

Chapter 1 : How Our Emotions Work - PsyBlog

Over time, this list of basic emotions has been added to, subtracted from and reshaped based on the idea that human emotions are universal. This notion suggests that for any given situation, like being hit in the nose, any individual in any culture would experience something like anger.

They can suck the energy from a brainstorming session with a few choice comments. Their bad mood frequently puts others in one, too. Their negativity can contaminate even good news. You bring your brain to work. You bring your emotions to work. They drive behavior and other feelings. Think of people as emotion conductors. Discrete, short-lived emotions, such as joy, anger, fear and disgust. Moods, which are longer-lasting feelings and not necessarily tied to a particular cause. A person is in a cheerful mood, for instance, or feeling down. Subtle displays of emotion, such as a quick frown, can have an effect as well, Barsade says. She offers this example: In that scenario, the stressed-out airline worker sympathizes with the customer and shows emotions that suggest empathy. If the company is losing money and experiencing the effects of downsizing, should the manager, feeling stressed and overwhelmed, convey his despair to his workers? Or should the manager try to appear cheerful and act as if nothing is wrong? Emotions as Valuable Data Emotional intelligence “buzz words already familiar in psychology and education” is now talked about in business circles as well, Barsade says. Business schools are teaching executives how to be emotionally intelligent, and how to manage the emotions of their employees. Having emotional intelligence means that the manager will first recognize and consider this emotional fact about his boss. Despite the stunning nature of his idea “and his own excitement” he will regulate his own emotions, curb his enthusiasm and wait until the afternoon to approach his boss. Or they can change their office routine. Barsade gave the example of a manager who was dragged down at the start of every day when passing by the desk of an employee who either grunted or gave no acknowledgement. The manager took control and simply started following a different route through the office. The residents reported experiencing less pain, made fewer trips to the emergency room, and were more likely to report being satisfied and in a positive mood. Overconfidence Online E-mail, instant messaging and video conferencing have introduced new challenges to the workplace, Barsade adds. E-mails and instant messages can be misunderstood because they are devoid of facial expressions, intonation and body language “cues that help convey emotions. Some people, she says, work hard at making their emails neutral, with the downside of sometimes sounding curt. On the other hand, while some writers may add a smattering of exclamation points, question marks and capital letters in an attempt to convey more emotion, this can also be a dangerous route, particularly when attempting humor or sarcasm to drive home a point. How must we re-think emotional contagion and other social processes in an organizational world in which many meetings take place online? Workplaces need to get smart about the best use of e-mail, Barsade states.

Because emotions have such a big effect on people's lives, scientists have spent a lot of time trying to understand how they work. In this paper, we will talk about how emotions work. First, we will talk about what causes emotions.

February 18, at I have been unsuccessful at finding some concrete data such as that to back up the theory and push it along in the process. Essentially what he has created is a basis for the first step in my process. Right now that first step is macro context being one city as a whole just to start then hopefully if successful moving into a global context-i. Hopefully some collaboration can take place and we can begin to develop certain vocabularies making these theories less subjective than their current state. As our population begins to grow and further discussion continues this can be achieved. February 19, at This is significantly different from our approach here at Experiencing Architecture as we mostly looked at the building scale "the occupant occupying the stimulus. It could be very interesting to see whether the basic model also applies on a bigger scale. The way I see it, it probably will as occupants would still have their concerns and stimulæ. The main difference would probably be in the kind of tools required to design that specific stimulus. I look forward to reading more about your ideas and findings! I hope we can continue this discussion in the near future. If you have any other comments, questions or ideas, please let us know. February 20, at For example, when attempting to describe this proposal to an individual not exposed to these certain readings and studies of affectual atmospheres and sensation i am confronted with the task of providing concrete data in order to make these concepts more tangible. First, I make the individual aware of how drastic of an effect certain media can have on individuals emotions. These effects are produced by sensation, psychoanalytical background and affectual situations, then I lead them into the more complex realm of experiencing a piece of architecture within their own reality. Yeah, yeah seems dumb but there is more to it than that. When you place certain destinations on a tour they in a sense become part of the same direct context i. So in a sense the spike in sensation becomes less significant. I have found three simple contexts that produce three separate sensations subjective in their spike but from my discussions I have found the consensus to be fairly similar overall. The first context would be experiencing the overall form from ground level exterior. The natural, yet intense articulation that tells a story, and leaves you begging to FEEL more. The inside becomes the outside at certain moments diverting a portion of the sensations and once again leaves you wondering what is beyond those doors. The context it is in leaves a dominating spike from ground level. Smooth less articulated space but white to capture the natural beauty casted by the light through the stained glass, sends a chill up your spine. The space is less articulated than the exterior, inverting the traditional style of a cathedral, so that all attention is directed to one focal point. They become the foreground of your sight with the entire city as the context. This is when I have been most successful. But people need concrete data. So now I am trying to develop a method and vocabulary under consensus for particular sensations to graphically display these spikes as a map. With that map my hypothesis is that I will be able to justify my moves in a design. Using other mapping techniques as derivatives instead of the current method I am using atmosphere as a derivative of intimacy.

