

# EMOTIONS AT WORK



theory, research  
and applications  
for management



Edited by  
Roy L. Payne and Cary L. Cooper



# Emotions At Work Theory Research And Applications For Management

**Verena Kusstatscher, Cary L. Cooper**



## **Emotions At Work Theory Research And Applications For Management:**

*Emotions at Work* Roy L. Payne, Cary L. Cooper, 2003-01-31 In this book the authors provide up to date thinking and research on the broad range of emotional experience in working environments with particular attention to the causes of emotional change the consequences of emotional experience for individuals and their organisations and the implications for effective strategies for managing individuals including oneself and organisations Offers systematic coverage of the latest concepts of emotion and methods for research in organisations Includes scientific understanding and critique of the field as well as implications for organisational practice

**Emotions at Work** Roy L. Payne, Cary L. Cooper, 2001 *The Cambridge Handbook of Workplace Affect* Liu-Qin Yang, Russell Cropanzano, Catherine S. Daus, Vicente Martínez-Tur, 2020-07-16 Are you struggling to improve a hostile or uncomfortable environment at work or interested in how such tension can arise Experts in organizational psychology management science social psychology and communication science show you how to implement interventions and programs to manage workplace emotion The connection between workplace affect and relevant challenges in our society such as diversity and technological changes is undeniable thus learning to harness that knowledge can revolutionize your performance in tackling workday issues Applying major theoretical perspectives and research methodologies this book outlines the concepts of display rules emotional labor work motivation well being and discrete emotions Understanding these ideas will show you how affect can promote team effectiveness leadership and conflict resolution If you require a foundation for understanding workplace affect or a springboard into deeper more interdisciplinary research this book presents an integrative approach that is indispensable

*Emotions and Organizational Governance* Neal M. Ashkanasy, Charmine E. J. Härtel, Wilfred J. Zerbe, 2016-06-14 This volume of Research on Emotions in Organizations demonstrates the ubiquitousness of emotions and effects of emotions in organizational setting starting from what goes on in the boardroom extending right down to the way employees at the coalface interact with their customers every day

**Positive Organizational Behavior** Debra Nelson, Cary L Cooper, 2007-04-23 Positive Organizational Behaviour is emerging as a truly contemporary movement within the classic discipline of organizational behaviour The best work of leading scholars is gathered together in one edited collection Chapters study the states traits and processes that compromise this exciting new science In addition to mapping the field this collection goes one step further and invites noted experts to identify the methodological challenges facing scholars of Positive Organizational Behaviour Positive Organizational Behaviour constitutes the study of positive human strengths and competencies how it can be facilitated assessed and managed to improve performance in the workplace Its roots are firmly within positive psychology but transplanted to the world of work and organizations This book showcases the cutting edge of this an exciting and challenging new area within Organizational Behaviour It should be read by anyone who is interested in extending their knowledge of this field

**Managing Emotions in Mergers and Acquisitions** Verena Kusstatscher, Cary L. Cooper, 2005-01-01 Just as

mergers and acquisitions begin to take off once again this book reminds us that the emotional side of business is often at the heart of success and failure With a terrific mix of case studies and in depth conceptual thinking *Managing Emotions in Mergers and Acquisitions* addresses the most fundamental of all issues in M As how and why people sometimes disrupt the best merger plans simply because they are well people Sydney Finkelstein Professor of Strategy and Leadership at the Tuck School at Dartmouth College and author of *Why Smart Executives Fail* This is a very welcome addition to our knowledge on M A process This is an in depth study on emotions how these are effected due to M A activity in two firms and how they influence the process itself It helps us to understand what emotions are How we can deal with them And Why do M As so often fail It offers state of the art knowledge on this complex phenomenon The four cases present in depth and extremely rich insight into how emotions actually work and influence the success failure in M A process In conclusion it is a timely and innovative book which is a must read for anyone interested in mergers and acquisitions Pervez Ghauri University of Manchester UK Research suggests that an increasing number of people experience organisational changes such as mergers and acquisitions as highly emotional life events Indeed given that as the authors prove 70% of all mergers and acquisitions fail to reach their initial goals largely because of neglected people issues it is a must for every manager and M A researcher to understand the emotional side of such change processes This fascinating book explains how managerial behaviour and communication styles influence the emotions of employees and affect their readiness to contribute to a successful post merger integration It combines emotion theories from other disciplines with recent M A findings and offers practical implications through illustrative case studies Academics and practitioners will find the combination of management literature with psychology and sociology literature of great interest

