



Emotional Labor in the 21st Century: Diverse Perspectives on Emotion Regulation at Work (Series in Organization and Management) (Hardback) - Common

Edited by James Diefendorff, Edited by Deborah E. Rupp Edited by Alicia Grandey

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"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 m

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