Chapter 3 : Your Emotional Brain | AMNH

I study Architecture and I am fascinated by aspects of Architectural theory especially pertaining to sensation, emotion, and affect produced by architectural environments.

Hochschild identified three emotion regulation strategies: Within bodily emotion work, one attempts to change physical symptoms in order to create a desired emotion. Within expressive emotion work, one attempts to change expressive gestures to change inner feelings. For instance, when one does not feel sad at a funeral, one becomes acutely aware of the feelings appropriate for that situation. According to Hochschild, the emotion management by employers creates a situation in which this emotion management can be exchanged in the marketplace. Surface acting involves a "faking" process through which outward expressions are altered, yet internal feelings are left intact. Although the underlying regulatory processes involved in each approach differ, the objective of both, is typically to show positive emotions, which are presumed to impact the feelings of customers and bottom-line outcomes. In the past, emotional labor demands and display rules were viewed as a characteristic of particular occupations, such as restaurant workers, cashiers, hospital workers, bill collectors, counselors, secretaries, and nurses. However, display rules have been conceptualized not only as role requirements of particular occupational groups, but also as interpersonal job demands, which are shared by many kinds of occupations. Specifically, the collection agency hired agents who seemed to be easily aroused. The newly hired agents were then trained on when and how to show varying emotions to different types of debtors. As they worked at the collection agency, they were closely monitored by their supervisors to make sure that they frequently conveyed urgency to debtors. Although they are stigmatized by the stereotypes and assumptions of servitude surrounding restaurant work, the waitresses studied were not negatively affected by their interactions with customers. To the contrary, they viewed their ability to manage their emotions as a valuable skill that could be used to gain control over customers. Thus, the Philadelphia waitresses took advantage of the lack of employer-regulated emotional labor in order to avoid the potentially negative consequences of emotional labor. Through eighteen months of participant observation research, Bayard De Volo found that casino waitresses are highly monitored and monetarily bribed to perform emotional labor in the workplace. Even though the waitresses have their own forms of individual and collective resistance mechanisms, intense and consistent monitoring of their actions by casino management makes it difficult to change the power dynamics of the casino workplace. Specifically, when employers attempt to regulate worker-customer interactions, employers believe that "the quality of the interaction is important to the success of the enterprise", that workers are "unable or unwilling to conduct the interactions appropriately on their own", and that the "tasks themselves are not too complex or context-dependent. However, Leidner did not see the negative consequences of emotional labor in the workers she studied. Specifically, they used humor or exaggeration to demonstrate their rebellion against the strict regulation of their employee-customer interactions. Specifically, according to Larson and Yao, physicians engage in emotional labor through deep acting by feeling sincere empathy before, during, and after interactions with patients. On the other hand, Larson and Yao argue that physicians engage in surface acting when they fake empathic behaviors toward the patient. Although Larson and Yao argue that deep acting is preferred, physicians may rely on surface acting when sincere empathy for patients is impossible. Overall, Larson and Yao argue that physicians are more effective and enjoy more professional satisfaction when they engage in empathy through deep acting due to emotional labor. For example, police must have a commanding presence that allows them to act decisively and maintain control in unpredictable situations while having the ability to actively listen and talk to citizens. According to Martin, a police officer who displays too much anger, sympathy, or other emotion while dealing with danger on the job will be viewed by other officers as someone unable to withstand the pressures of police work, due to the sexist views of many police officers. Ultimately, the ability of police officers to effectively engage in emotional labor affects how other officers and citizens view them. Citizens in a community expect the same level of satisfaction from their government, as they receive in a customer service-oriented job. This takes a considerable amount of work for both employees and employers in the field of public

