

EMOTIONAL WORK IN AN EDUCATIONAL CONTEXT

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Abstract: During the past decades, social and economical changes led to the reorganization of work activities and factors associated with occupational stress. This paper we takes into consideration one of the consequences of activities developed in the field of education, namely transforming emotions into an inherent part of work demands. The expression and regulation of desired emotions at educational level are included in this category of work demands. Emotional work is a professional activity that involves massive energy and emotional investments, and jobs in this category require employees to have an emotional display that is often not in line with the person's true state, so he has to suppress emotions to subsequently exhibit a state appropriate to the professional environment.

Keywords: emotional work, emotional display, emotional dissonance, surface acting, deep acting, emotional exhaustion.

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