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Autore	Hochschild Arlie Russell <1940->
Titolo	The managed heart [[electronic resource] ] : commercialization of human feeling / / Arlie Russell Hochschild
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Edizione	[Updated, with a new preface.]
Descrizione fisica	1 online resource (353 p.)
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Soggetti	Emotions - Economic aspects Work - Psychological aspects Employee motivation Electronic books.
Lingua di pubblicazione	Inglese
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Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	pt. 1. Private life -- pt. 2. Public life.
Sommario/riassunto	In private life, we try to induce or suppress love, envy, and anger through deep acting or ""emotion work,"" just as we manage our outer expressions of feeling through surface acting. In trying to bridge a gap between what we feel and what we ""ought"" to feel, we take guidance from ""feeling rules"" about what is owing to others in a given situation. Based on our private mutual understandings of feeling rules, we make a ""gift exchange"" of acts of emotion management. We bow to each other not simply from the waist, but from the heart. But what occurs when emotion work, feeling rule