



Communicating Emotion at Work

Vincent R. Waldron

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Communicating Emotion at Work chronicles the rich emotional experiences of employees drawn from a broad cross-section of industries and occupations. It takes a decidedly positive approach, recognizing that emotional communication is a vital and creative response to the challenges of life in complex organizations. The text introduces readers to the engaging and cross-disciplinary body of research that has emerged around organizational emotion. At the same time, each chapter is steeped in real-life emotional narratives, concrete examples, and the contemporary trends that are changing the emotional tenor of work.

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