



Emotional Labor in the 21st Century: Diverse Perspectives on Emotion Regulation at Work

By Alicia Grandey, James Diefendorff, Deborah E. Rupp

Taylor & Francis Ltd. Hardback. Book Condition: new. BRAND NEW, Emotional Labor in the 21st Century: Diverse Perspectives on Emotion Regulation at Work, Alicia Grandey, James Diefendorff, Deborah E. Rupp, 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. Since Hochschild's initial work, psychologists, sociologists, and management scholars have developed distinct theoretical approaches aimed at expanding and elaborating upon Hochschild's core ideas. Broadly speaking, emotional labor is the study of how emotion regulation of oneself and others influences social dynamics at work, which has implications for performance and well being in a wide range of occupations and organizational contexts. This book offers researchers and practitioners a review of emotional labor...



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