administration. There are two comparisons that represent emotional labor within public administration, "Rational Work versus Emotion Work", and "Emotional Labor versus Emotional Intelligence. The reason for this is because they are on the front lines of the government, and are expected to by citizens to serve them quickly and efficiently. When confronted by a citizen or a co-worker public administrators use emotional sensing to size up the emotional state of the citizen in need. Workers then take stock of their own emotional state in order to make sure that the emotion they are expressing is appropriate to their roles. Simultaneously, they have to determine how to act in order to elicit the desired response from the citizen as well as from co-workers. Public Administrators perform emotional labor through five different strategies: It is not just about collecting the water bill or land ordinances to construct a new property, it is also about the quality of life and sense of community that is allotted to individuals by their city officials. Rational work is the ability to think cognitively and analytically, while emotional work means to think more practically and with more reason. Emotional intelligence is performed while performing emotional labor, and without one the other can not be there. According to Macdonald and Sirianni , because deference is a characteristic demanded of all those in disadvantaged structural positions, especially women, when deference is made a job requirement, women are likely to be overrepresented in these jobs. Macdonald and Sirianni claim that "[i]n no other area of wage labor are the personal characteristics of the workers so strongly associated with the nature of the work. According to Guy and Newman , occupational segregation and ultimately the gender wage gap can at least be partially attributed to emotional labor. Specifically, work-related tasks that require emotional work thought to be natural for women, such as caring and empathizing are requirements of many female-dominated occupations. However, according to Guy and Newman , these feminized work tasks are not a part of formal job descriptions and performance evaluations: Public service relies heavily on such skills, yet civil service systems, which are designed on the assumptions of a bygone era, fail to acknowledge and compensate emotional labor. This suggests that Guy and Newman believe a man conducting emotional labour would be compensated more than a woman would, however, if women are inproportionately hired for positions requiring emotional work, that does not immediately explain a wage gap comparable to men. Implications[edit] Positive affective display in service interactions, such as smiling and conveying friendliness, are positively associated with customer positive feelings, [28] and important outcomes, such as intention to return, intention to recommend a store to others, and perception of overall service quality. Rather, the reward is dependent on the level of general cognitive demands required by the job. That is, occupations with high cognitive demands evidence wage returns with increasing emotional labor demands; whereas occupations low in cognitive demands evidence a wage "penalty" with increasing emotional labor demands. Life stressors are often described as negative events loss of a job. However, positive changes in life a new job can also constitute life stressors, thus requiring the use of coping skills to adapt. Coping strategies are the behaviors, thoughts, and emotions that you use to adjust to the changes that occur in your life. There are many ways to cope and adapt to changes. These coping skills will help turn negative emotion to positive and allow for more focus on the public in contrast to oneself.

Chapter 4 : What are emotions, and why do we have them? | HowStuffWorks

12 Laws of the Emotions - Emotions follow their own rules, like that of situational meaning, habituation, closure and concern. The Psychological Immune System - We get over bad moods much sooner than we predict, thanks to the covert work of the psychological immune system.

