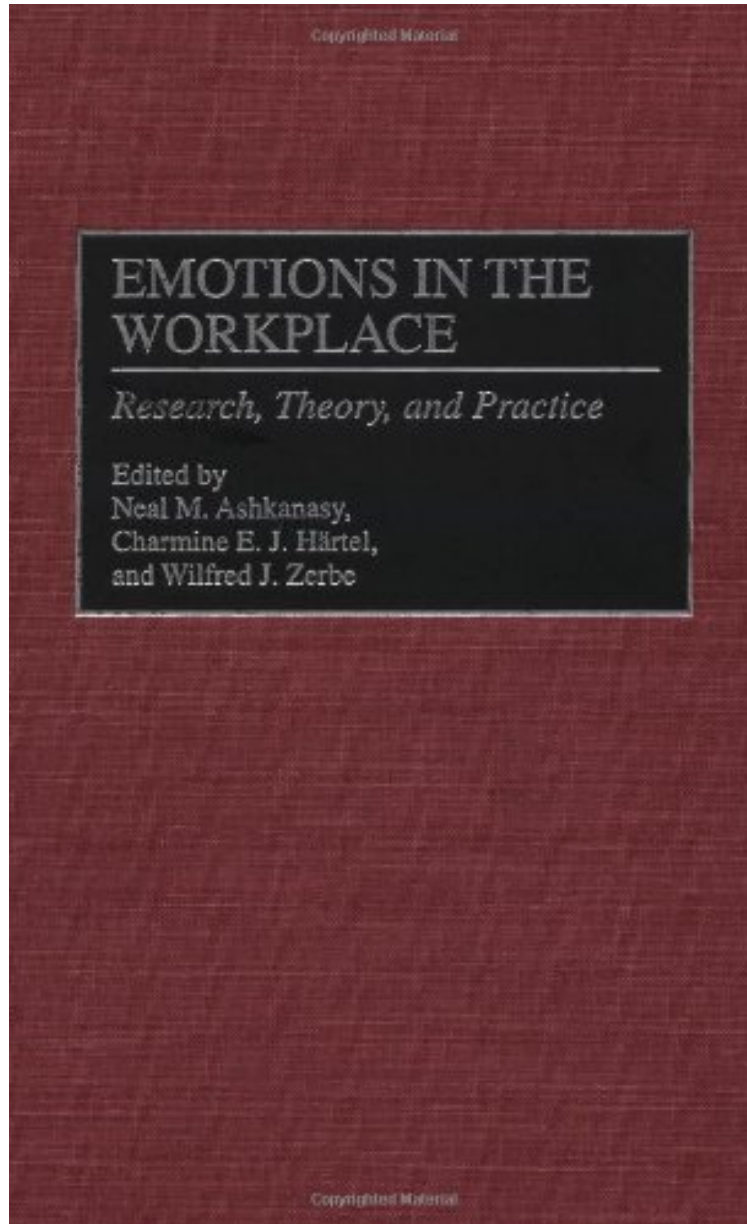


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# Emotions in the Workplace: Research, Theory, and Practice

Neal M. Ashkanasy, Charmine E. Hartel, Wilfred J. Zerbe  
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**Neal M. Ashkanasy, Charmine E. Hartel, Wilfred J. Zerbe : Emotions in the Workplace: Research, Theory, and Practice** before purchasing it in order to gauge whether or not it would be worth my time, and all praised Emotions in the Workplace: Research, Theory, and Practice:

9 of 9 people found the following review helpful. 'The' guide to understand the nature of emotionsBy A CustomerI am a PhD candidate who is working on emotions in workplace. I have reviewed lots of books and professional articles in

this field. One issue in this area is that there are as many theories as the number of theorists. Although 'emotional intelligence (EI)' has earned popular interests, in fact, there are a lot of issues that should be addressed and that was intentionally or unintentionally ignored by those EI scholars. This book provides a very useful and comprehensive guide to such issues. If you really want to understand emotionality in workplace, read this book. Summary chapters will also provide an excellent viewpoint not only to scholars in this area but also to practitioners. 0 of 0 people found the following review helpful. Exactly what I wanted. By Julie K. Yamamoto This book is full of research specific to my dissertation topic. I couldn't be more pleased with the content, the quality of writing.

