

Publications – Prof. Dr. Jan Wieseke

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Books

1. Wieseke, Jan (2023, Volume 2), „**SALESTEGY – Combining SALES & STRATEGY – Guiding Innovative Business Models to Success**“, *Bochum Sales Publishing*, <https://salestegy.com/>
2. Wieseke, Jan (2022, Volume 1), „**The Sales Profit Chain – Understanding Causal Chains, Optimizing Sales, Increasing Profitability**“, *Bochum Sales Publishing*, <http://www.sales-profit-chain.com/>
3. Homburg, Christian and Jan Wieseke (2011), „**Handbuch Vertriebsmanagement**“, *Gabler Verlag*, Wiesbaden.
4. Wieseke, Jan (2004), „**Implementierung innovativer Dienstleistungsmarken**. Erfolgsfaktoren und Gestaltungsvorschläge auf Basis einer empirischen Mehrebenenanalyse“, *Gabler Verlag*, Wiesbaden.

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1. Kassemeyer, Roland, Sascha Alavi, Johannes Habel, Christian Schmitz and Jan Wieseke (2023), “Guest Editorial: Value-creating Sales and Digital Technologies”, *European Journal of Marketing*, 57 (3), 653-658.
2. Güntürkün, Pascal, Till Haumann, Laura Marie Edinger-Schons and Jan Wieseke (2023), “How Attributions of Coproduction Motives Shape Customer Relationships over Time”, *Journal of the Academy of Marketing Science*, 51 (5), 990-1018.
3. Hengstebeck, Berenika B., Roland Kassemeyer and Jan Wieseke (2022), „What Comprises a Successful Key Account Manager? Differences in the Drivers of Sales Performance Between Key Account Managers and Regular Salespeople“, *Industrial Marketing Management*, 106 (5), 392-404.
4. Krämer, Martin, Christina Desernot, Christian Schmitz, Felix Brüggemann and Jan Wieseke (2022), „The Role of Salespeople in Industrial Servitization: How to Manage Diminishing Profit Returns from Salespeople's Increasing Industrial Service Shares“, *International Journal of Research in Marketing*, 39 (4), 1235-1252.