Ryan Smith I am a researcher at the University of Arizona. I have a PhD in Psychology and a background in research on emotions and the brain. I am interested in trying to understand how the brain generates emotions, and how this process can break down in people with depression and anxiety. In my free time, I like to go hiking, skiing, and traveling to new places. I am interested in finding out what adults and children can do to live happier and healthier lives. I love to do yoga, ride my bike, and play with my cat Lily. I have a PhD in Clinical Psychology and a background in sleep and performance research. We study ways to help people think faster, feel better, and heal from traumatic experiences. Our work uses the most advanced techniques in brain imaging, brain wave monitoring, sleep monitoring, mental testing, internet training, and other high-tech tools to study how the brain works and how to help people perform better and live healthier lives. Young Reviewers Luana Age: That is why I can speak English so well. Both my parents are scientists microbiologists , so I think that is why I always loved science. Abstract Have you ever felt happy, sad, angry, or afraid? How about jealous, ashamed, or embarrassed? Almost everybody has these different emotions from time to time, and they can have a big effect on the way people think and act. In this paper, we will talk about how emotions work. First, we will talk about what causes emotions. Then, we will talk about what happens during an emotion, and how we figure out what emotions we are feeling. Last, we will talk about how we can change our emotions if we are feeling bad and want to feel better. Try to remember the last time you felt scared. Do you remember what you were thinking? Scientists have discovered that our emotions are often caused by our thoughts [1]. This means two people could be in the same situation, but they might feel different emotions because they have different thoughts see Figure 1. Maybe you have noticed this with your own friends and family. This might happen if that person never had a pet dog before. This might happen if that person grew up having dogs as pets. This shows how, if two people have had different experiences, they might have different thoughts and emotions in the same situation. Figure 1 - A person can have different thoughts about the same situation. Different thoughts can then lead to different kinds of changes in 1 what your body is doing, 2 what you pay attention to and think about, and 3 how you want to act. When you notice these changes, you can use them to figure out what emotion you are feeling. Scientists have found that certain kinds of thoughts often lead to certain emotions. Scientists have discovered that the thoughts that cause emotions usually answer questions like these: When something happens, you will feel different emotions depending on how your mind answers these different questions. This can be hard to understand. However, scientists have found that sometimes your brain can trigger an emotion unconsciously. This means that your brain might notice something in your situation and trigger an emotional reaction, all without you even noticing it. This might help you figure out why you are feeling the way you do. What Happens During an Emotion? When an emotion is triggered, what actually happens? For example, when you are afraid or angry, you might feel your heart start to pound and your lungs might start breathing faster. Or, when you are sad, you might get tears in your eyes. Emotions can also cause some muscles in your body to move automatically. Another part of an emotional reaction is that you start to think differently. For example, scientists have found that when people are sad they usually think of sad memories, but when people are happy they usually think of happy memories. As another example, when people are scared they usually start looking for other dangers in their surroundings, and they are more likely to have thoughts about other scary things. On the other hand, when people are happy, they usually notice more things that they like as they go through the day. The last part of an emotional reaction is that you start to want to behave differently than you usually behave. For example, if you are angry, you might want to yell or fight with someone. Or, if you are scared, you might feel a strong desire to run away. Or, if you are sad, you may just want to stay home alone in your room and not talk to anyone. After we have emotional reactions, we usually also want to understand them. Have you ever been unsure about what emotion you were feeling?

