

The Managed Heart: Commercialization Of Human Feeling

- Arlie Russell Hochschild

[DOWNLOAD HERE](#)

In private life, we try to induce or suppress love, envy, and anger through deep acting or "emotion work," just as we manage our outer expressions of feeling through surface acting. In trying to bridge a gap between what we feel and what we "ought" to feel, we take guidance from "feeling rules" about what is owing to others in a given situation. Based on our private mutual understandings of feeling rules, we make a "gift exchange" of acts of emotion management. We bow to each other not simply from the waist, but from the heart. But what occurs when emotion work, feeling rules, and the gift of exchange are introduced into the public world of work? In search of the answer, Arlie Russell Hochschild closely examines two groups of public-contact workers: flight attendants and bill collectors. The flight attendant's job is to deliver a service and create further demand for it, to enhance the status of the customer and be "nicer than natural." The bill collector's job is to collect on the service, and if necessary, to deflate the status of the customer by being "nastier than natural." Between these extremes, roughly one-third of American men and one-half of American women hold jobs that call for substantial emotional labor. In many of these jobs, they are trained to accept feeling rules and techniques of emotion management that serve the company's commercial purpose. Just as we have seldom recognized or understood emotional labor, we have not appreciated its cost to those who do it for a living. Like a physical laborer who becomes estranged from what he or she makes, an emotional laborer, such as a flight attendant, can become estranged not only from her own expressions of feeling (her smile is not "her" smile), but also from what she actually feels (her managed friendliness). This estrangement, though a valuable defense against stress, is also an important occupational hazard, because it is through our feelings that we are connected with those around us. On the basis of this book, Hochschild was featured in Key Sociological Thinkers, edited by Rob Stones. This book was also the winner of the Charles Cooley Award in 1983, awarded by the American Sociological Association and received an honorable mention for the C. Wright Mills Award. Author: Hochschild, Arlie Russell Publisher: University of California Press Illustration: N Language: ENG Title: The Managed Heart: Commercialization of Human Feeling Pages: 00339

[DOWNLOAD HERE](#)

Similar manuals:

[BRD Germany Bavaria Upper Bavaria Capitol Of Bavaria Odeons Square Hall Of Generals With Lion And The Theatiner Church Towers Of Theatiner Church](#)

[Munich, DEU, 20. May 2005 - Donnersberger Bridge In Munich, On Right Hand Side Is The General Customs Office Visible.](#)

[White Nights, GUS Russia St. Petersburg 300 Years Old Venice Of The North Gate From General Staff Building To The Big Square With Alexander Columnne Built In 1834 By Architect Auguste Montferrand N](#)

[White Nights, GUS Russia St. Petersburg 300 Years Old Venice Of The North Gate From General Staff Building To The Big Square With Alexander Columnne Built In 1834 By Architect Auguste Montferrand N](#)

[White Nights, GUS Russia St. Petersburg 300 Years Old Venice Of The North Gate From General Staff Building To The Big Square With Alexander Columnne Built In 1834 By Architect Auguste Montferrand N](#)

[White Nights, GUS Russia St. Petersburg 300 Years Old Venice Of The North Victory Coach On The Gate General Staff Building To The Big Square](#)

[White Nights, GUS Russia St. Petersburg 300 Years Old Venice Of The North Victory Coach On The Gate Of The General Staff Building To The Big Square With Alexander Columnne Built In 1834 Near Eremit](#)

[White Nights, GUS Russia St. Petersburg 300 Years Old Venice Of The North Victory Coach On The Gate Of The General Staff Building To The Big Square With Alexander Columnne Built In 1834 Near Eremit](#)

[White Nights, GUS Russia St. Petersburg 300 Years Old Venice Of The North Victory Coach On The Gate Of The General Staff Building To The Big Square With Alexander Columnne Built In 1834 Near Eremit](#)

[White Nights, GUS Russia St. Petersburg 300 Years Old Venice Of The North Victory Coach On The Gate Of The General Staff Building To The Big Square With Alexander Columnne Built In 1834 Near Eremit](#)

[GUS Russia St. Petersburg 300 Years Old Venice Of The North Victory Coach On The Gate Of The General Staff Building To The Big Square](#)

[GUS Russia St. Petersburg 300 Years Old Venice Of The North Victory Coach On The Gate Of The](#)

[General Staff Building To The Big Square](#)

[White Nights, GUS Russia St. Petersburg 300 Years Old Venice Of The North Gate From General Staff Building To The Big Square With Alexander Column Built In 1834 By Architect Auguste Montferrand N](#)

