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Public Profile

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Curriculum

Andrea Fontes is an invited teacher, a psychologist, a coach and a consultant in Human Resources. She holds two degrees, respectively in the areas of Organization and Business management and Psychology, a Master in Psychology, Counseling and Psychotherapy and a Phd in Organizational Psychology in ISCTE. She has 20 years experience in multinational companies practice field, in several areas, from Marketing&Sales to Consumer Research and Human Resources. Publications in scientific journals and book chapters have been mainly within the coaching topic. Her researches were also presented in several national and international conferences. Research interests revolve around HR practices for development and positive interventions at the workplace.

Academic Qualifications

University/Institution	Type	Degree	Period
ISCTE-Instituto Universitário de Lisboa	PhD	Doutoramento em Psicologia	2020
Universidade Lusófona	M.Sc.	Mestrado em Psicologia, Aconselhamento e Psicoterapia	2008
Universidade Lusófona	Licenciate	PSicologia	2007

ISCTE Business School	Licenciate	Organização e Gestão de Empresas	1998

Teaching Activities

Teaching Year	Sem.	Course Name	Degree(s)	Coord.
2026/2027	2º	Human Resources Management	Bachelor Degree in Finance and Accounting;	No
2026/2027	1º	Reward and Career Management	Bachelor Degree in Human Resources Management;	No
2025/2026	2º	Human Resources Management	Bachelor Degree in Finance and Accounting;	No
2025/2026	1º	Human Resource Managements	Master Degree in Human Resources Development Policies;	No
2025/2026	1º	Recruitment and Selection	Bachelor Degree in Human Resources Management;	No
2025/2026	1º	Human Resources Management	Bachelor Degree in Management;	No
2025/2026	1º	Reward and Career Management	Bachelor Degree in Human Resources Management;	No
2024/2025	2º	Human Resources Management	Bachelor Degree in Finance and Accounting; Bachelor Degree in Management;	No
2024/2025	1º	Human Resource Managements	Master Degree in Human Resources Development Policies;	No
2024/2025	1º	Recruitment and Selection	Bachelor Degree in Human Resources Management;	No
2024/2025	1º	Reward and Career Management	Bachelor Degree in Human Resources Management;	No
2023/2024	2º	Human Resources Management	Bachelor Degree in Finance and Accounting;	No
2023/2024	1º	Human Resource Managements	Master Degree in Human Resources Development Policies;	No
2023/2024	1º	Recruitment and Selection	Bachelor Degree in Human Resources Management;	No
2023/2024	1º	Reward and Career Management	Bachelor Degree in Human Resources Management;	No
2022/2023	2º	Human Resource Analytics and Internal Auditing	Master Degree in Human Resource Management and Organizational Consultancy;	No
2022/2023	2º	Human Resources Management	Bachelor Degree in Management;	No
2022/2023	1º	Human Resource Managements	Master Degree in Human Resources Development Policies;	No

2022/2023	1º	Recruitment and Selection	Bachelor Degree in Human Resources Management;	No
2022/2023	1º	Reward and Career Management	Bachelor Degree in Human Resources Management;	No
2021/2022	2º	Human Resource Analytics and Internal Auditing		No
2021/2022	2º	Human Resources Management	Bachelor Degree in Management;	No
2021/2022	1º	Recruitment and Selection	Bachelor Degree in Human Resources Management;	No
2021/2022	1º	Reward and Career Management	Bachelor Degree in Human Resources Management;	No
2020/2021	2º	Human Resources Management for Lawyers		No
2019/2020	2º	Human Resources Management	Bachelor Degree in Management;	No
2018/2019	2º	Human Resources Management	Bachelor Degree in Management;	No

Supervisions

• M.Sc. Dissertations

- Ongoing

	Student Name	Title/Topic	Language	Status	Institution
1	Revathi Ramsamy	Extension for thesis submission	--	Developing	Iscte
2	Filipe Rolo Cruz	The Impact of Organizational Culture and Employer Branding Policies on Employee Performance	English	Developing	Iscte
3	Maria Leonor Meireles Tamagnini Guimarães	Recrutamento, Seleção e Integração nas Organizações das Pessoas com Incapacidade	--	Extended period	Iscte

- Concluded

	Student Name	Title/Topic	Language	Institution	Concluding Year
1	Eugénia Sofia Oliveira Félix	The Relationship Between Future Self-Continuity and Organizational Outcomes: Self-Efficacy as a Mediator in the Transition to Work and Employer Branding as a Moderator	Portuguese	Iscte	2026

