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Nota di contenuto	Individual sources, dynamics, and expressions of emotion / Wilfred J. Zerbe, Neal M. Ashkanasy, Charmine E.J. Härtel -- Root causes of positive emotion at work / Kristjan Laane, Balazs Aczel, Anthony Dickinson, Mare Teichmann -- Emotional regulation and ideation / Tobias Kollmann, Carina Lomberg -- Sympathy and anger : the role of attributions in emotional responses to abusive supervision / Hwanwoo Lee, Teri Elkins -- Putting the emotion back : exploring the role of emotion in disengagement / Ann Parkinson, Richard McBain -- The arm model to develop emotion-related abilities (ability EI) / Wolfgang G. Scherl -- A theoretical examination of mixed group mood : the construct and its performance consequences / Frank Walter, Bernd Vogel, Jochen I. Menges -- Pictures of Facial Affect-Ulm (PFA-U) : a new faces-based set of pictures for basic emotions / Kerstin Limbrecht-Ecklundt ... [et al.] -- Service employees trait authenticity and customer satisfaction / Dana Yagil, Hana Medler-Liraz -- Emotional labour and

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Sommario/riassunto

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