Sometimes our feelings can be confusing, and it can take effort to understand them. One reason for this is that the same type of emotion can sometimes feel different in different situations. For example, feeling afraid to give a speech in front of your class can feel different than feeling afraid of a lion. Another reason that feelings can be confusing is that different types of emotions can sometimes feel similar. For example, both anger and fear can make you shaky and make your heart beat faster. So when you notice you are having an emotional reaction, you still have to figure out which emotion it is [3]. For example, you might notice that your heart is racing, that there is a lion in front of you, and that you have a strong desire to run away. Scientists have found that some people find it more difficult than others to figure out what emotion they are feeling. People who have trouble understanding their emotions also have more trouble making themselves feel better. It is important to pay attention to your emotions and to practice figuring out what you are feeling. This will help you to solve problems and to feel better faster when you are feeling bad. One good reason to understand emotions is that it can help you figure out the best way to respond to them. To figure out how to respond, it is important to first decide if your emotions match the current situation. Emotional reactions can be helpful when they happen in the right situations. For example, if you feel scared of a snake, your emotion of fear will help you stay away from snakes and avoid getting bitten. Or, if you get angry when someone does something mean to you, your anger can let that person know not to be mean anymore. Or, if your family and friends notice that you are sad after a friend moves away, your sadness can help them see that you need their love and support. However, sometimes these same emotions can be unhelpful if they happen in the wrong situations. For example, if you get angry with a friend because he hurt you by accident, then this might just make your friendship worse. Or, if you are so scared of taking a test that you stay home from school, then this might stop you from getting a good grade in that class. Or, if you are sad for too long after a friend moves away, then this might make it harder for you to make new friends. If an emotion is helpful, you can listen to what it is telling you to do. But what should you do if an emotion is unhelpful? Scientists have found that there are some good skills you can practice, which can help you deal with unhelpful emotions. For example, if you are scared to go to school to take a test, then you could try to find another way to think about the test that is less scary. To understand how this works, first remember that, when people are scared of something, they usually want to do everything they can to avoid it. For example, you might not want to go to school because you are scared of giving a class presentation. The problem is that when you avoid situations like this situations that are not actually dangerous , then you can never learn not to be scared of them anymore. Scientists have found that approaching your fears this means doing what you are scared of is one of the best ways to make your fears go away. Figure 2 - In the example on the top, you decide to stay home from school because you are scared to give a class presentation. In the future, you are always too scared to give class presentations. In the example on the bottom, you are also scared to give a class presentation, but you decide to do it anyway. In the future, you become less scared of giving class presentations. If you are feeling angry or sad, other things that can help are exercise and activity. For example, when people are angry, they usually want to yell or say mean things. But going for a run instead often helps people calm down and think more clearly, and it also puts them in a more positive mood. As another example, when people are sad, they often just want to stay home in their rooms alone and think about their problems. However, this can sometimes just make them feel worse see Figure 3. For example, you could go spend time with a friend or go for a walk through a park. You stop worrying so much about the party, and you feel much happier a few hours later. These examples show how going outside and doing something active can help you feel better when you are sad. Doing something active can also help if you are feeling angry and you want to calm down before you accidentally yell or do something mean. One other reason that understanding emotions can be good is it can help you understand other people. After reading this paper, you know that these people probably think of this situation in a different way than you do. The reason they think of the situation differently is probably because they have also had different life experiences than you have had. Summary In this paper, you have learned many things about emotions. First, your emotional reactions are usually caused by your thoughts; however, sometimes your brain can also trigger an emotional reaction unconsciously meaning that you may not understand why that emotional reaction is happening.

Chapter 5 : Emotions in the workplace - Wikipedia

James Glenwright. Staff Writer "Everyone knows what emotion is until they are asked to define it," according to Joseph LeDoux, professor of science and psychology at New York University.

But during the past 30 years, Antonio R. Damasio has strived to show that feelings are what arise as the brain interprets emotions, which are themselves purely physical signals of the body reacting to external stimuli. In recent years, Damasio has become increasingly interested in the role emotions play in our decision-making processes and in our self-image. In several widely popular books, he has shown how certain feelings are cornerstones of our survival. And today he argues that our internal, emotional regulatory processes not only preserve our lives but actually shape our greatest cultural accomplishments. Professor Damasio, why are you so fascinated by the nature of human emotion? At first I was interested in all types of neurological injuries. Such patients can hold their own in completely rational arguments but fail, for example, to avoid a situation involving unnecessary risk. These kinds of problems mainly occur after an injury to the forebrain. As our tests prove, the result is a lack of normal emotional reactions. I continue to be fascinated by the fact that feelings are not just the shady side of reason but that they help us to reach decisions as well. You differentiate between feelings and emotions. In everyday language we often use the terms interchangeably. This shows how closely connected emotions are with feelings. But for neuroscience, emotions are more or less the complex reactions the body has to certain stimuli. When we are afraid of something, our hearts begin to race, our mouths become dry, our skin turns pale and our muscles contract. This emotional reaction occurs automatically and unconsciously. Feelings occur after we become aware in our brain of such physical changes; only then do we experience the feeling of fear. So, then, feelings are formed by emotions? The brain is constantly receiving signals from the body, registering what is going on inside of us. It then processes the signals in neural maps, which it then compiles in the so-called somatosensory centers. Feelings occur when the maps are read and it becomes apparent that emotional changes have been recorded—as snapshots of our physical state, so to speak. According to your definition, all feelings have their origin in the physical. Is that really the case? Sometimes changes are purely simulated in the brain maps. Also, the mapping of our physical state is never completely exact. Extreme stress or extreme fear and even physical pain can be dismissed; the brain ignores the physical signals that are transmitting the pain stimulus. How should we see the relationship between mind and body? To me, body and mind are different aspects of specific biological processes. In his *Ethics* he wrote: Spinoza fascinates me not only because he was ahead of his time with his ideas on biology but also for the conclusions he drew from these ideas about the correct way to live life and set up a society. Spinoza was a very life-affirming thinker. He recommended contrasting the negative emotions such as sadness and fear with joy, for example. He understood this kind of practice as a way to reach an inner peace and stoic equanimity. What are some of the other functions that feelings have, in addition to helping us make decisions? My interest now extends way past the question of decision making. In our lab, we are working more intensely with social feelings such as sympathy, shame or pride—they form a foundation for morality. Yet to really grasp this, we need a broader research approach: It seems your research also extends into defining consciousness. What role do emotions play? What role does the body play? Consciousness, much like our feelings, is based on a representation of the body and how it changes when reacting to certain stimuli. Self-image would be unthinkable without this representation. I think humans have developed a self-image mainly to establish a homeostatic organism. This is the only way an organism can survive in an ever changing environment. Emotions alone—without conscious feelings—would not be enough. Adults would be as helpless as babies if they suddenly lost their self-image. Animals also must possess consciousness, then? Do you believe that we will someday be able to create artificial consciousness and feelings? In this way, the organism can perceive them. Without this mechanism there would be no consciousness. It is unclear that this could ever develop in a machine or whether we really want machines with feelings. Will research on emotions help lead to better forms of therapy for psychiatric illnesses? Emotional disorders form the core of most psychological illnesses—a good example of this is depression. Specific treatments will be developed in the future, such as

