentation and all co-authors and their affiliations
- (2) **Problem/Research Questions** – identify the problem and why it is important for OFR
- (3) **Approach** – outline your approach (e.g., framework, research design, data)
- (4) **Results** – highlight your key results
- (5) **Implications for Practice** – specify how your results can help practitioners make decisions

**Presentation Format:** Our plan is that final presentations will be no more than 7 minutes and designed to encourage lively discussion among OFR attendees. All presenters will have the opportunity to revise slides before the event, but we plan to strictly enforce the 7-minute requirement for proposals as it will help bolster confidence that all presenters are committed to the spirit of “lightning talks.”

**Submission Guidelines:** Submissions should also include the name of all coauthors and their university affiliations. Submission to the conference does not preclude your work from being published by any journal. Submissions can be sent directly to this year’s pre-conference co-chairs: Colleen Harmeling ([charmeling@business.fsu.edu](mailto:charmeling@business.fsu.edu)) and Johannes Habel ([jhabel@bauer.uh.edu](mailto:jhabel@bauer.uh.edu)) with any questions regarding the event or submissions.

Regards,

Colleen and Johannes