

## Index

- “Aboutness.” *See* Object-directedness
- Accidie, 32, 240
- Action readiness  
   facial activity and, 115–16  
   relational activity theory and, 18–19
- Activation, 2–4, 5–6
- Adams, R.B., Jr., 106–7
- Adjacency pairs, 235–6
- Adjustment, 140–1, 334
- Admiration  
   intergroup relations and, 266–7  
   pride and, 135
- Affective primacy, 12–14
- Alexander, M.G., 267–8
- Ambadar, Z., 104–5
- Ambady, N., 90–1
- Amusement, smiling and, 120–1, 124
- Anger  
   addressing targets and, 191–2  
   appraisal theory and, 10–11  
   categorical perception and, 109–11  
   cluster analysis and, 33–5  
   componential information and, 140  
   conceptual differences between  
     emotions, 25–6  
   conceptual mapping of, 36–7, 39, 40–1  
   contempt and, 228–9, 271  
   defining, 30  
   directionality of, 144  
   disgust and, 228–9  
   divergence and, 135  
   emotion norms and, 255–6  
   facial expressions and, 19, 82, 83, 86,  
     100–1, 106–7, 166, 342  
   fear and, 39, 186–7, 224, 279  
   functions of, 224–6  
   gaze direction and, 106–7  
   groups and, 241–2  
   induction of, 121  
   intergroup relations and, 271, 273  
   language regarding, 325  
   leadership and, 285, 286–7  
   meta-emotion and, 188–9  
   neurocultural theory and, 74  
   orientation of, 141–2  
   regulation of, 199–200, 201–3, 208–10  
   relation alignment approach and, 324  
   reverse engineering model and, 172  
   road rage, 225–6  
   scowling and, 121, 154–5, 166, 203, 342  
   scripts and, 48–50  
   social appraisal and, 174–5, 185–6, 206  
   social constructionist theory and, 238  
   using others to regulate own  
     emotions, 211  
   while driving, 225–6
- Anisman, H., 272
- Appraisal theory, 9–10  
   anger and, 10–11  
   causal relation between appraisal and  
     emotions, 12–14  
   cumulative appraisal, 14–15  
   dimensions of appraisal, 10–12  
   distributed appraisal, 16–17  
   facial activity and, 115  
   group-based appraisal, 244–6  
   implicit social appraisal, 173–5  
   practical functions of emotions  
     and, 217  
   social appraisal (*See* Social appraisal)
- Arkin, R.N., 152–3
- Armstrong, S.L., 44–5
- Arnold, M.B., 9–10, 17, 18
- Arousal, 2–4, 5–6, 37–41

396 *Index*

- Attachment, 209–10  
 Audience sensitivity, facial activity and, 121–8  
 Austin, J.L., 55–6, 58  
 Averill, J.R., 237–9  
 Aviezer, H., 100–3, 107–8
- Baile, W.F., 318  
 Balloon Analogue Risk Task (BART), 177  
 Banse, R., 124  
 Barger, P.B., 301, 306  
 Bargh, J.A., 151–2  
 Barrett, L.F., 8–9, 54, 89, 324  
 Barsade, S.G., 253–4  
 Barsalou, L., 51, 52, 54  
 Basic emotions, 74, 81–2, 86–90, 91–4, 243–4  
 Bastian, B., 264  
 Baudrillard, Jean, 276  
 Bavelas, J.B., 154, 155–6, 233  
 Bayliss, A.P., 173–4  
 Beach, S.R.H., 209  
 Beckman, H.B., 317–18  
 Bedford, E., 56  
 Beedie, C.J., 200  
 Behavioural ecology, 116, 121–3, 124–5, 128–9  
 Bennett, K., 219–20  
 Bensing, J.M., 311, 315  
 Bernieri, F.J., 106, 168  
 Biglan, A.A., 209  
 Bird, G., 153  
 Black, A., 154, 155–6  
 Blairy, S., 166  
 Blascovitch, J., 250  
 Bless, H., 200–1  
 Bonanno, G.A., 199  
 Botox, 164–5, 166  
 Bould, E., 105  
 Bourgeois, P., 257  
 Bowlby, J., 219  
 Brandt, F., 164–5  
 Branscombe, N.R., 245–6, 269, 272  
 Braunstein, L.M., 203  
 Bresler, C., 159  
 Brewer, M.B., 267–8  
 Brosch, T., 95  
 Brotheridge, C., 294  
 Bruder, M., 178  
 Bull, N., 159–60, 162  
 Burnout, 311–14  
   in common usage, 313  
   compassion and, 313–14  
   controversial nature of, 313, 314  
   disadvantages of concept, 312  
   flexibility of concept, 312  
   historical background, 311–12  
   management studies and, 312  
   Maslach Burnout Inventory (MBI), 312–13, 314  
   Professional Quality of Life Scale (ProQOL V), 313–14  
*A burnt out case* (Greene), 312  
 Burton, C.L., 199  
 Bush, K.A., 40  
 Buss, D.M., 219–20  
 Butalid, L., 311
- Campos, J.J., 169  
 Cannon, Walter, 2–4, 5  
 Carnevale, P.J., 115  
 Carrera, P., 119–20, 127  
 Carroll, J.M., 96–7, 98  
 Categorical perception, 109–11  
 Catran, E., 297  
 Cekaite, A., 65–7  
 Central theory, 2–4, 5  
 “Chameleon effect,” 152  
 Chartrand, T.L., 151–3  
 Cheerleading, 261–2  
 Chen, Y., 315  
 Chi, N.-W., 301, 305  
 Chovil, N., 154  
 Circumplex model, 37  
 Classical concepts. *See* Concepts  
 Cleese, John, 275  
 Clore, G.L., 42–3, 201  
 Cluster analysis, 33–7  
   agglomeration, 35–6  
   interpersonal emotion regulation and, 204