**Affect and Emotion** Ronald H. Humphrey, 2008-09-01 *Affect and Emotion* includes a variety of chapters by some of the most prominent scholars in the area of emotions and leadership as well as chapters by rising stars These chapters chart the direction of future research in affect and leadership in four main areas First several of these chapters make a convincing argument that leaders use emotional labor and other forms of emotional displays to influence followers and team members Leaders may use emotional labor to manage relational identities or to create favorable impressions on followers and to create trust Leaders active emotional displays increase vision related performance and perception of transformational leadership Second one chapter reveals how emotions play an important role in leadership at every level from within person to organization wide leadership Leader s emotional labor plays an important role in several of these levels with the exact method of performing emotional labor varying by level A second chapter also examines levels of leadership with a particular examination of the effects of leader emotional labor on close and distant leadership Third several of the chapters examine emotions from the authentic leadership and positive leadership perspectives and two of these chapters focus on how psychological capital and authentic leadership skills help leaders be resilient and overcome obstacles Fourth two of the chapters show the role of affect and friendship ties to leadership research

One of these chapters examines the need to develop psychometrically sound measures of affect and friendship whereas the other develops a model of how affect influences social network ties and informal leadership emergence Taken together these chapters illustrate four important research trends in emotions and leadership that are likely to grow in importance in the coming years

**Identity and Intercultural Communication** Nicoleta Corbu,Dana Popescu-Jourdy,Tudor Vlad,2014-10-21 The search for identity is a continuous challenge in the global world from personal identity to social national European or professional identities each person experiences nowadays a multi dimensional self representation Placing the topic against an intercultural background with a focus on communication this book addresses the complicated relationship between self identity and society from an academic perspective The authors of the chapters in this book offer a complex landscape of professional and scholar approaches and research in various parts of the world including Canada China Estonia France Greece Israel Romania and the United States of America

**Workplace Well-being** Arla Day,E. Kevin Kelloway,Joseph J. Hurrell, Jr.,2014-06-23 Workplace Wellbeing is a complete guide to understanding and implementing the principles of a psychologically healthy workplace for psychologists and other practitioners Grounded in the latest theory and research yet filled with plenty of case studies and proven techniques Introduces the core components of psychologically healthy workplaces including health and safety leadership employee involvement development recognition work life balance culture and communication Addresses important issues such as the role of unions the importance of leadership healthy workplaces in small businesses respectful workplace cultures and corporate social responsibility Discusses factors that influence the physical safety of employees as well as their physical and psychological health Brings together stellar scholars from around the world including the US Canada Europe Israel and Australia

**Applied Chaos and Complexity Theory in Education** Erçetin, Şefika Şule,2016-05-23 As a field of mathematical study chaos and complexity theory analyzes the state of dynamical systems by evaluating how they interact evolve and adapt Though this theory impacts a variety of disciplines it also has significant influence on educational systems and settings Applied Chaos and Complexity Theory in Education examines the application of the theories of chaos and complexity in relation to educational systems and institutions Featuring emergent research and perspectives on mathematical patterns in educational settings and instructional practices this book is a comprehensive reference source for researchers scholars mathematicians and graduate students