new types of medicine that target distinct cellular and molecular systems. Other forms of therapy are also sure to benefit, from traditional psychotherapy to social intervention.

Chapter 6 : Feelings and Emotions Affect Workplace Performance | HuffPost

Of all the emotions you might feel at work, these are the most likely to impact your productivity. If you've just suffered a major disappointment, your energy will probably be low, you might be afraid to take another risk, and all of that may hold you back from achieving.

Contributor Why Women Are Tired: The Price of Unpaid Emotional Labor When I work in therapy with heterosexual couples, the disparity of training each gender receives in management is stark. For the next year, the bright and mischievous woman who could talk intellectual circles around me in session was replaced by a childlike face of hollow horror. For the next several months she clung to friends, her work, and her Saturday morning Zumba class. The basics saved her, moment to moment. When she despaired, when her apartment was too quiet and empty, she walked two miles to buy a cup of tea, and returned home. Eating, getting out of bed in the morning, moving her body a little every day, and not collapsing into isolation basically, survival, was the goal for the better part of a year. And, slowly, as she dedicated herself to her self, she began to come out of it. She grabbed the chance to apply for a new and better position at work and, through intense competition, she got it. Perhaps most importantly, she told her ex-husband that she wanted no communication, after getting a series of light-hearted newsy emails from him detailing the adventures he was on and "hoping she was well. I can do all that for myself now. Tellingly, while Jen felt sad at her divorce, she also felt unburdened and free. That he was sorry. That he hoped she was well. She read me the email. It struck me as not manic or fake like his previous ones, but gentler and more self-aware. They were the words she longed to hear last year. So why did she, and I, feel confused? Is he still looking for a response from me? Does he want me to forgive him so HE can feel better? I am so beyond done with this shit. The white female university professor is usually better off than the Latino migrant farm worker, and the clothes she purchases at Banana Republic impact the quality of life of men and women across the globe. The cisgender woman is almost always safer and taken more seriously than the transgender one. But some patterns between men and women are hard to ignore, especially when they play out in your office and in your own life day after day. And I do hear it, literally every day, both on the therapy couch and in coffee shops and parks where I sit with my own friends on weekends. So I end up figuring it out again. A few months ago, I was introduced to the concept of "Emotional Labor," from sex workers who were tweeting about the topic. These women talked about how they get compensated for their sexual labor, but a huge part of their job is emotional work listening, validating, pretending to feel something for the sake of the other, which is assumed by the male clients to be given for free. Emotional Labor has been studied in the field of sociology for a while, and somewhat recently has been incorporated into feminist discourse. Feminists have begun asking the question Rose Hackman posed in her article on the topic in The Guardian: He has been taught that it is either dangerous, not manly, or not his job to feel and respond to feelings, including his own. As a female therapist, I often have an urge to join the female partner and save the man from the struggle and embarrassment of this work. We name his feelings for him, begin extrapolating on them, and once again, the man becomes an emotional project of women. It has taken me some time to catch my own impulse to collude with wives and girlfriends when I sit with heterosexual couples, to step back and let men find their own words for their own experiences. With individual male therapy clients, I hear echos of the emotional labor the women in their lives may be putting in when the men speak of the "random explosions" that "seem come from nowhere. If the men are just untrained at the emotional work of listening and responding, and the explosions are not a matter of build-up, but of not being heard the first forty times. As the obvious disparity in emotional intelligence has come into societal focus, gender essentialism has re-entered our lexicon, medieval Calvinist theology wearing a lab coat, and speaking in words like "Naturally," "Biologically," and, my very least favorite, "According to neuroscience. It seems like women, on average, have a PhD in emotional labor and men are trying to pass third grade. And as the unspoken rules of patriarchy have it, men are not ever to feel inferior at anything. We keep trying to fix this emotional labor problem with the same tools that built the shitty structure in the first place. Women continue to do the emotional work they are so good at, protecting men from feeling incompetent and inferior, or else