2	Rafaela Sofia Silva Ribeiro	The Impact of Employer Branding on Turnover: The Mediating Role of Person-Organization Fit and the Moderating Effect of Social Support	Portuguese	Iscte	2025
3	Duarte Filipe da Graça Silva	Ethical leadership	Portuguese	Iscte	2025
4	Catarina Isabel Guégués Pimentão	Unravelling engagement in Hybrid Work: the impact of communicative competence and the influence of trust and autonomy, a perspective of the followers.	English	Iscte	2025
5	André Stuart Hill de Abreu	Professional Preferences of Generation Z in Portugal	Portuguese	Iscte	2025
6	Carla Catarina Jardim Silva	GREEN HUMAN RESOURCES MANAGEMENT AS PART OF EMPLOYER BRANDING: THE IMPACT ON ENGAGEMENT AND RETENTION OF DIFFERENT GENERATIONS	Portuguese	Iscte	2024
7	Matilde Gomes Carvalho	Retaining Generation Z: The role of the Employee Value Proposition in Talent Management	Portuguese	Iscte	2024
8	Rita Alexandra Feliciano da Fonseca	The Relevance of Retention Strategies for IT Organizations	English	Iscte	2024
9	Rui Manuel Vicente Martins	Contribution of Interim Management for Business Management	Portuguese	Iscte	2024
10	Carlos Santos	Turnover in the Retail Sector	English	Iscte	2024
11	Marta Sofia Martinho Afonso	The influence of onboarding on the performance of new employees: and the mediating effect of confirming expectations and engagement in this relationship	Portuguese	Iscte	2023
12	Beatriz da Costa Leandro	The impact of communication satisfaction in the motivation and job attitudes of employees, in the remote or hybrid work context	English	Iscte	2023
13	Ana Taveira	The moderation of Perceived Organizational Support in the relationship between Sustainable Human Resources Management and Job Satisfaction, in different Generations	English	Iscte	2023
14	Carolina Oliveira	The impact of teleworking on organizational commitment: a relationship mediated by work-family balance	English	Iscte	2023
15	Marta Afonso	How do integration practices influence the performance of new employees? And what is the role of motivation in this relationship?	English	Iscte	2023

16	André Marques	The impact of servant leadership on affective organizational commitment: the mediating effect of job satisfaction, and the moderating effect of well-being in remote work	English	Iscte	2023
17	Beatriz Leandro	The role of the leader's communication skills in employee performance and motivation: a comparison before and after the pandemic.	English	Iscte	2023
18	Miguel Alexandre Cadima Oliveira	Learning is Essential: A Study on the Influence of Career Management Practices in the Retention of Younger Generations	English	Iscte	2022
19	Ana Soraia Abreu Delgado	The impact of coaching on work-family enrichment: The role of intrinsic motivation and self-efficacy	English	Iscte	2022
20	Ana Soraia Abreu Delgado	The impact of coaching on work-family enrichment: The role of intrinsic motivation and self-efficacy	English	Iscte	2022
21	Miguel Cadima Oliveira	Learning is Essential: A Study on the Influence of Career Management Practices in the Retention of Younger Generations	English	Iscte	2022
22	Neuza Sofia Armez Silva	Relationship between Learning Organization and Employee Engagement: the role of Autonomy and Mission in for-profit and non-profit organizations	Portuguese	Iscte	2020

- **M.Sc. Final Projects**

- Concluded

	Student Name	Title/Topic	Language	Institution	Concluding Year
1	Carlos Miguel Pinto Santos	Turnover in the Retail Sector: proposals for intervention	Portuguese	Iscte	2024
2	Joana Ferreira Gomes	The relationship between Employer Branding, Attraction and Retention of employees across different generations: a new service for ARGO.	English	Iscte	2023
3	Carlos Miguel Pires Lopes	Project of absenteeism qualification in Pingo Doce - Jerónimo Martins stores	Portuguese	Iscte	2023

Total Citations

Web of Science®	72
Scopus	61

Publications

• Scientific Journals

- Scientific journal paper

1	Fontes, A., Pereira, C. R., Menezes, S., Soares, A., Almeida, P., Carvalho, G....Arriaga, P. (2024). Predictors of health-protective and helping behaviors during the Covid-19 pandemic: The role of social support and resilience. Psychological Reports, 127(6), 2736?2761. https://doi.org/10.1177/00332941221123777 - Times Cited Web of Science®: 12 - Times Cited Scopus: 12 - Times Cited Google Scholar: 20
2	Fontes, A. & Dello Russo, S. (2021). What changes with coaching? Investigating within-person changes in reflection, the predicting role of implicit person theory and the effects on perceived utility of coaching. International Journal of Training and Development, 25(3), 316?340. https://doi.org/10.1111/ijtd.12235 - Times Cited Web of Science®: 7 - Times Cited Scopus: 7 - Times Cited Google Scholar: 10
3	Fontes, A. & Dello Russo, S. (2021). An Experimental Field Study on the Effects of Coaching: The Mediating Role of Psychological Capital. Applied Psychology: An International Review, 70(2), 459?488. https://doi.org/10.1111/apps.12260 - Times Cited Web of Science®: 52 - Times Cited Scopus: 37 - Times Cited Google Scholar: 98
4	Fontes, A. & Dello Russo, S. (2019). Quo Vadis? A study of the state and development of coaching in Portugal. International Journal of Training and Development, 23(4), 291?312. https://doi.org/10.1111/ijtd.12163 - Times Cited Scopus: 5 - Times Cited Google Scholar: 8

