



TRUST AND RELATIONAL MEASURES

BY DR. MICHELE WILLIAMS

Measure: Reward Power in Professional Service-Client Relationships

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Reference:

Williams, M. & Polman E. (2015). Is it me or her? How gender composition evokes interpersonally sensitive behavior on collaborative cross-boundary projects. *Organization Science*, 26(2): 334-355.

Instructions and response scale:

Please indicate your agreement or disagreement with each of the following statements using the scale below.

- 1 Strongly Disagree
- 2 Disagree
- 3 Neither Agree nor Disagree
- 4 Agree
- 5 Strongly Agree

Scale items:

Reward Power in Professional Service-Client Relationships

($\alpha = .71$, Williams & Polman, 2015)

- This person's recommendation for an extension will have a significant impact on my future.
- A referral from this person would lead to future opportunities.
- Retaining this client will have important benefits for the firm.
- Praise from this client would be highly valued by Partners (in my firm).

For Additional Information about Scale Development, please see presentation below or contact Dr. Michele Williams at michele-williams@uiowa.edu

Williams, M. 2016. [Developing Measures for Relational Concepts](#). Presentation at the 2016. Annual Meetings of the Academy of Management, Anaheim, CA.