# **Emotional labor**

Emotional labor is the work of managing one's emotions to show emotions we do not feel, hide emotions we do feel or elicit desired emotions in the person we're talking to.

Specifically, emotional labor refers to when we do all of this in exchange for payment from an employer.

<sup>&</sup>quot;The Managed Heart: Commercialization of Human Feeling" by Arlie Russell



# **Emotional Labor In The Service Economy**

**Billie Hunter, Ruth Deery** 

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