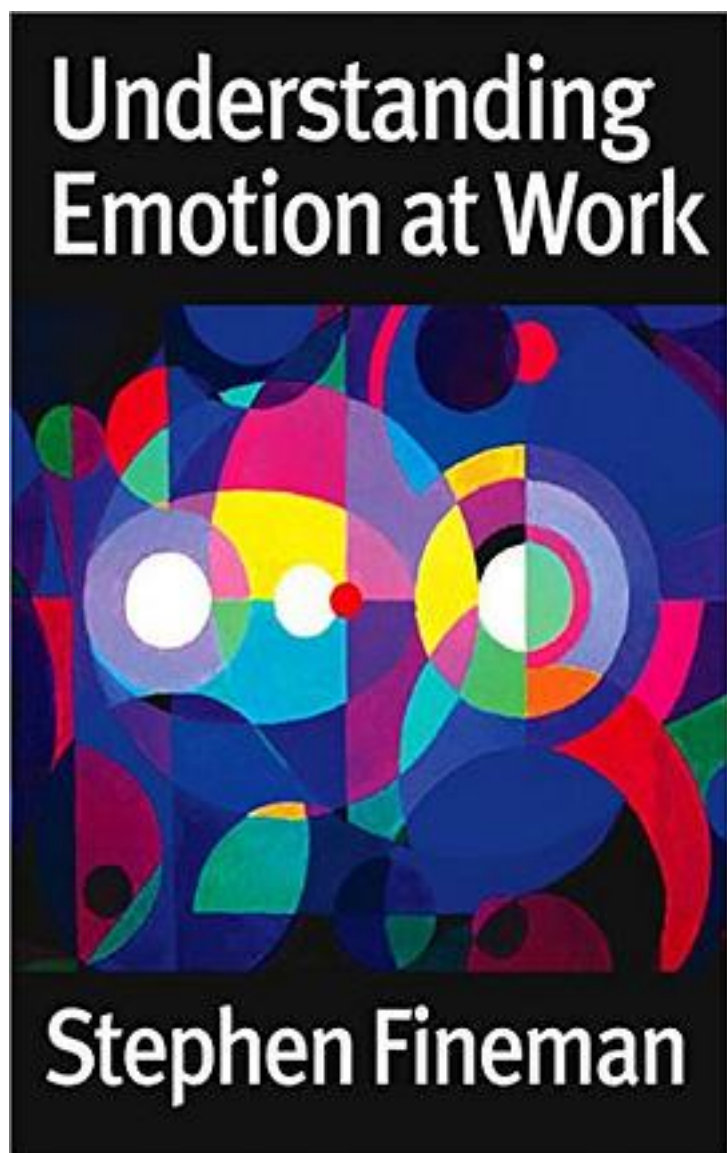


# Understanding Emotion at Work



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'Most folks in organizations dichotomize reason and emotion, often treating emotion as an uncommon or marginal occurrence. Written in a clear and lively style, Steve Fineman's book, *Understanding Emotion at Work*, dispels this notion as he demonstrates how emotions infuse most practices in organizational life, including leading, decision making, organizational change, gender relations, stress, and downsizing. Sprinkled with vivid examples, Fineman captures the positive benefits of emotions at work as well as the darker side of feelings and despair. Scholars, students and practitioners alike will glean important insights from the lens of emotion that Fineman brings to the subtleties of organizational life' - Linda L Putnam, Texas A&M University

'Stephen Fineman has written a wise and engaging text about emotions and how they play out in and around organizations. He underscores, with a range of fine examples, thoughtful commentary and careful scholarship, the essential role of emotions in organizational life. He applies his lens to such issues as recruitment, leadership, decision making and change. He extends the reach of emotions into the virtual world of work and he makes apparent the heavy costs to people and their organizations of toxic emotions that stem from bullying, harassment and downsizing. A must-read in any curriculum dealing with the study of organization' - Peter Frost, Edgar F. Kaiser Professor of Organizational Behaviour, Faculty of Commerce and Business Administration, University of British Columbia, Canada

Author of *Toxic Emotions at Work* HBS Press 2003

'Going to work can be a great joy, a great pain, or a mixture of the two. This clearly written, engaging and authoritative book demonstrates the vital necessity of understanding how emotions permeate work organisations at every level and in every situation. No student of work and its organisation can afford to neglect this important area of study. And no writer on work and organisation is better placed to go to the heart of these matters than Stephen Fineman' - Professor Tony J Watson, Professor of Organisational and Managerial Behaviour, Nottingham Business School

'In this book, Professor Stephen Fineman has done more of what he does best writing eloquently and perceptively about emotions in organizations. In this case, he is writing directly for students, both undergraduates and postgraduates, and uses a wide range of disciplinary insights to show how emotions are inextricably embedded in organizational life. His book helps to launch students on a voyage of self-discovery to learn for themselves how emotions impact upon them and their colleagues. As someone who has long challenged the "emotion-less" view of emotion that characterizes much of the research on this phenomenon, he uses his considerable skills to convey the importance, richness and nuance of emotion. Nor does he shrink away from tackling the darker side of organizational emotional life challenging students to reflect on the agony, as well as the ecstasy, that passionate emotions can cause. This book is a valuable resource for teachers wanting to introduce students to organizations, and a fascinating and astute aid for students interested in learning about them' - Professor Cynthia Hardy, Department of Management, University of Melbourne

'Organizational life is shot through with emotions, spawning a growing interest in topics ranging from emotional intelligence to violence at work. Stephen Fineman provides a much-needed survey of these topics, capturing their sprawling breadth without sacrificing depth. Moreover, he succeeds in conveying the everyday feel of emotions in organizational life in a way that is both engaging and informative' - Blake Ashforth, Jerry and Mary Ann Chapman Professor of Business, W P Carey School of Business, Arizona State University

*Understanding Emotion at Work* gets to the heart of what binds and breaks organizations: emotion. It explores beyond the surface of work to the rich emotional life bubbling underneath, showing what employees and managers constantly deal with but are often ill-equipped to do so. This is the first introductory book on emotions and it's aimed specifically at students of management

and organization studies. Written accessibly, it avoids pat prescriptions, but leaves the reader with challenging questions about the intrinsic nature of emotions to the design and management of organizations. Drawing on a rich discipline-field, including psychology, sociology and organizational theory, Stephen Fineman explores a number of familiar and not so familiar work arenas. He examines the way emotion penetrates leadership, decision-making and organizational change as well as newer topics like the virtual side of organizations. Finally, he addresses the darker side of emotion in the context of bullying, violence, sexual harassment and downsizing. Understanding Emotion at Work will shed light on this growing subject for advanced undergraduates and postgraduates studying organizational behaviour, HRM or organizational psychology.

作者介绍:

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