## Index

397

- Cohn, J., 104–5  
 Collaborative emotional labour, 298–300  
 Collective effervescence, 258  
 Collective efficacy, 263–5  
 Collective relation alignment, 330–1  
 Collins, A., 42  
 Collins, R., 258–9  
 Communication of emotions, 27–8, 55,  
 68–70. *See also* Representation of  
 emotions  
 addressees, 57–8  
 communicative function, 234  
 adjacency pairs and, 235–6  
 conversational demands, 235–6  
 emotional inflection, 236–7  
 concepts in context, 67–8  
 conversations, 58–64  
 conversational demands, 235–6  
 example, 59–61  
 flexibility of, 61  
 reproach-response sequences, 61–3  
 transcription of, 59  
 facial activity, communicative  
 function of, 130–2  
 functional description, 56–7  
 nonverbal communication, 64–7  
 pragmatics, 55–6  
 Compassion  
 burnout and, 313–14  
 compassion fatigue, 209  
 Professional Quality of Life Scale  
 (ProQOL V) and, 313–14, 317  
 sadness and, 187, 188, 204  
 Competition, intergroup relations and,  
 269–70  
 Concepts, 33  
 agglomeration and, 35–6  
 alternative representations of  
 emotions, 54–5  
 boundaries, 41  
 classical concepts, 42–3  
 fuzziness of, 43–6  
 categories, 33–5  
 circumplex model, 37  
 cluster analysis and, 33–7  
 conceptual boundaries of  
 emotions, 41  
 classical concepts, 42–3  
 fuzziness of, 43–6  
 conceptual differences between  
 emotions, 25–6  
 dimensions of, 35–41  
 fear and anger, 36–7, 39, 40–1  
 multidimensional scaling and, 37–8  
 pleasure and arousal, 38–41  
 prototypes, 47–8  
 Constructionist approaches, 324  
 social constructionist theory, 237–9  
 Contagion, 144–5  
 active perspective-taking, 145–6  
 defined, 144–5  
 facial feedback (*See* Facial feedback)  
 intragroup interaction and, 253–5,  
 256–7  
 mimicry (*See* Mimicry)  
 primitive emotional contagion, 146–7  
 smiling and, 147  
 social reinforcement, 146  
 varieties of, 145–7  
 Contempt  
 anger and, 228–9, 271  
 functions of, 228–9  
 intergroup relations and, 266  
 language regarding, 325  
 service encounters and, 306–7  
 Context, effects on facial judgement. *See*  
 Facial activity  
 Convergence  
 as interpersonal effect of emotions,  
 134–5  
 intragroup interaction and, 252  
 relation alignment approach and,  
 330–1  
 social appraisal and, 177–8  
 Conversations, 58–64  
 conversational demands, 235–6  
 example, 59–61  
 flexibility of, 61  
 reproach-response sequences, 61–3  
 transcription of, 59  
 Cooper, J., 251  
 Coping, 11, 267  
 Core relational themes, 10–11