exploding in frustration and becoming scathingly critical. Men, often not having language for their emotional experiences, shirk away from hard talks, and in some spaces, they mock women for wanting to have them. And we as a society continue to devalue emotional labor economically, and ignore the ways it is gendered. As anyone who has worked in customer service knows, the hardest part of the job is faking the smile, but female employees seem to have a higher standard of cheerfulness demanded of them. Even my own profession, psychology, has seen a decrease in salary and prestige and an increase in training fees in the last 20 years, both of which correspond with an influx of women entering the field. So, what does it look like, friends, to build a new house together, and to find new tools for the job? Can the emotionally exhausted among us say "No," either simply and gently to those we love, or, as Jen did, loudly and insistently when our emotional boundaries are crossed and we are asked to work for free again? Can we dedicate our labor to ourselves, humbly learning the basics of taking care of our own emotional needs? I need help with it. I was not taught these skills, and that is unfair to me and to those I love? Sometimes they are tiring. But hopefully, they can be a mutual exchange, so that both parties can alternate working and being worked for, fighting and being fought for. When we all pitch in to dismantling and rebuilding our relationship houses, perhaps we can finally, together, get some rest.

Chapter 7 : How Do Emotions Work? Â· Frontiers for Young Minds

Emotions may signal a change in our environment, a change within us or a change in both. These signals are generally fleeting in comparison to other states of mind. As a result, emotions are distinct from moods, which can last for hours, days or even weeks.

Why a slight impact to the nose leads to a series of physiological and mental changes has long been a matter of speculation, but most psychologists agree that a basic emotion like anger exists as an evolutionary trigger. We humans -- and most other animals -- appear to be equipped with a set of predictable responses to situations. We call these the basic emotions: Over time, this list of basic emotions has been added to, subtracted from and reshaped based on the idea that human emotions are universal. This notion suggests that for any given situation, like being hit in the nose, any individual in any culture would experience something like anger. This view of emotions as largely objective is widely accepted, although there is an emerging school of thought that believes emotions to be far more subjective: Rather than six or 11 basic emotions, there is an emotion for every possible human experience [source: Whether this response is the result of our own evaluation or an automatic one remains to be seen. In the field of psychology, the view of the nature of emotions can be divided into two camps: Emotions are either the result of a judgment of any current situation or a perception of changes taking place within our bodies [source: In other words, when we experience disgust, it could be the result of a judgment about how we feel when we see vomit. Under the other view, we experience disgust because our body undergoes physiological changes like queasiness and increased skin temperature at the sight of vomit. Over time, research has also separated other emotions that most in the scientific community believe are only experienced by humans and some other primates. These higher or moral emotions are based on self-awareness, self-consciousness and ability to empathize with others [source: Heery, et al]. The moral emotions are pride, guilt, embarrassment and shame [source: Like basic emotions, moral emotions have accompanying physiological changes associated with them. But they diverge from basic emotions in that they tend to emerge after self-reflection, and they support the theory that emotions are results of judgments, rather than simply involuntary reactions to a stimulus. Whether discussing the origin or nature of basic or higher emotions, one question remains: Why do we experience them in the first place?