Spanning a variety of disciplines, theories, and methods, the editors and the contributors to this uniquely cross- and interdisciplinary volume explore the factors that provoke emotions in the workplace, their effects, and how they should be managed. Among the propositions they examine are: emotions are not just effects in organizations but contribute to their structure; by examining emotions we learn more about certain organizational dynamics that may seem unemotional; the display of emotions may not be harmful; and leadership is actually about emotion management. An important, far-reaching exploration for specialists and academics in organizational behavior, psychology, and other fields in the social and behavioral sciences and for their executive counterparts in management. The editors and their contributors start from the premise that organizations are emotional places, that they use emotions to motivate employees to perform and customers to buy. Using quantitative as well as qualitative methods, and theoretical as well as methodological approaches, they show how events in organizations create emotions show it is that we come to experience a sense of satisfaction or outrage. They explore how our sense of organizational identity is connected to how we feel; how rules about the display of emotions act as organizing forces within organizations, creating organizational structure and shaping behavior; how emotions can harm employees, how they react to pressures to feel, and how emotions are essential to inspirational leadership. Not just for theoreticians and academicians, the volume is also a rich source of advice for organizational management and for those who wish to influence how management is practiced.

"This book provides a thought-provoking exploration of affective processes in organizational settings and an interesting overview of different lines of research in this relatively new field of investigation....this book is a great way to start exploring the role of emotions in the workplace. It is both captivating and useful for students and researchers interested in emotions and organizational behavior, as well as for human resources managers and those supervising staff who interact directly with clients."-Contemporary Psychology APA of Books "Emotions in the Workplace is a highly professional very technical, collection of articles that deals with the association between emotions and the workplace."-Administration in Social Work "I have been waiting to see workplace-emotion elevated to receive its own rightful status among all the other "classic" I-O topics, rather than being relegated to the "other" ranks. I think this book will be one more positive contribution to this end."-Personnel Psychology "Emotions in the Workplace sheds considerable light on important unresolved issues, such as the causes of emotions and the consequences of emotional labor for the well-being of employees. This book should help readers identify some basic questions in this field of research and develop new ideas for studying to role of emotions in organizations."-Administrative Science Quarterly "Emotions in the Workplace is a highly professional very technical, collection of articles that deals with the association between emotions and the workplace."-Administration in Social Work "I have been waiting to see workplace-emotion elevated to receive its own rightful status among all the other "classic" I-O topics, rather than being relegated to the "other" ranks. I think this book will be one more positive contribution to this end."-Personnel Psychology "Emotions in the Workplace sheds considerable light on important unresolved issues, such as the causes of emotions and the consequences of emotional labor for the well-being of employees. This book should help readers identify some basic questions in this field of research and develop new ideas for studying to role of emotions in organizations."-Administrative Science Quarterly "This book provides a thought-provoking exploration of affective processes in organizational settings and an interesting overview of different lines of research in this relatively new field of investigation....this book is a great way to start exploring the role of emotions in the workplace. It is both captivating and useful for students and researchers interested in emotions and organizational behavior, as well as for human resources managers and those supervising staff who interact directly with clients."-Contemporary Psychology APA of Books "[A] groundbreaking overview of a significant emerging area of scholarly theory and research. As a connoisseur of the role of emotions in work, I found much to relish and learn from in this intellectual feast."-Daniel Goleman Author of Working with Emotional Intelligence "A treasure trove of works elucidating emotions in the workplace....This is truly a brilliant volume which I highly recommend to those who study organizations and to those who work in them."-Arlie Hochschild author of The Managed Heart: The Commercialization of Human Feeling and The Time Bind: When Work Becomes Home and Home Becomes Work "This book plays a noteworthy part in the new wave of scholarship that is emotionalising the workplace. The editors have brought together a range of social researchers at the cutting edge of their disciplines, who explore different facets, fusions, and functions of emotions in organizations....Importantly, they reveal a fascinating array of issues and textures on how emotions structure and

define relationships, and how they are manipulated in organizations....This collection is an essential one for both new and experienced researchers of emotion."-Stephen Fineman Professor of Organizational Behavior School of Management University of Bath, UK

About the Author

NEAL M. ASHKANASY is Professor of Management, Graduate School of Management, The University of Queensland, Australia. He has published widely in academic journals and is well known as the administrator of e-mail discussion groups in his various specialties, including leadership and organizational behavior. He is a corecipient, with Charmine Hauml;rtel, of an Australian Research Council grant for research into the role of emotions in the workplace.

CHARMINE E. J. HAuml;RTEL is Senior Lecturer in HRM and Organizational Behavior and Development, The University of Queensland. With more than 20 years' industry experience, her research and consultancies in the U.S. and Australia extend into the areas of emotions and cognition, intercultural relations, and the design, analysis, and implementation of human resource management activities. She is corecipient with Dr. Ashkanasy of an Australian Research Council grant and was a co-organizer of the first international conference on emotions in organizations.

WILFRED J. ZERBE is Associate Dean for planning and development, University of Calgary, Canada, and a professor of human resource management and organizational dynamics. He is active in executive development, serves on the faculty of Banff School of Advanced Management, and is a prominent contributor to the Management Leadership Program at Calgary. His research focuses on emotions in organizations and employee motivation and satisfaction.