5. Cron, William L., Sascha Alavi, Johannes Habel, Jan Wieseke and Hanaa Ryari (2021), „No Conversion, No Conversation: Consequences of Retail Salespeople Disengaging from Unpromising Prospects”, *Journal of the Academy of Marketing Science*, 49 (3), 502–520.
6. Alavi, Sascha, Eva Böhm, Johannes Habel, Jan Wieseke, Christian Schmitz and Felix Brüggemann (2022), „The Ambivalent Role of Monetary Sales Incentives in Service Innovation Selling”, *Journal of Product Innovation Management*, 39 (3), 445-463.
Awarded as: Top Cited Article 2022-2023 (Wiley).
7. Schneider, Janina-Vanessa, Sascha Alavi, Jan Helge Guba, Jan Wieseke and Christian Schmitz (2021), „When do Forecasts Fail and When not? Contingencies Affecting the Accuracy of Sales Managers’ Forecast Regarding the Future Business Situation”, *Journal of Personal Selling & Sales Management*, 41 (3), 218-232.
8. Ryari, Hanaa, Sascha Alavi and Jan Wieseke (2020), „Drown or Blossom?: The Impact of Perceived Chronic Time Pressure on Retail Salespeople’s Performance and Customer–Salesperson Relationships”, *Journal of Retailing*, 97 (2), 217-237.
9. Habel, Johannes, Roland Kassemeyer, Sascha Alavi, Philipp Haaf, Christian Schmitz and Jan Wieseke (2020), „When Do Customers Perceive Customer Centricity?: The Role of a Firm’s and Salespeople’s Customer Orientation”, *The Journal of Personal Selling & Sales Management*, 40 (1), 25–42.
10. Dannenbaum, Judith, Laura Marie Edinger-Schons, Mario Rese, Olaf Plötner and Jan Wieseke (2020), „What does it Take to Successfully Implement a Hybrid Offering Strategy? A Contingency Perspective”, *Journal of Service Management Research*, 4 (2-3), 100-120.
11. Dixon, Andrea L., Joel LeBon and Jan Wieseke (2019), „Perspectives on International Collaboration in Sales Research”, *Journal of Personal Selling & Sales Management*, 39 (4), 317-318.
12. Edinger-Schons, Laura Marie, Lars Lengler-Graiff, Sabrina Scheidler, Gina Mende and Jan Wieseke (2019), „Listen to the Voice of the Customer—First Steps Towards Stakeholder Democracy”, *Journal of Business Ethics*, 29 (3), 507-531.
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16. Alavi, Sascha, Johannes Habel, Paolo Guenzi and Jan Wieseke (2018), „The Role of Leadership in Salespeople’s Price Negotiation Behavior”, *Journal of the Academy of Marketing Science*, 46 (4), 703-724.
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22. Habel, Johannes, Laura Marie Edinger-Schons, Sascha Alavi and Jan Wieseke (2016), „Warm Glow or Extra Charge? The Ambivalent Effect of Corporate Social Responsibility Activities on Customers’ Perceived Price Fairness”, *Journal of Marketing*, 80 (1), 84-105.
23. Mikolon, Sven, Glen Kreiner and Jan Wieseke (2016), „Seeing You Seeing Me: Stereotypes and the Stigma Magnification Effect”, *Journal of Applied Psychology*, 101 (5), 639-656.
24. Alavi, Sascha, Jan Wieseke and Jan Helge Guba (2016), „Saving on Discounts through Accurate Sensing – Salespeople’s Estimations of Customer Price Importance and their Effects on Negotiation Success”, *Journal of Retailing*, 92 (1), 40-55.
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32. Haumann, Till, Benjamin Quaiser, Jan Wieseke and Mario Rese (2014), „Footprints in the Sands of Time: A Comparative Analysis of the Effectiveness of Customer Satisfaction and Customer-Company Identification Over Time”, *Journal of Marketing*, 78 (6), 78-102.
33. Edinger-Schons, Laura Marie, Mario Rese, Jan Wieseke, Wiebke Rasmussen, Daniel Weber and Wolf-Christian Strotmann (2014), „There is Nothing Permanent, Not Even Change – Analyzing Individual Price Dynamics in Pay-What-You-Want Situations”, *Marketing Letters*, 25 (1), 25-36.
34. Wieseke, Jan, Florian Kraus and Thomas Rajab (2013), „Resolving Conflict over Sales-people's Brand Adoption in Franchised Channels of Distribution”, *Review of Managerial Science*, 7 (4), 443-473.
35. Ahearne, Michael, Till Haumann, Florian Kraus and Jan Wieseke (2013), „It's a Matter of Congruence: How Interpersonal Identification Between Sales Managers and Sales-persons Shapes Sales Success”, *Journal of the Academy of Marketing Science*, 41 (6), 625-648.
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37. Wieseke, Jan, Anja Geigenmüller and Florian Kraus (2012), „On the Role of Empathy in Employee-Customer Interactions”, *Journal of Service Research*, 15 (3), 316-331.
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39. Luo, Xueming, Jan Wieseke and Christian Homburg (2012), „Incentivizing CEOs to Build Customer-Firm and Employee-Firm Relations for Higher Customer Satisfaction and Firm Value”, *Journal of the Academy of Marketing Science*, 40 (6), 745-758.
40. Wieseke, Jan, Michael Ahearne, Florian Kraus and Sven Mikolon (2012), „Multiple Identification Foci and Their Countervailing Effects on Salespeople's Negative Headquarters Stereotypes”, *Journal of Marketing*, 76 (3), 1-20.

