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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Emotional labor as public good and the state as harbor of refuge -- A blind spot in public administration theory--but not in practice -- Human capital issues -- Communicating competence and cultivating trust -- Who gets the blame? Who gets the credit? Government responsiveness and accountability -- Of the people : legitimacy, representativeness, and the difference that gender makes -- Professional standards and discretion in crisis response -- Reflections on the why, how, and what of emotional labor.
Sommario/riassunto	The authors of the award-winning Emotional Labor now investigate how that book's concepts are actually applied in public service delivery, focusing on crisis responders who work in the most emotionally demanding situations. Emotional Labor and Crisis Response goes inside the stressful world of suicide, rape, and domestic hotline workers, EMTs, triage nurses, and agency/department spokespersons who are the initial faces of the organization and who deal with the public immediately following crises. The authors explore how these public servants interpret unwritten ""feeling rules,"" and how they