398 *Index*

- Co-rumination, 211–12, 319  
 Cousineau, Devyn, 276  
 Craighero, L., 148  
 Crivelli, C., 87–8, 119–20, 127  
 Crowds. *See* Groups  
 Cues  
   influence of emotions and, 140–1  
   relation alignment approach and, 334–5  
   social appraisal and, 179–81  
 Culture  
   cultural functions of  
     emotions, 237–9  
   cultural socialisation, 339–42  
   neurocultural theory, cultural  
     component of, 75  
   representation of emotions and,  
     31–2, 37–8  
   social constructionist theory and,  
     237–9  
 Cumulative appraisal, 14–15  
 Dalle, N., 156  
 Damjanovic, L., 111  
 Dandache, S., 245, 250  
 Daniels, M.J., 309  
 Darley, J.M., 176–7, 179  
 Darwin, C., 77–8, 130, 218  
 Davenport, T.J., 200  
 Davidoff, J., 110–11  
 Davidson, B., 269  
 Davis, J.I., 164–5  
 Decety, J., 315, 316–17  
 Decoupled reflexes, 4, 217  
 Deep acting, 292–6, 301–4  
 Defining emotions, 1–2  
   characterising emotions, 24–5  
 De Gelder, B., 107  
 De Haan, M., 111  
 De Klerk, C.J.M., 150–1  
 Delta Airlines, 293  
 Delvaux, E., 255–6  
 De Melo, C.M., 115, 183–4  
 De Rivera, J., 19–21, 30–1, 234  
 Detached concern, 309–11  
 De Vos, B., 271  
 Dialogue, intergroup relations and,  
   272–3  
 Diamond, J., 301  
 Diefendorff, J., 296  
 Dimensions of affect, 114  
 Directionality, 143–4  
 Disappointment  
   guilt and, 186–7  
   regulation of, 210  
   schadenfreude and, 135  
 Disgust  
   anger and, 228–9  
   facial expressions and, 74–5, 82, 83, 86,  
     89, 96, 100–2, 111, 131, 172, 173–4  
   functions of, 228–9  
   language regarding, 325  
   neurocultural theory and, 74  
   non-social emotion objects and, 21–2  
   non-verbal communication and, 67  
   nose-scrunching and, 74–5, 89,  
     100–2, 172  
   pan-cultural elements, 82–6  
   symbolic orientational movements  
     and, 341  
 Display rules, 75, 85, 95, 121–7, 292–3  
 Distributed appraisal, 16–17  
 Divergence, 135  
 Dollard, M.F., 305  
 Doosje, B., 245–6, 269, 271–2  
 Dormann, C., 305  
 Dosmukhambetova, D., 178  
 Drury, J., 263  
 DSM-V, 314  
 Duchenne de Boulogne, G.-B.-A., 76–8  
 “Duchenne smile,” 78, 119–20, 125–6,  
   127, 233, 302–3  
 Duffy, M.K., 255  
 Dumont, M., 245  
 Durán, J.I., 120  
 Durkheim, É., 258  
 Dynamic facial activity, 104–6  
 Dyrbye, L.N., 314  
 Edwards, D., 58–9, 61, 69  
 Effervescence, 258  
 Efficacy, 263–5

