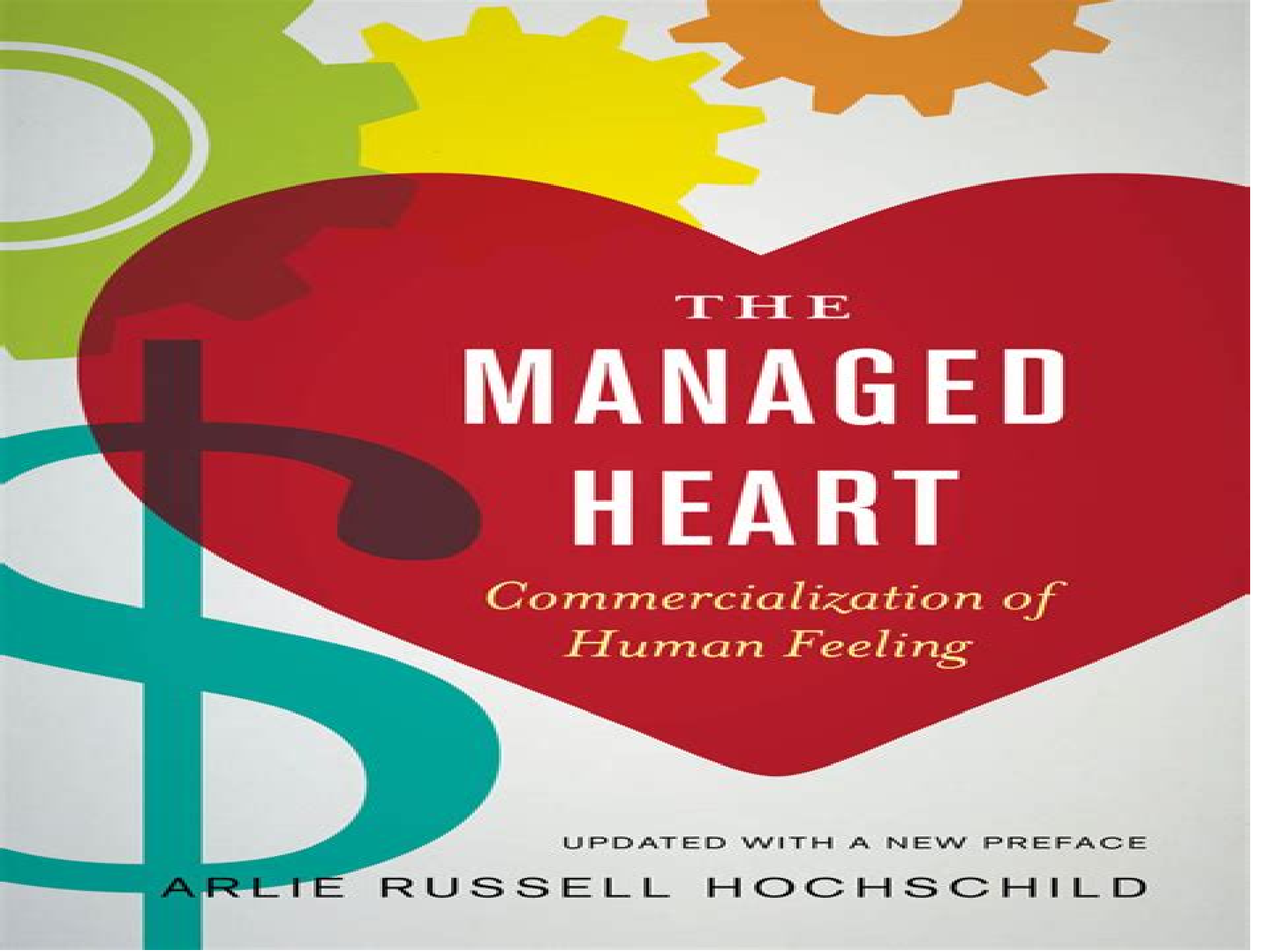




THE MANAGED HEART

*Commercialization of
Human Feeling*

UPDATED WITH A NEW PREFACE

ARLIE RUSSELL HOCHSCHILD

The Managed Heart Commercialization Of Human Feeling

Elias Inácio de Moraes



The Managed Heart Commercialization Of Human Feeling:

The Managed Heart Arlie Russell Hochschild, 1983 Arlie Hochschild 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 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

The Managed Heart Arlie Russell Hochschild, 2012-03-31 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