[GUS Russia St. Petersburg 300 Years Old Venice Of The North Gate From General Staff Building To The Big Square With Alexander Column Built In 1834 By Architect Auguste Montferrand Near Eremitage](#)

[White Nights, GUS Russia St. Petersburg 300 Years Old Venice Of The North Big Square With Alexander Column Built In 1834 By Architect Auguste Montferrand And The Building Of General Staff And The](#)

[White Nights, GUS Russia St Petersburg 300 Years Old Venice Of The North At The Royal Field Memorial For Generalism Alexander Suworow](#)

[Privat Jet Behind A Security Fence At General Aviation Area At Munich Airport Bavaria Germany](#)

[Sarcastic Sign For Welcoming People At The Lonesome Military Station QuotGeneral Eugenio Agarrayquot At The Deserted Border Between Paraguay And Bolivia, Gran Chaco Welcome At General Eugenio Agar](#)

[Statue Of General Jose Gervasio Artigas, Plaza Uruguay, Asuncion, Paraguay](#)

[General Sherman Tree Sequoiadendron Giganteum In The Giant Forest, Sequoia NP, California, USA](#)

[Former Official Residence Of Ho Chi Minh, Former Residence Of The French Governor General During The Days Of French Indochine, Hanoi, Vietnam](#)

[General Store At Kyauk Myaung, Myanmar](#)

[General Sherman 275 Ft Or 83.8 M, The Worlds Tallest Giant Sequoia Sequoiadendron Giganteum, Sequoia National Park, California, USA](#)

[General Sherman 275 Ft Or 83.8 M, The Worlds Tallest Giant Sequoia Sequoiadendron Giganteum, Sequoia National Park, California, USA](#)

[General Sherman 275 Ft Or 83.8 M, The Worlds Tallest Giant Sequoia Sequoiadendron Giganteum, Sequoia National Park, California, USA](#)

[Brick Building Of The Former General German Shipbuilders Society, Hamburg, Germany, Europe](#)

[Statue Of Military Commander And General Mark Anthony, Marc Anton, Marcus Antonius By Arthur Strasser, Vienna, Austria, Europe](#)

[Consult Decision Relevant General Emperors Hire.jpg](#)

[Giant Zittau Onion, Historical Illustration From: Theodore Long: Allgemeines Illustriertes Gartenbuch, General Illustrated Garden Book, Vol 2, 1902, P. 150, Fig 151](#)

[Musk Strawberry, Historical Illustration From: Theodore Long: Allgemeines Illustriertes Gartenbuch,](#)

[General Illustrated Garden Book, Vol 2, 1902, P. 347, Fig 275](#)

[Historic Buildings, General Store, Klondike Gold Rush, Front Street, Dawson City, Yukon Territory, Canada](#)

[CliffsTestPrep CSET: Social Science - , Shana Pate](#)

[Microfoundations Of Financial Economics: An Introduction To General Equilibrium Asset Pricing - Yvan Lengwiler](#)

[The General And His Daughter - Barbara Fauntleroy](#)

[Through Blood & Fire: Selected Civil War Papers Of Major General Joshua Chamberlain - Mark Nesbitt](#)

[Philosophy Of Social Science - Alexander Rosenberg](#)

[The Quotable Atheist: Ammunition For Nonbelievers, Political Junkies, Gadflies, And Those Generally Hell-Bound - Jack Huberman](#)

[GRE The Official Guide To The Revised General Test With CD-ROM, Second Edition - Educational Testing Service](#)

[Stealing Secrets: How A Few Daring Women Deceived Generals, Impacted Battles, And Altered The Course Of The Civil War - H. Donald Winkler](#)

[Engaging Musical Practices: A Sourcebook For Middle School General Music](#)

[Course In General Linguistics - Ferdinand De Saussure](#)

[American Decorations \(1862-1926\) Volume 1 - The Office Of The Adjutant General Of Th](#)

[Napoleon As A General - Volume I - Yorck Von Wartenburg](#)

[Napoleon As A General - Volume II - Yorck Von Wartenburg](#)

[Journals Of Sieges Carried On By The Army Under The Duke Of Wellington, In Spain, During The Years 1811 To 1814 - Volume III: With Notes And Additions - Major-General Sir John T. Jones](#)

[Naval General Service Medal Roll 1793-1840 - Kenneth Douglas-Morris](#)

[The Great War In West Africa - Brigadier-General E. Howard Gorges](#)

[Husaberg 2004 General Service Repair Manual Download](#)

[A Tale Of Two Cultures: Qualitative And Quantitative Research In The Social Sciences - , James Mahoney](#)

[SACHS GENERAL 5 STAR 505 1A MOPED DIGITAL WORKSHOP REPAIR MANUAL](#)