## Index

399

- Ekman, P., 73–4, 75, 76, 78, 80, 81–2, 83, 85, 86, 87, 88, 91, 95, 121–3, 125, 128–9
- Elfenbein, H.A., 90–1
- Ellsworth, P.C., 161–3
- Embarrassment  
 conceptual differences between emotions, 25–6  
 defining, 30  
 functions of, 222–4  
 regulatory function of, 230  
 service encounters and, 204  
 smiling and, 223, 233
- Embodied simulation, 324
- Emotional inflection, 236–7
- Emotional labour, 277, 288  
 alternative regulation strategies, 296–8  
 collaborative emotional labour, 298–300  
 conflict in, 288–9, 290–1  
 defined, 288  
 faking in bad faith, 294  
 faking in good faith, 294  
 historical background, 288  
 leadership (*See* Leadership)  
 organisational training and, 288–9, 290–1  
 relation alignment approach and, 289–90, 331–2  
 in service encounters (*See* Service encounters, emotional labour in)  
 in therapeutic encounters (*See* Therapeutic encounters, emotional labour in)
- Emotional mimicry, 154–8  
 alternative explanations, 154–5, 157  
 fear and, 156–7  
 meaning and, 156–7  
 smiling and, 154–6
- Emotional orientations, 332–4
- Emotion dependence, facial activity and, 119–21
- Empathy, 134–5. *See also* Emotional labour; Interpersonal effects of emotions
- EMPATHY guidelines, 319
- Encoding of emotions, 50–1
- Entrainment  
 facial feedback and, 167–8  
 intragroup interaction and, 257–60
- Envy  
 intergroup relations and, 266–7  
 intragroup interaction and, 325  
 language regarding, 325  
 pride and, 135
- Evaldsson, A.-C., 61, 64
- Evers, C., 172
- Evolution, 216, 219–20, 237–9
- Facial activity, 71–2  
 accuracy, defining, 73  
 anger, 19, 82, 83, 86, 100–1, 106–7, 166, 342  
 behavioural ecology approach, 116, 203  
 context, effect on judgement, 95, 113  
 defining context, 95, 108–9  
 dynamics and, 104–6  
 external context, 95–8  
 gaze direction and, 106–8  
 linguistic concepts, 109–11  
 nose-scrunching and, 100–3  
 simulation and, 112–13  
 social context, 98–9  
 within-face context, 103–8  
 within-perceiver context, 109–13  
 within-source context, 99–103
- cross-cultural judgement and facial accents and dialects, 90–2  
 open-ended judgement, 92–4  
 pan-cultural elements, isolation of, 82–6  
 small-scale societies, studies in, 86–90
- disgust, 74–5, 82, 83, 86, 89, 96, 100–2, 111, 131, 172, 173–4
- display rules, 75, 85, 95, 121–7, 292–3
- dynamic facial activity, 104–6
- facial feedback (*See* Facial feedback)
- fear, 23, 82, 83, 86, 87–9, 96, 99, 100–2, 146, 180, 340
- functions of, 128–9
- gasping face (*See* Gasping face)

400 *Index*

- Facial activity (cont.)  
 happiness, 78, 82, 83, 85–6, 92–3, 106–7, 155  
 interpersonally attuned emotions, 231–4  
 meanings and functions  
 of, 113  
 action readiness, 115–16  
 affect dimensions, 114  
 affective pragmatics, 117  
 appraisal, 115  
 communicative function, 130–2  
 practical function, 130–2  
 social motives, 116  
 neurocultural theory and, 73–6  
 cultural component of, 75  
 micro-expressions, 79–80  
 “neuro” component of, 74–5  
 reformulated basic emotion theories, 81–2  
 smiling, 76–8  
 unmasking, 76–81  
 nose-scrunching (*See* Nose-scrunching)  
 during orgasm, 119–20  
 pouting face (*See* Pouting face)  
 pride, 86–7  
 production of, 117–19  
 audience sensitivity and, 121–8  
 emotion dependence, 119–21  
 experimental manipulations, 123–5  
 naturalistic research, 125–8  
 sadness, 82, 83, 84, 86, 91, 100–1, 114, 155  
 scowling (*See* Scowling)  
 smiling (*See* Smiling)  
 surprise, 82, 83, 86, 155  
 terminology, 72–3  
 Facial feedback, 147, 158  
 entrainment and, 167–8  
 evidence, 159–66  
 Botox and, 164–5, 166  
 facial manipulation tests, 161–3  
 hypnotic suggestion, 159–60  
 “pen holding” task, 163–4  
 fear and, 161–2  
 mimicry-feedback process, 166–7  
 processes, 158–9  
 direct effect, 159  
 inference and, 158–9  
 neural signals and, 158  
 smiling and, 160–1  
 synchronisation and, 167–8  
 Faking in bad faith, 294  
 Faking in good faith, 294  
*Fawlty Towers* (television programme), 275–6  
 Fear  
 anger and, 39, 186–7, 224, 279  
 cluster analysis and, 33–7  
 conceptual differences between emotions, 25–6  
 conceptual mapping of, 36–7, 39, 40–1  
 defining, 30  
 emotional mimicry and, 156–7  
 facial expressions and, 23, 82, 83, 86, 87–9, 96, 99, 100–2, 146, 180, 340  
 facial feedback and, 161–2  
 functions of, 216–18, 219, 221–2  
 gasping face and, 169, 172  
 gaze direction and, 106–8  
 happiness and, 111  
 language regarding, 325  
 neurocultural theory and, 74  
 reverse engineering model and, 172  
 social appraisal and, 169, 174–5  
 Feedback theory  
 attempts to resurrect, 3  
 facial feedback (*See* Facial feedback)  
 historical background, 2  
 lack of distinctive bodily signatures for emotions, 4–5  
 limitations of, 2–3  
 perceptual stimulation and, 8–9  
 two-factor theory and, 5–8  
 Feeling rules, 201–2, 293, 307–8  
 Fehr, B., 44, 45–6  
 Fernández-Dols, J.-M., 73, 87–8, 97, 119–20, 126, 127, 128  
 Festinger, L., 291–2  
 Field, T., 155  
 Finlay-Jones, R., 32, 240, 342  
 Finset, A., 319–20

