

Emotional Labour 101

Understanding the impact of masking
our emotions at work



Sample Content

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Our Goals for Today...

- Understand the origins of the term emotional labour.
- Recognize display rules and professional scripts.
- Explore the intersection between emotional labour and secondary traumatic stress.
- Learn strategies to shift from emotional labour to radical compassion.

“Cool, calm, and collected” - or is it emotional labour?

“Just because we think that *in the moment*, we are successfully shutting things out, **does not mean that all is well with our nervous system.**”

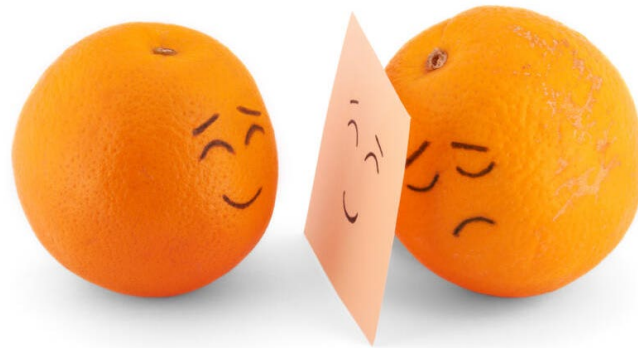


Sup. Scott Jones, EPS, CARE4YOU 2022

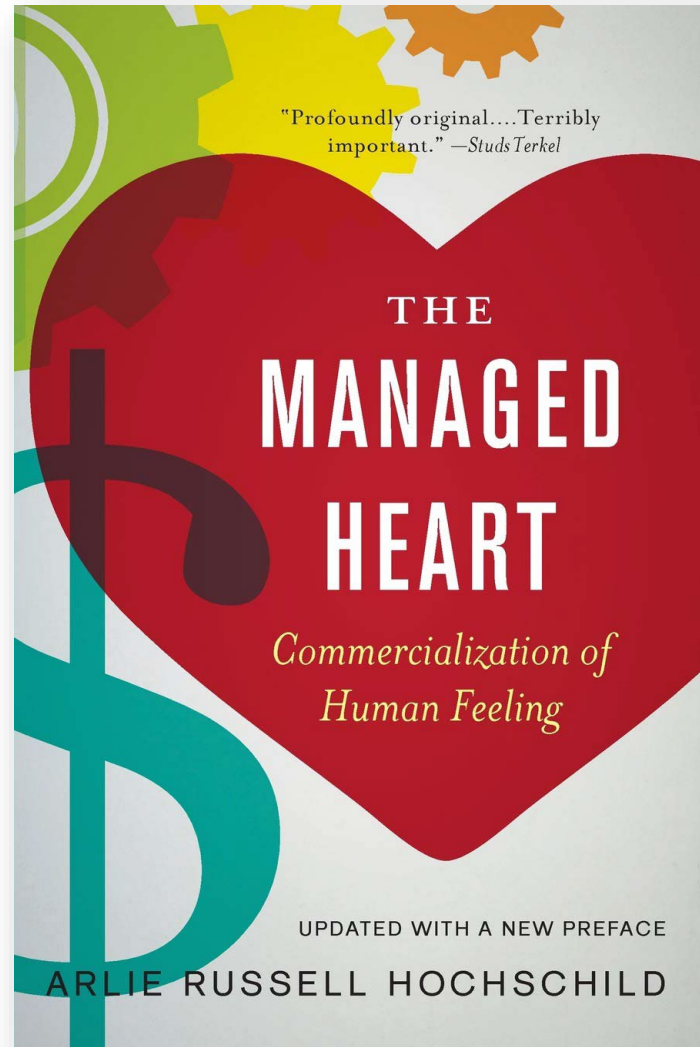
Emotional Labour

When your organization, professional norms, societal rules, or other factors require you to display positive emotions and conceal negative emotions while on the job.

(Caringi et al., 2012)



Caringi, J. C., Lawson, H. A., & Devlin, M. (2012). Planning for emotional labor and secondary traumatic stress in child welfare organizations. *Journal of Family Strengths*, 12(1).



Hochschild, A. (2012). *The managed heart: Commercialization of human feeling* (3rd edition). University of California Press.

“Exercising influence and control over the emotional activities of employees”

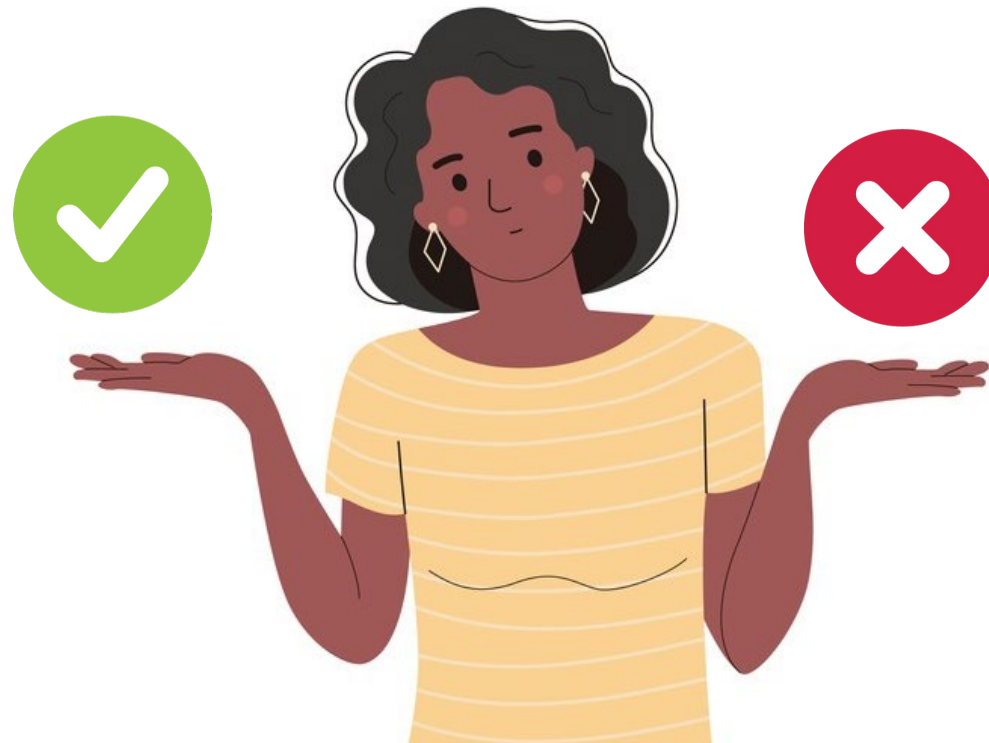
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**Professional /
Organizational Display
Rules**



Discussion:

What are the display rules in your field or workplace?





How do you establish and protect appropriate boundaries in an environment where “the customer/client/citizen is **always right?**”