Emotional Dissonance;
• Felt emotions: Emotions we feel.
• Displayed emotions: Emotions we display.
• Emotional dissonance: Occurs when there is an inconsistency between felt and displayed emotions.
• Emotional labour: The psychological effort involved holding back from displaying one’s felt emotions.
  – E.g. Always having to be polite to rude customers who make you mad.

Anger;
• A heightened state of emotional arousal fueled by cognitive interpretations of a situation.
• Can be important or detrimental to display.
• Anger management is easier said than done but must be done or else.
  – Practice relaxation.
  – Change the way you think (be rational, gather facts).
  – Use humour.
  – Leave the room.

Stress;
• The pattern of emotional and physiological reactions occurring in response to demands from within or outside an organization.
• Caused by stressors – acute (sudden change), episodic (lots of acutes in a short period), chronic (constant).
• Cognitive appraisal is how we make judgements about the stressfulness of a situation. Improved by checking with others, looking to the past, gathering all the facts, and avoiding negative mental monologues.
• Strain reactions from normal levels of human functioning (e.g. insomnia) resulting from prolonged exposure to stressful events.
• Burnout is a syndrome of emotional, physical, and mental exhaustion coupled with feelings of low self-esteem or low self-efficacy, resulting from prolonged exposure to intense stress, and the strain reactions following them. Symptoms are:
  • Physical exhaustion (e.g. low energy).
  • Emotional exhaustion (e.g. feelings of helplessness).
  • Depersonalization (e.g. becoming cynical and derogating others).
  • Feelings of low personal accomplishment.
• Resiliency is our ability to bounce back from stress

Causes of Stress;
• Occupational demands (e.g. making decisions, constantly monitoring devices or materials, repeatedly exchanging information with others, working in unpleasant physical conditions, performing unstructured rather than structured tasks).
• Conflict between work and nonwork (i.e. role conflict and role juggling for work-family conflict).
• Sexual harassment.
• Role ambiguity (i.e. what’s expected of me)
• Role overload and underload.
• Having too much / little to do in too little / much time.
• Responsibility for others.
• Lack of social support (i.e. family and/or friends to lean on).