

1. Record Nr.	UNINA9910786726403321
Titolo	Emotional labor in the 21st century : diverse perspectives on the psychology of emotion regulation at work // edited by Alicia A. Grandey, James M. Diefendorff, Deborah E. Rupp
Pubbl/distr/stampa	New York : , : Routledge Academic, , 2013
ISBN	1-136-23258-3 0-203-10085-9 1-136-23259-1
Descrizione fisica	1 online resource (345 p.)
Collana	Organization and Management Series
Classificazione	PSY021000BUS041000
Altri autori (Persone)	DiefendorffJames GrandeyAlicia RuppDeborah E. <1975->
Disciplina	331.25/6
Soggetti	Nonverbal communication in the workplace Employees - Attitudes Customer relations Interpersonal relations Psychology, Industrial
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and indexes.
Nota di contenuto	Cover; Title; Copyright; Contents; List of Illustrations; Series Foreword; Dedication; Foreword; About the Editors; Contributors; Acknowledgements; PART I Overview; 1 Bringing Emotional Labor into Focus: A Review and Integration of Three Research Lenses; PART II Person Perspectives: Within, Between, Dyadic and Group; 2 Episodic Intrapersonal Emotion Regulation: Or, Dealing with Life as it Happens; 3 Motivation, Fit, Confidence, and Skills: How Do Individual Differences Influence Emotional Labor?; 4 The Social Effects of Emotion Regulation in Organizations; 5 Emotional Labor at the Unit-level PART III Occupational Perspectives: Customer Service, Call Centers, Caring Professionals6 The Customer Experience of Emotional Labor; 7 Call Centers: Emotional Labor Over the Phone; 8 Attending to Mind and Body: Engaging the Complexity of Emotion Practice Among Caring Professionals; PART IV Contextual Perspectives: Organization, Gender,

Culture; 9 Emotional Labor: Organization-level Influences, Strategies, and Outcomes; 10 Social and Cultural Influencers: Gender Effects on Emotional Labor at Work and at Home; 11 A Cultural Perspective on Emotion Labor

PART V Multi-Disciplinary Perspectives: Reflections and Projections¹²
Reflections and Projections from Pioneers in Emotions Research;
Emotional Labor: Looking Back Nearly 20 Years; Emotional Labor Across
Five Levels of Analysis: Past, Present, Future; Conceptualizing Emotional
Labor: An Emotion Regulation Perspective; Reflecting on Emotional
Labor as a Social Meme; Back to the Future; Author Index; Subject Index

Sommario/riassunto

"This book reviews, integrates, and synthesizes research on emotional labor and emotion regulation conducted over the past 30 years. The concept of emotional labor was first proposed by Dr. Arlie Russell Hochschild (1983), who defined it as "the management of feeling to create a publicly observable facial and bodily display" (p. 7) for a wage. A basic assumption of emotional labor theory is that many jobs (e.g., customer service, healthcare, team-based work, management) have interpersonal, and thus emotional, requirements and that well-being and effectiveness in these jobs is determined, in part, by a person's ability to meet these requirements"--
