

Leadership as Emotional Labour: Management and the 'Managed Heart' (Routledge Studies in Management, Organizations and Society)

From Brand: Routledge



Download



Read Online

Leadership as Emotional Labour: Management and the 'Managed Heart'
(Routledge Studies in Management, Organizations and Society) From Brand:
Routledge

Even if we don't realise it, most of us are now familiar with the idea of 'emotional labour'; that 'service with a smile' which everyone from cabin crew to restaurant or call centre staff is expected to give, irrespective of what they actually feel or think.

This book considers the complex ways in which this need to show (or hide) particular emotions translates into job roles – specifically those of leaders or managers – where the relationships are lasting rather than transient, two-way rather than uni-directional and have complex, ongoing goals rather than straight-forward, one-off ones. The book contends that these differences contribute unique characteristics to the nature of the emotional labour required and expounds and explores this new genus within the 'emotional labour' species. The main theme of this book is the explication and exploration of emotional labour in the context of leadership and management. As such, it focuses both on how our understanding of emotional labour in this context enriches the original construct and where it deviates from it.

By exploring these issues at the level of situated practices and the real world, real time experiences of leaders, the book seeks to make an innovative and nuanced contribution to our understanding of the emotional element within 'leadership work'.



[Download Leadership as Emotional Labour: Management and the ...pdf](#)



[Read Online Leadership as Emotional Labour: Management and t ...pdf](#)

Leadership as Emotional Labour: Management and the 'Managed Heart' (Routledge Studies in Management, Organizations and Society)

From Brand: Routledge

Leadership as Emotional Labour: Management and the 'Managed Heart' (Routledge Studies in Management, Organizations and Society) From Brand: Routledge

Even if we don't realise it, most of us are now familiar with the idea of 'emotional labour'; that 'service with a smile' which everyone from cabin crew to restaurant or call centre staff is expected to give, irrespective of what they actually feel or think.

This book considers the complex ways in which this need to show (or hide) particular emotions translates into job roles – specifically those of leaders or managers – where the relationships are lasting rather than transient, two-way rather than uni-directional and have complex, ongoing goals rather than straight-forward, one-off ones. The book contends that these differences contribute unique characteristics to the nature of the emotional labour required and expounds and explores this new genus within the 'emotional labour' species. The main theme of this book is the explication and exploration of emotional labour in the context of leadership and management. As such, it focuses both on how our understanding of emotional labour in this context enriches the original construct and where it deviates from it.

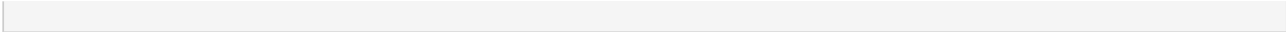
By exploring these issues at the level of situated practices and the real world, real time experiences of leaders, the book seeks to make an innovative and nuanced contribution to our understanding of the emotional element within 'leadership work'.

Leadership as Emotional Labour: Management and the 'Managed Heart' (Routledge Studies in Management, Organizations and Society) From Brand: Routledge Bibliography

- Sales Rank: #8514341 in Books
- Brand: Brand: Routledge
- Published on: 2012-09-14
- Original language: English
- Number of items: 1
- Dimensions: 9.21" h x .63" w x 6.14" l, 1.25 pounds
- Binding: Hardcover
- 256 pages

 [Download Leadership as Emotional Labour: Management and the ...pdf](#)

 [Read Online Leadership as Emotional Labour: Management and t ...pdf](#)



Download and Read Free Online Leadership as Emotional Labour: Management and the 'Managed Heart' (Routledge Studies in Management, Organizations and Society) From Brand: Routledge

Editorial Review

Review

'This book gives a theoretically and empirically robust account of the emotional dynamics of leadership. It offers both a genuine contribution to the field and a fresh look at the work of leading.'

Richard Bolden, University of Exeter, UK

'This edited collection provides a fascinating and intellectually challenging perspective on the labour of leadership as an emotional rather than purely psychological and individual act of influence. A must read for students and academics interested in the critical study of leadership.'

