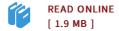




The Managed Heart: Commercialization of Human Feeling (Paperback)

By Arlie Russell Hochschild

University of California Press, United States, 2012. Paperback. Condition: New. 3rd edition. Language: English . Brand New Book. 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 publiccontact 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...



Reviews

Basically no terms to clarify. It can be writter in basic terms instead of difficult to understand. I am easily could get a enjoyment of reading through a composed publication.

-- Dr. Hazel Ziemann IV

This ebook can be worthy of a go through, and a lot better than other. Better then never, though i am quite late in start reading this one. Its been printed in an exceedingly easy way which is just soon after i finished reading this book where basically modified me, affect the way i really believe. -- Seth Fritsch

Other Kindle Books

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My Life as an Experiment: One Man s Humble Quest to Improve Himself by Living as a Woman, Becoming George Washington, Telling No Lies, and Other Radical Tests

SIMON SCHUSTER, United States, 2010. Paperback. Book Condition: New. Reprint. 212 x 138 mm. Language: English . Brand New Book. One man. Ten extraordinary quests. Bestselling author and human guinea pig A. J. Jacobs puts his life to the test and reports...

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Read Write Inc. Phonics: Yellow Set 5 Storybook 7 Do We Have to Keep it?

Oxford University Press, United Kingdom, 2016. Paperback. Book Condition: New. Tim Archbold (illustrator). 211 x 101 mm. Language: N/A. Brand New Book. These engaging Storybooks provide structured practice for children learning to read the Read Write Inc. Set 1 and 2 sounds....

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Becoming Barenaked: Leaving a Six Figure Career, Selling All of Our Crap, Pulling the Kids Out of School, and Buying an RV We Hit the Road in Search Our Own American Dream. Redefining What It Meant to Be a Family in America.

Createspace, United States, 2015. Paperback. Book Condition: New. 258 x 208 mm. Language: English . Brand New Book ***** Print on Demand *****. This isn t porn. Everyone always asks and some of our family thinks it is for sure.but it s not....

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Hands Free Mama: A Guide to Putting Down the Phone, Burning the To-Do List, and Letting Go of Perfection to Grasp What Really Matters!

ZONDERVAN, United States, 2014. Paperback. Book Condition: New. 211 x 137 mm. Language: English . Brand New Book. Rachel Macy Stafford s post The Day I Stopped Saying Hurry Up was a true phenomenon on The Huffington Post, igniting countless conversations online...

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Friendfluence: The Surprising Ways Friends Make Us Who We Are

Doubleday, 2013. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: "Intriguing.A convincing case for nurturing friendships in many of the same ways we nurture relationships with partners and other family--both online and off" --Kirkus Reviews "[Flora's]...

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Bully, the Bullied, and the Not-So Innocent Bystander: From Preschool to High School and Beyond: Breaking the Cycle of Violence and Creating More Deeply Caring Communities

HarperCollins Publishers Inc, United States, 2016. Paperback. Book Condition: New. Reprint. 203 x 135 mm. Language: English . Brand New Book. An international bestseller, Barbara Coloroso s groundbreaking and trusted guide on bullying-including cyberbullyingarms parents and teachers with real solutions for a...