

THE EMOTIONAL ORGANIZATION

Passions and Power

Edited by Stephen Fineman

Contents

<i>List of Contributors</i>	vii
1. Introducing the Emotional Organization <i>Stephen Fineman</i>	1
Part I: Emotional Arenas	
<i>The Hospital</i>	
2. Me, Morphine, and Humanity: Experiencing the Emotional Community on Ward 8 <i>Sharon C. Bolton</i>	15
<i>The Prison</i>	
3. Power, Paradox, Social Support, and Prestige: A Critical Approach to Addressing Correctional Officer Burnout <i>Sarah J. Tracy</i>	27
<i>Crisis Work</i>	
4. Rape Work: Emotional Dilemmas in Work With Victims. <i>Patricia Yancey Martin, Douglas Schrock, Margaret Leaf, and Carmen Von Rohr</i>	44
<i>The Recreation Center</i>	
5. In the Gym: Peer Pressure and Emotional Management Among Co-Workers <i>Mary Haman and Linda L. Putnam</i>	61
<i>The Job Center</i>	
6. Abuse, Violence, and Fear on the Front Line: Implications of the Rise of the Enchanting Myth of Customer Sovereignty <i>Marek Korczynski and Victoria Bishop</i>	74

The Call Center

7. Enactments of Class and Nationality in Transnational Call Centers 88
Kiran Mirchandani

Web Work

8. The Gendering of Emotions and Perceived Work Time: Chicks and Geeks at I.com 102
Nicole L. Kangas and Debra E. Meyerson

Homeworking

9. Managing the Emotional Boundaries of Telework 121
Gill Musson and Katy Marsh

Consultancy

10. Management Consultancy and Humor in Action and Context 134
Andrew Sturdy, Timothy Clark, Robin Fincham, and Karen Handley

Part II: Shifting Identities

11. Becoming a Successful Corporate Character and the Role of Emotional Management 153
Caroline Hatcher
12. Gender and the Emotion Politics of Emotional Intelligence 167
Stephanie A. Shields and Leah R. Warner
13. Feeling Out of Place? Towards the Transnationalizations of Emotions 184
JeffHearn
14. It's All Too Beautiful: Emotion and Organization in the Aesthetic Economy 202
Philip Hancock and Melissa Tyler
- Epilogue 218
Stephen Fineman

- Index* 220