Simon Kelly, Bradford University, UK

About the Author

Marian Iszatt-White is Director of the Executive MBA at Lancaster University Management School, UK, where she teaches leadership and organizational behaviour. Her research interests include leadership as emotional labour and feeling valued at work. Her publications include a study of leadership in Further Education

Users Review

From reader reviews:

Dolly Taylor:

The particular book Leadership as Emotional Labour: Management and the 'Managed Heart' (Routledge Studies in Management, Organizations and Society) will bring one to the new experience of reading any book. The author style to clarify the idea is very unique. If you try to find new book to study, this book very suitable to you. The book Leadership as Emotional Labour: Management and the 'Managed Heart' (Routledge Studies in Management, Organizations and Society) is much recommended to you to learn. You can also get the e-book from official web site, so you can more readily to read the book.

Karen Lheureux:

Spent a free time and energy to be fun activity to complete! A lot of people spent their free time with their family, or their particular friends. Usually they undertaking activity like watching television, gonna beach, or picnic inside the park. They actually doing ditto every week. Do you feel it? Do you wish to something different to fill your personal free time/ holiday? May be reading a book can be option to fill your free time/ holiday. The first thing you will ask may be what kinds of book that you should read. If you want to attempt look for book, may be the guide untitled Leadership as Emotional Labour: Management and the 'Managed Heart' (Routledge Studies in Management, Organizations and Society) can be great book to read. May be it

may be best activity to you.

Johnny Harper:

A lot of people always spent their free time to vacation or perhaps go to the outside with them friends and family or their friend. Do you realize? Many a lot of people spent that they free time just watching TV, or playing video games all day long. If you wish to try to find a new activity that is look different you can read a book. It is really fun for you. If you enjoy the book that you just read you can spent all day every day to reading a e-book. The book Leadership as Emotional Labour: Management and the 'Managed Heart' (Routledge Studies in Management, Organizations and Society) it is very good to read. There are a lot of folks that recommended this book. We were holding enjoying reading this book. If you did not have enough space to create this book you can buy the particular e-book. You can m0ore simply to read this book from your smart phone. The price is not very costly but this book has high quality.

Charles Wagoner:

Beside this kind of Leadership as Emotional Labour: Management and the 'Managed Heart' (Routledge Studies in Management, Organizations and Society) in your phone, it might give you a way to get more close to the new knowledge or facts. The information and the knowledge you can got here is fresh through the oven so don't always be worry if you feel like an previous people live in narrow commune. It is good thing to have Leadership as Emotional Labour: Management and the 'Managed Heart' (Routledge Studies in Management, Organizations and Society) because this book offers to your account readable information. Do you oftentimes have book but you do not get what it's all about. Oh come on, that would not happen if you have this in your hand. The Enjoyable arrangement here cannot be questionable, similar to treasuring beautiful island. Techniques you still want to miss that? Find this book as well as read it from currently!

Download and Read Online Leadership as Emotional Labour: Management and the 'Managed Heart' (Routledge Studies in Management, Organizations and Society) From Brand: Routledge #3NRZUMJT09X

Read Leadership as Emotional Labour: Management and the 'Managed Heart' (Routledge Studies in Management, Organizations and Society) From Brand: Routledge for online ebook

Leadership as Emotional Labour: Management and the 'Managed Heart' (Routledge Studies in Management, Organizations and Society) From Brand: Routledge Free PDF download, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read Leadership as Emotional Labour: Management and the 'Managed Heart' (Routledge Studies in Management, Organizations and Society) From Brand: Routledge books to read online.

Online Leadership as Emotional Labour: Management and the 'Managed Heart' (Routledge Studies in Management, Organizations and Society) From Brand: Routledge ebook PDF download

Leadership as Emotional Labour: Management and the 'Managed Heart' (Routledge Studies in Management, Organizations and Society) From Brand: Routledge Doc

Leadership as Emotional Labour: Management and the 'Managed Heart' (Routledge Studies in Management, Organizations and Society) From Brand: Routledge Mobipocket

Leadership as Emotional Labour: Management and the 'Managed Heart' (Routledge Studies in Management, Organizations and Society) From Brand: Routledge EPub