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implications for leadership; 10 Games leaders play: using Transactional Analysis to understand emotional dissonance; 11 Conclusions: management and the 'Managed Heart'; Index

Sommario/riassunto

Even if we don't realise it, most of us are now familiar with the idea of 'emotional labour'; that 'service with a smile' which everyone from cabin crew to restaurant or call centre staff is expected to give, irrespective of what they actually feel or think. This book considers the complex ways in which this need to show (or hide) particular emotions translates into job roles - specifically those of leaders or managers - where the relationships are lasting rather than transient, two-way rather than uni-directional and have complex, ongoing goals rather than straight-forward, one-off