**The SAGE Handbook of Organizational Behavior** Stewart R Clegg,Cary L Cooper,2008-12-03 The Sage Handbook of Organizational Behaviour is a fine addition to past works of reference in the field edited by two prominent scholars who are internationally known Its approach is both critical and original in many incisive ways aspiring to a cutting edge coverage of the core and periphery of OB Many of the chapter authors stick their necks out and avoid the more obvious conventional expositions of their topic It covers a wide range of topics of potential use to both undergraduate and postgraduate students of the subject as well as academics researchers and practitioners It will be of particular interest to those on MBA and DBA courses It can be strongly

recommended as an essential faculty library purchase as well as a useful tool for individuals interested in having such a guide to the subject at hand Professor Malcolm Warner Emeritus Fellow Wolfson College and Judge Business School University of Cambridge This important new Handbook brings together for the first time a collection of major contributions on macro organizational behaviour This area of study is concerned with the ways in which the people who inhabit organizations make sense of their situations contributing to the distinctive character of those organizations through their actions and struggles The conventional literature artificially divided between micro organizational behaviour and organization theory has under explored this obvious conjunction between people and organizations Stewart Clegg and Cary Cooper perform a great service in helping to make good the deficiency John Child Professor of Commerce Birmingham Business School Thorough and comprehensive Thoughtful critique and new insights Chris Argyris James B Conant Professor Emeritus Harvard University In this second volume of The SAGE Handbook of Organizational Behavior the focus is on macro organizational behavior revealing ways in which the person and group affect the organization Chapters are written by eminent and upcoming scholars in the field each presenting on the major issues in organizational behavior as seen with a macro lens The Handbook is divided into three parts the first introducing and framing the field the second part considering the various organizational processes involved including learning teamwork identity and power among others while finally Part Three introduces organizing on a macro scale covering topics such as organizational change design governance and globalization The SAGE Handbook of Organizational Behavior Macro Approaches is an essential resource for researchers and students across management and organization studies

*Social Decentering* Mark Redmond, 2018-05-22 Social decentering theory was developed in response to the confusion created by the use of the term empathy and to a lesser extent perspective taking to reflect a wide and varied set of human cognitive processes and behaviors Theory of Social Decentering A Theory of Other Orientation Encompassing Empathy and Perspective Taking presents an innovative approach to the social cognitive process by which humans take into consideration the thoughts feelings behaviors and dispositions of other people The multidimensional theory and measure of social decentering represents a unifying theory that identifies and incorporates key elements imbedded in other oriented terms The first chapters present the theory and development of a measure of social decentering in a complete and detailed manner examining the important role that social decentering plays in human communication The remaining chapters of the book examine the role that social decentering empathy and perspective taking play in the development and management of interpersonal relationships in marital relationships in teams and group interactions and in the workplace The final chapter examines the negative consequences to individuals decisions and relationships potentially created by engaging in social decentering The appendices include copies of the measure of social decentering and the measure of relationship specific social decentering The book is of interest for graduates in communication studies psychology and sociology and valuable for communication and social psychology scholars interested

