

The Managed Heart Commercialization Of Human Feeling Arlie Russell Hochschild

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The Managed Heart: Commercialisation of Human Feeling

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.

Managed Heart: Commercialization of Human Feeling. By ...

The Managed Heart: Commercialisation of Human Feeling. ... (her managed friendliness). ... Both terms are at the heart of HRE approaches that aim at cultivating resistance in children and youth so ...

The managed heart : commercialization of human feeling ...

Arlie Russell Hochschild (/ ɑ h o k ɪ d /; born January 15, 1940) is an American professor emerita of sociology at the University of California, Berkeley and writer. Hochschild has long focused on the human emotions which underlie moral beliefs, practices, and social life generally.

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The managed heart: Commercialization of human feeling, by Arlie Russell Hochschild. Berkeley, CA: University of California Press, 1983, 307 pp. Price: \$14.95

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Arlie Russell Hochschild is Professor of Sociology at the University of California, Berkeley. She is author of *The Commercialization of Intimate Life: Notes from Home and Work* (2003), *The Time Bind: When Work Becomes Home and Home Becomes Work* (1997), *The Second Shift: Working Parents and the Revolution at Home* (1989), and *The Managed Heart: The Commercialization of Human Feeling* (California ...

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She is the author of three New York Times Book Review Notable Books of the Year, including *The Second Shift*, *The Managed Heart*, and *The Time Bind*. She has received numerous awards and grants ranging from Fulbright and Guggenheim Fellowships to a three-year research grant from the National Institute of Public Health.

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"The Managed Heart is written so accessibly that it appeals to both the academic and the general reader." —Gail Sheehy, *New York Times Book Review* "Perceptive study of 'emotional labor' jobs like those of [flight attendants], in which workers are trained to use emotion as actors do, but who often end up unsure of what they really feel."

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Arlie Russell Hochschild is a Professor of Sociology at the University of California, Berkeley. She is the author of three New York Times Book Review Notable Books of the Year, including *The Second Shift*, *The Managed Heart*, and *The Time Bind*. She has received numerous awards and grants ranging from Fulbright and Guggenheim Fellowships to a three-year research grant from the National Institute ...

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Get this from a library! *The managed heart : commercialization of human feeling*. [Arlie Russell Hochschild] -- 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 ...

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The Managed Heart Book Description: 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

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surface acting.

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Exploring the Managed Heart. In the opening chapter, Hochschild introduces the idea of emotional labor by comparing the experience of a flight attendant to the child factory laborer described in Marx's *Das Kapital*. By starting with this example, Hochschild is contrasting between these two kinds of labor while also pointing out how the flight ...

The Managed Heart: Commercialization of Human Feeling ...

The Managed Heart: Commercialization of Human Feeling, by Arlie Russell Hochschild, was first published in 1983. A 20th Anniversary edition with a new afterword added by the author was published in 2003. It was reissued in 2012 with a new preface.

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