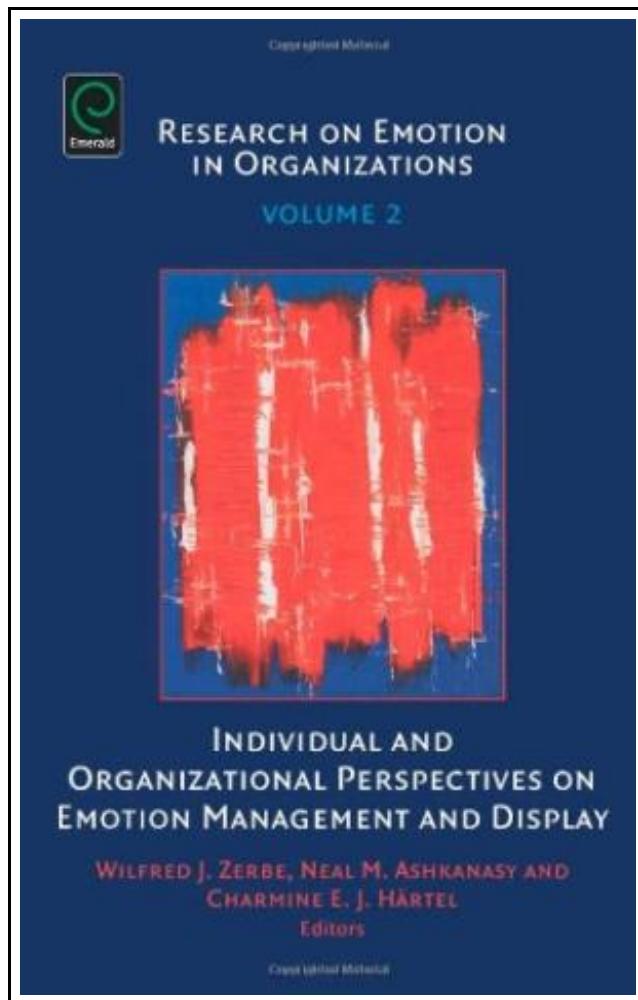


Individual and Organizational Perspectives on Emotion Management and Display (Hardback)



Filesize: 6.22 MB

Reviews

This ebook is very gripping and fascinating. Sure, it is engage in, nevertheless an amazing and interesting literature. It is extremely difficult to leave it before concluding, once you begin to read the book.

(Ms. Ora Buckridge)

INDIVIDUAL AND ORGANIZATIONAL PERSPECTIVES ON EMOTION MANAGEMENT AND DISPLAY (HARDBACK)

[DOWNLOAD PDF](#)

Emerald Group Publishing Limited, United States, 2006. Hardback. Book Condition: New. 229 x 155 mm. Language: English . Brand New Book ***** Print on Demand *****.Affect and emotion have been recognized as important factors in understanding behavior in organizations, as evidenced by the increasing frequency of special journal issues, themed conferences, and books and articles devoted to the topic. The articles in this volume represent a selection of the best papers presented at the Fourth International Conference on Emotions and Organizational Life (which was held in London, England, in June, 2004), together with invited papers by some of leading scholars in the field. The theme of this volume, Individual and Organizational Perspectives on Emotion Management and Display , concerns the management by organizations of the emotions of employees and the effects on individuals. It begins by looking at the effective self-management of emotion and how leaders can use emotions, intelligently and sometimes paradoxically, to foster effective personal and team outcomes, and goes on to examine the nature of emotionally charged incidents between employees and supervisors. The effective management of emotion is particularly relevant to organizational outcomes in service organizations. Specific chapters look at emotion work performed by employees in hospitality and healthcare organizations, and others consider the role that culture plays in the perceptions of service workers regarding emotion work. Others examine the critical interplay between characteristics of employees, organizational practices, and the emotions that customers experience when service encounters go awry. Finally the volume comes full circle in an examination of how the thinking strategies individuals use can foster adaptive emotions and more emotionally intelligent, constructive responses to workplace stressors. This book features a selection of the best papers presented at the Fourth International Conference on Emotions and Organizational Life (London, UK, June, 2004). It represents a cross-section of...



[Read Individual and Organizational Perspectives on Emotion Management and Display \(Hardback\) Online](#)



[Download PDF Individual and Organizational Perspectives on Emotion Management and Display \(Hardback\)](#)

You May Also Like



No Friends?: How to Make Friends Fast and Keep Them (Paperback)

Createspace, United States, 2014. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.Do You Have NO Friends ? Are you tired of not having any...

[Read ePub »](#)



History of the Town of Sutton Massachusetts from 1704 to 1876 (Paperback)

Createspace, United States, 2015. Paperback. Book Condition: New. annotated edition. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.This version of the History of the Town of Sutton Massachusetts...

[Read ePub »](#)



Crochet: Learn How to Make Money with Crochet and Create 10 Most Popular Crochet Patterns for Sale: (Learn to Read Crochet Patterns, Charts, and Graphs, Beginner s Crochet Guide with Pictures) (Paperback)

Createspace, United States, 2015. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.Getting Your FREE Bonus Download this book, read it to the end and...

[Read ePub »](#)



How to Make a Free Website for Kids (Paperback)

Createspace, United States, 2015. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.Table of Contents Preface Chapter # 1: Benefits of Having a Website Chapter...

[Read ePub »](#)



The Voyagers Series - Europe: A New Multi-Media Adventure Book 1 (Paperback)

Strength Through Communications, United States, 2011. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.The Voyagers Series is a new multi-media, multi-disciplinary approach to teaching...

[Read ePub »](#)