in empathy or perspective taking      Expression of emotion in music and vocal communication Anjali Bhatara, Petri Laukka, Daniel J. Levitin, 2014-08-18 Two of the most important social skills in humans are the ability to determine the moods of those around us and to use this to guide our behavior To accomplish this we make use of numerous cues Among the most important are vocal cues from both speech and non speech sounds Music is also a reliable method for communicating emotion It is often present in social situations and can serve to unify a group's mood for ceremonial purposes funerals weddings or general social interactions Scientists and philosophers have speculated on the origins of music and language and the possible common bases of emotional expression through music speech and other vocalizations They have found increasing evidence of commonalities among them However the domains in which researchers investigate these topics do not always overlap or share a common language so communication between disciplines has been limited The aim of this Research Topic is to bring together research across multiple disciplines related to the production and perception of emotional cues in music speech and non verbal vocalizations This includes natural sounds produced by human and non human primates as well as synthesized sounds Research methodology includes survey behavioral and neuroimaging techniques investigating adults as well as developmental populations including those with atypical development Studies using laboratory tasks as well as studies in more naturalistic settings are included      23rd European Conference on Knowledge Management Vol 2 Piera Centobelli, Roberto Cerchione, 2022-09-01      *Motivations for Refusal* Mark Gawne, 2025-05-01 In *Motivations for Refusal* Work Value and the Limits of Postworkerism Mark Gawne develops a critical account of how the affective politics of capital and class are formed and contested in contemporary arrangements of work and offers a comprehensive critique of the postworkerist school of autonomist Marxism Drawing on value critique and class composition analysis the book challenges core assumptions of postworkerism and related theories of affective labour while retaining their core insights Moving beyond the limits of postworkerism Gawne analyses how the integration of the affective sciences into management and workplace technologies constitutes a terrain of contestation in conditions of immaterial production *Motivations for Refusal* explores how affective politics emerge in the contestation between labour and capital in their affective modes      *Communication Skills for Effective Management* Owen Hargie, David Dickson, Dennis Tourish, 2017-03-14 It is now widely recognized that communication is at the very heart of effective management There is therefore an ever expanding demand for valid and generalizable information on how best to relate to people in organizational contexts *Communication Skills for Effective Management* meets this demand It demonstrates how for managers to be successful they need to employ a range of key communication skills styles and strategies The contents are based upon the authors considerable experiences of researching teaching and consulting in a range of private and public sector organisations From their academic and real world involvement they have identified the core skills of effective management presented in an academically rigorous yet student friendly way the reader is encouraged to interact with the material covered Each chapter contains a series of boxed text

diagrams tables and illustrations which summarise core points Exercises are also provided to enable managers to put the material reviewed into practice All of this is underpinned and supported by a firm foundation of research findings This will be an excellent text for undergraduate business and management students studying business communication and MBA students Practising managers will also find this book to be an invaluable resource

**Management** John R. Schermerhorn, Jr, 2010-10-18 Completely updated and revised this eleventh edition arms managers with the business tools they ll need to succeed The book presents managerial concepts and theory related to the fundamentals of planning leading organizing and controlling with a strong emphasis on application It offers new information on the changing nature of communication through technology Focus is also placed on ethics to reflect the importance of this topic especially with the current economic situation This includes all new ethics boxes throughout the chapters An updated discussion on the numerous legal law changes over the last few years is included as well Managers will be able to think critically and make sound decisions using this book because the concepts are backed by many applications exercises and cases

**Emotions and Organizational Dynamism** Wilfred J. Zerbe, Charmine E. J. Härtel, Neal M. Ashkanasy, 2010-07-02 Emotions have widespread effects in organizations and underlie a broad range of dynamics in organizations This volume explores the role that emotion plays in such diverse organizational phenomena as entrepreneurship change service failure and creativity

**The Handbook of Organizational Culture and Climate** Neal M. Ashkanasy, Celeste P M Wilderom, Mark F. Peterson, 2011 The Second Edition provides an overview of current research theory and practice in this expanding field The editorial team and the authors come from diverse professional and geographical backgrounds and provide an unprecedented coverage of topics relating to both culture and climate of modern organizations

**Managing Emotions in the Workplace** Neal M. Ashkanasy, Wilfred J. Zerbe, Charmine E. J. Hartel, 2016-09-16 The modern workplace is often thought of as cold and rational as no place for the experience and expression of emotions Yet it is no more emotionless than any other aspect of life Individuals bring their affective states and emotional buttons to work leaders try to engender feelings of passion and enthusiasm for the organization and its mission and consultants seek to increase job satisfaction commitment and trust This book advances the understanding of the causes and effects of emotions at work and extends existing theories to consider implications for the management of emotions The international cast of authors examines the practical issues raised when organizations are studied as places where emotions are aroused suppressed used and avoided This book also joins the debate on how organizations and individuals ought to manage emotions in the workplace Managing Emotions in the Workplace is designed for use in graduate level courses in Organizational Behavior Human Resource Management or Organizational Development any course in which the role of emotions in the workplace is a central concern Scholars and consultants will also find this book to be an essential resource on the latest theory and practice in this emerging field



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