41. Homburg, Christian, Martin Artz and Jan Wieseke (2012), „Marketing Performance Measurement Systems: Does Comprehensiveness Really Improve Performance?“, *Journal of Marketing*, 76 (3), 56-77.
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43. Wieseke, Jan, Florian Kraus, Sascha Alavi and Tino Kessler-Thönes (2011), „How Leaders' Motivation Transfers to Customer Service Representatives“, *Journal of Service Research*, 14 (2), 214-233.
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45. Homburg, Christian, Jan Wieseke and Christina Kühnl (2010), „Social Influence on Salespeople's Adoption of Sales Technology: A Multilevel Analysis“, *Journal of the Academy of Marketing Science*, 38 (2), 159-168.
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47. Homburg, Christian, Jan Wieseke and Wayne D. Hoyer (2009), „Towards an Extended Understanding of The Service Profit Chain – The Relevance of Social Identification“, *Journal of Marketing*, 73 (2), 38-54.
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49. Wieseke, Jan, Christian Homburg and Nick Lee (2008), „Understanding the Adoption of New Brands Through Salespeople: A Multilevel Framework“, *Journal of the Academy of Marketing Science*, 36 (2), 278-291.
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57. Schmitz, Christian and Jan Wieseke (2016), „Flaschenhals Vertrieb“, *acquisa*, 7-8, 76-77.
58. Wieseke, Jan, Johannes Habel, Sascha Alavi, Christopher Kock and Melanie Leitloff (2015), „Darf's etwas mehr sein?“, *acquisa*, 9, 62-65.
59. Schmitz, Christian and Jan Wieseke (2015), „Herausforderungen und Potenziale im Vertrieb“, *Marketing Review St. Gallen*, 6, 12-21.
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61. Wieseke, Jan, Florian Kraus and Thomas Rajab (2010), „Ein interdisziplinärer Ansatz zur Überwindung von Technologieadoptionsbarrieren“, *Zeitschrift für betriebswirtschaftliche Forschung*, 62 (12), 822-859.
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64. Homburg, Christian, Martin Artz, Jan Wieseke and Bernhardt Schenkel (2008), „Gestaltung und Erfolgsauswirkungen der Absatzplanung: Eine branchenübergreifende empirische Analyse“, *Zeitschrift für betriebswirtschaftliche Forschung*, 60 (7), 634-670.

Further Publications

65. „Multilevel Modeling“ (2021, with Till Haumann and Roland Kassemeier), in: *Handbuch Marktforschung*, Springer Verlag, 369-409.
66. „Personal Selling for Luxury Brands: The Effect of Cognitive and Affective Influence Strategies on Customer Value Perceptions“ (2013, with Michael Mauer and Sascha Alavi), in: *Luxury Marketing*, Springer Gabler, Wiesbaden, 359-376.
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68. „Erfolgsfaktoren der Adoption innovativer Dienstleistungsmarken“ (2008), in: *Dienstleistungsmarken. Forum Dienstleistungsmanagement*, Gabler Verlag, Wiesbaden, 77-97.
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71. „Mitarbeiter-Performance im Servicekontakt. Modellierung und Messung mittels Mystery Shopping im Tourismus“ (2006, with Michael Lingenfelder and Karsten Schmidt), in: *Dienstleistungscontrolling. Forum Dienstleistungsmanagement*, Gabler Verlag, Wiesbaden, 181-210.
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73. „Hohe Hürde Steuerrecht – Nur jeder Dritte lässt sich bei Unternehmensübergabe beraten“ (2006, with Christina Stadler), in: *Der Mittelstand*, 02/2006, 43.
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76. „The Differentiated Formation of Online- and Offline-Channels as a Strategic Option of a Distribution Channel Overlapping Target Group Conception – An Empirical Study in the Tourism-Industry“ (2004, with Michael Lingenfelder and Martin Schulze), in: *Fundierung des Marketing – Verhaltenswissenschaftliche Erkenntnisse als Grundlage einer angewandten Marketingforschung*, Gabler Verlag, Wiesbaden, 409-438.
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78. „Zufriedenheitsdynamik im Business-to-Business-Marketing“ (2004, with Michael Lingenfelder and Lars Wolf), in: *Management mit Vision und Verantwortung, Eine Herausforderung an Wissenschaft und Praxis*, Gabler Verlag, Wiesbaden, 573-596.
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