The Managed Heart Arlie Russell Hochschild, 2003 The Managed Heart , 2003

Summary of The Managed Heart by Arlie Russell Hochschild QuickRead, Lea Schullery, Learn about the commercialization of human feeling Does your job require you to engage in emotional labor That is are you required to bury your true feelings slap on a smile and engage with customers as if everything is fine We see people who work in customer service do this every day People like waitresses and flight attendants shockingly maintain an upbeat attitude throughout their day as they interact with hundreds of customers While many people believe these types of jobs don t require much labor they actually require some of the toughest skills that we don t often discuss emotional labor Each day these employees must hold back their emotions keep their cool and avoid getting upset But what s the true cost of this emotional work From a humanist and feminist perspective Hochschild describes the toll this process of estrangement has on our personal feelings and its role in becoming an occupational hazard in one third of America s workforce As you read you ll learn how emotional labor is used as currency in today s society and why women find their jobs more taxing than men Do you want more free book summaries like this Download our app for free at <https://www.QuickRead.com> App and get access to hundreds of free book and audiobook summaries **DISCLAIMER** This book summary is meant as a preview and not a replacement for the original work If you like this summary please consider purchasing the original book to get the full experience as the original author intended it to be If you are the original author of any book on QuickRead and want us to remove it please contact us at hello@quickread.com

Handbook of the Sociology of Emotions Jan E. Stets, Jonathan H. Turner, 2007-10-10 Since the 1970s the study of emotions moved to the forefront of sociological analysis This book brings the reader up to date on the theory and research that have proliferated in the analysis of human emotions The first section of the book addresses the classification the neurological underpinnings and the effect of gender on emotions The second reviews sociological theories of emotion Section three covers theory and research on specific emotions love envy empathy anger grief etc The final section shows how the study of emotions adds new insight into other subfields of sociology the workplace health and more *Reseña de "The Managed Heart: Commercialization of Human Feeling" De Arlie R. Hochschild* Elias Inácio de Moraes, 2002 [Summary of The Managed Heart - \[Review Keypoints and Take-aways\]](#) PenZen Summaries, 2022-10-20 The summary of The Managed Heart Commercialization of Human Feeling presented here include a short review of the book at the start followed by quick overview of main points and a list of important take aways at the end of the summary The Summary of The seminal sociological text that presented the idea of emotional labour was published in 1983 and given the title The Managed Heart These flashes of insight demonstrate how we can manipulate our feelings to our benefit in social and professional settings They also shed light on the dangers and repercussions associated with this method of self management The Managed Heart summary includes the key points and important takeaways from the book The Managed Heart by Arlie Russell Hochschild **Disclaimer** 1 This summary is meant to preview and not to substitute the original book 2 We recommend for in depth study purchase the excellent original book 3 In this summary key points are rewritten and recreated and no part text is directly

taken or copied from original book 4 If original author publisher wants us to remove this summary please contact us at support mocktime com The Managed Heart ,2003 Last Best Gifts Kieran Healy,2010-08-15 More than any other altruistic gesture blood and organ donation exemplifies the true spirit of self sacrifice Donors literally give of themselves for no reward so that the life of an individual often anonymous may be spared But as the demand for blood and organs has grown the value of a system that depends solely on gifts has been called into question and the possibility has surfaced that donors might be supplemented or replaced by paid suppliers Last Best Gifts offers a fresh perspective on this ethical dilemma by examining the social organization of blood and organ donation in Europe and the United States Gifts of blood and organs are not given everywhere in the same way or to the same extent contrasts that allow Kieran Healy to uncover the pivotal role that institutions play in fashioning the contexts for donations Procurement organizations he shows sustain altruism by providing opportunities to give and by producing public accounts of what giving means In the end Healy suggests successful systems rest on the fairness of the exchange rather than the purity of a donor s altruism or the size of a financial incentive

Decoding **The Managed Heart Commercialization Of Human Feeling**: Revealing the Captivating Potential of Verbal Expression

In an era characterized by interconnectedness and an insatiable thirst for knowledge, the captivating potential of verbal expression has emerged as a formidable force. Its power to evoke sentiments, stimulate introspection, and incite profound transformations is genuinely awe-inspiring. Within the pages of "**The Managed Heart Commercialization Of Human Feeling**," a mesmerizing literary creation penned with a celebrated wordsmith, readers set about an enlightening odyssey, unraveling the intricate significance of language and its enduring affect our lives. In this appraisal, we shall explore the book is central themes, evaluate its distinctive writing style, and gauge its pervasive influence on the hearts and minds of its readership.

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The Managed Heart Commercialization Of Human Feeling Introduction

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