• Books and Book Chapters

- Book chapter

1	Fontes, A. (2023). As Culturas pós pandemia. Desafios à Gestão de Pessoas (pp. 47?66). Editora D'Ideias.
2	Fontes, A. (2023). The post pandemic Cultures. Challenges to people Management (pp. 47?66). Editora D'Ideias.
3	Fontes, A. & Costa, C. G. (2020). Coaching for all – From Theory to Practice—in Search of Theoretical Approaches Leading to Informed Coaching Practices. MBA for Managers and Engineers. C. Machado & P. Davim. https://doi.org/10.1007/978-3-030-71105-1
4	Fontes, A. & Costa, C. G. (2020). Coaching for all – New approaches to future challenges. In Springer (Ed.), MBA for Managers and Engineers. C. Machado & P. Davim. https://doi.org/10.1007/978-3-030-71105-4_4

5	Fontes, A. & Galindo, E. (2009). Serviços de Apoio. In Edições Universitárias Lusófonas (Ed.), Manual para o Cidadão O que fazer em caso de Incêndio, Terramoto, Cheia, Tempestade ou Ataque terrorista. Edições Universitárias Lusófonas.

• Other Publications

- Non-peer-reviewed papers

1	Delgado, A.S.A., Silva, V. H. & Fontes, A. (2026). Examining the role of coaching in work-Family enrichment: a sequential mediation analysis of self-efficacy and intrinsic motivation. Coaching: An International Journal of Theory, Research and Practice,. https://doi.org/10.1080/17521882.2026.2618834.
2	Fontes, A. (2024). Psychological Capital Promotion in Universities. European Journal of Public Health, 34(Supplement). https://doi.org/10.1093/eurpub/ckae144.2267 - Times Cited Web of Science®: 1

• Conferences/Workshops and Talks

- Talk

1	Silva, V. H., Delgado, S. & Fontes, A. (2023). O impacto do coaching no enriquecimento trabalho-família: o papel da motivação intrínseca e da autoeficácia. XVI Post Graduate Conference Management, Hospitality and Tourism,.
2	Fontes, A. (2023). The future of Work after COVID-19: qualitative and quantitative analysis. EAWOP,.
3	Fontes, A., Sílvia Luís, Fernandes-Jesus, M. & Rosa, M. (2022). COVID-19 RESHAPING PRO-ENVIRONMENTAL BEHAVIOURS? THE INFLUENCE OF SOCIO-ECONOMIC VARIABLES. IAPS Conference,.
4	Fontes, A. & Dello Russo, S. (2020). Writing exercises to increase coaching transfer: A qualitative study. IWP2020,. - Times Cited Google Scholar: 1
5	Fontes, A. (2019). The effects of coaching on individual outcomes: a mediation model by psychological capital. European Association of Work and Organizational Psychology (EAWOP),.
6	Fontes, A. & Dello Russo, S. (2019). The effects of coaching on individual outcomes: a mediation model by psychological capital. XV Phd Meeting in Psychology Psychology and Well-being,.
7	Fontes, A. & Dello Russo, S. (2018). Writing exercises between coaching sessions to support Psychological. 13th European Academy of Occupational Health Psychology Conference,.
8	Fontes, A. & Dello Russo, S. (2018). Coaching as a tool for people development in organizational context: professionals identify demands and outcomes. IX Simpósio de Comportamento Organizacional,. - Times Cited Google Scholar: 1
9	Fontes, A. (2018). O coaching em Portugal, relatado pelos profissionais: comparando psicólogos e não psicólogos. 4º Congresso Ordem dos Psicólogos Portugueses,.
10	Fontes, A. & Dello Russo, S. (2018). Coaching in portugal: where it comes from and where it goes - a vision from the professionals. IV Simpósio Formação e Desenvolvimento Organizacional,.

11	Fontes, A. (2017). The effects of coaching when provided to lower hierarchical levels in organizational context. XIII PhD Meeting in Social and Organizational PSYCHOLOGY Challenging the Past, Creating a Future,.
12	Fontes, A. & Dello Russo, S. (2017). Quo vadis coaching in Portugal?. 10th Conference of the Iberoamerican Academy of Management (IAM),.

Research Projects

Project Title	Role in Project	Partners	Period
resilient@uni	Researcher	CIS-Iscte (H4A) - Leader, CIS-Iscte (CED)	2023

Awards

Pedagogical Innovation (2023)

Organization/Coordination of Events

Type of Organization/Coordination	Event Title	Organizer	Year
Member of scientific event's organizing committee	XIII PhD Meeting in Social and Organizational PSYCHOLOGY Challenging the Past, Creating a Future	ISCTE-IUL	2017