Chapter 8 : How do emotions work? â€“ Basic model of Emotions â€“ Experiencing Architecture

Your brain gets information from two different sources: Your senses tell you what's going on in the outside world, while your emotions exist inside your body to tell you what these events and circu.

Here are some suggestions for dealing with frustration: Stop and evaluate â€” One of the best things you can do is mentally stop yourself, and look at the situation. Ask yourself why you feel frustrated. Write it down, and be specific. Then think of one positive thing about your current situation. For instance, if your boss is late for your meeting, then you have more time to prepare. Or, you could use this time to relax a little. Find something positive about the situation â€” Thinking about a positive aspect of your situation often makes you look at things in a different way. This small change in your thinking can improve your mood. Remember the last time you felt frustrated â€” The last time you were frustrated about something, the situation probably worked out just fine after a while, right? But this worry can easily get out of control, if you allow it, and this can impact not only your mental health, but also your productivity, and your willingness to take risks at work. Try these tips to deal with worrying: Try deep-breathing exercises â€” This helps slow your breathing and your heart rate. Breathe in slowly for five seconds, then breathe out slowly for five seconds. Focus on your breathing, and nothing else. Do this at least five times. For more on this, read our article on Physical Relaxation Techniques. Instead, why not brainstorm ways to bring in more business, and show how valuable you are to the company? Write down your worries in a worry log â€” If you find that worries are churning around inside your mind, write them down in a notebook or "worry log," and then schedule a time to deal with them. If you have trouble managing your temper at work, then learning to control it is one of the best things you can do if you want to keep your job. Try these suggestions to control your anger: Watch for early signs of anger â€” Only you know the danger signs when anger is building, so learn to recognize them when they begin. Stopping your anger early is key. Remember, you can choose how you react in a situation. This interrupts your angry thoughts, and it helps put you back on a more positive path. Is your face red? Are you waving your arms around? Would you want to work with someone like that?

Emotions in the workplace play a large role in how an entire organization communicates within itself and to the outside world. "Events at work have real emotional impact on participants. "Events at work have real emotional impact on participants.

Being able to bring out positive emotions and aware of how to do this can be an incredibly useful tool in the workplace. A manager who is able to reward and speak to his employees in a way that brings out their positive emotions will be much more successful than one who lacks these skills. The initial shift in the economy involved a move to customer service including industries such as retailing , restaurants and the travel industry , leading to scholarly consideration of the way emotional communication is used in the service of customers and in the advancement of organizational goals. This type of work has come to be labeled as emotional labor In contrast, empathic concern is hypothesized to have positive effects on responsiveness in international and on outcomes for the worker. Those who exhibit it negatively affect those around them and can change the entire environment. A co-working might de-motivate those around them, a manager might cause his employees to feel contempt. Recognizing the negative emotions and learning how to handle them can be a tool for personal success as well as the success of your team. Managing your emotions in a way that does not show negativity will cause you to be seen more favorably in the workplace and can help with your personal productivity and development. Depleted levels of energy which effect home management is another consequence. It can cause conflict between you and others, or simply cause you to be seen in a negative light and result in missed opportunities. Not having a strong base to things like drama and gossip can also disrupt a functioning business. Lisa McQuerrey gives a definition for drama: There are eight important solutions to ending conflict in a workplace according to McQuerrey, first being to set a policy in an employee handbook making drama unacceptable. With this, there needs to be a list of consequences. Second being that the roles of employees need to be clarified. Other examples in her article include: Stopping gossip before it makes its rounds, confronting employees about changes at work yourself instead of having a rumor mill, report drama if there is a regular instigator. McQuerrey goes on with saying that if situations go on, there should be a meeting held where management mediates the people who gossip. It is also important to follow up with your policy and give warnings about the consequences. This indicates that stress reduction and health protection could be achieved not only by decreasing work demands stressors , but also by increasing the personal resources of employees, including emotional intelligence.