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Nota di contenuto	Cover; Contetns; Contributors; Acknowledgements; Chapter 1 - Emotional Arenas Revisited; Chapter 2 - Narratives of Compassion in Organizations; Chapter 3 - Feeling at Work; Chapter 4 - Relational Experiences and Emotion at Work; Chapter 5 - Emotion Metaphors in Management: The Chinese Experience; Chapter 6 - Commodifying the Emotionally Intelligent; Chapter 7 - Bounded Emotionality at The Body Shop; Chapter 8 - Asthetic Symbols as Emotional Cues; Chapter 9 - If Emotions were Honoured: A cultural Analysis; Chapter 10 - Emotional Labour and Authenticity: Views From Service Agents Chapter 11 - Ambivalent Feelings in Organizational Relationships Chapter 12 - A Detective's Lot: Contours o Morality and Emotion in Police Work; Chapter 13 - How Children Manage Emotion in Schools; Chapter 14 - Emotion and Injustice in the Workplace; Chapter 15 - Concluding Reflections; Author Index; Subject Index
Sommario/riassunto	This study examines how emotion cannot simply be separated from thinking, judgement, decision making and other so-called rational organizational processes. It shows how feeling and emotion lie at the heart of organizational functioning.

