

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 dialogues.
- Strain is deviations from normal states 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).