## Index

401

- Finzi, E., 164  
 Fire-walking, 264  
 Fischer, A.H., 124, 156, 157, 169, 172,  
 228–9, 245, 250  
 Fisk, G., 301–2  
 Fodor, J.S., 51  
 Football hooliganism, 261  
 Foss, M.A., 42–3  
 Frankel, R., 317–18  
 Franklin, R.G., 107  
 Freudenberg, H.J., 311–12  
 Fridlund, A.J., 88, 116, 121–3, 124, 125,  
 128–9, 203, 233  
 Friesen, W.V., 76, 78, 80,  
 82, 123  
 Frijda, N.H., 18, 19, 93, 217–18  
 Functional description of emotions, 56–7  
 Functions of emotions, 215–16, 239–40  
   anger, 224–6  
   communicative function, 234  
     adjacency pairs and, 235–6  
     conversational demands, 235–6  
     emotional inflection, 236–7  
   contempt, 228–9  
   cultural functions, 237–9  
   cultural theory and, 216  
   defined, 216  
   embarrassment, 222–4  
   evolutionary theory and, 216  
   fear, 216–18, 219, 221–2  
   guilt, 226–8  
   inclusive fitness, 219–20  
   interpersonally attuned emotions,  
     220–2  
     anger, 224–6  
     contempt, 228–9  
     disgust, 228–9  
     embarrassment, 222–4  
     facial displays and, 231–4  
     guilt, 226–8  
   practical functions, 216–18  
     appraisal theory and, 217  
     decoupled reflexes, 4, 217  
     delimited flexibility account, 217–18  
   regulatory function, 230–1  
   relation alignment approach and, 329  
   reproductive fitness, 219–20  
   sadness, 203  
   social constructionist theory and,  
     237–9  
   social functions, 218–19, 239–40
- Gabriel, A.S., 296  
 Gasping face  
   contagion and, 146  
   fear and, 169, 172  
   gaze direction and, 107, 180  
   interpretations of, 86, 87–8, 96–7  
 Gaze direction  
   anger and, 106–7  
   context, effect on judgement, 106–8  
   fear and, 106–8  
   gasping face and, 180  
   happiness and, 106–7, 111  
   sadness and, 106–7  
   scowling and, 107, 175  
 Gemmiti, M., 318  
 Gendron, M., 89–90, 94  
 Gilbert, D.T., 189–90  
 Ginsburg, G.P., 250  
 Ginsburg, S.G., 312  
 Gleichgericht, E., 316–17  
 Glomb, T.M., 304  
 Goal-directed categorisation, 53–4  
 Goffman, E., 288, 289–90  
 Gómez, A., 264  
 Goodwin, C., 65–7  
 Goodwin, M.H., 65–7  
 Gordijn, E.H., 245, 271  
 Grandey, A.A., 294, 301–2, 304, 305, 306  
 Granström, K., 262  
 Gratch, J., 115  
 Greenberg, J., 226  
 Greene, Graham, 312  
 Gremler, D.D., 302  
 Grief, social constructionist theory  
   and, 238  
 Grimm, M.C., 316  
 Grinkis, C., 19, 20, 234  
 Grosfeld, F., 315  
 Gross, J.J., 196–7, 198, 203, 229, 297  
 Groth, M., 301, 302, 303, 304  
 Group polarisation  
   intragroup interaction and, 250–2

402 *Index*

- Group polarisation (cont.)  
 leadership and, 281
- Groups, 241–2, 274  
 anger, 241–2  
 group-based appraisal, 244–6  
 group-based emotions, 246–7  
 “group mind,” 248, 260–1  
 cheerleading, 261–2  
 collective efficacy, 263–5  
 fire-walking, 264  
 football hooliganism, 261  
 initiation rituals, 264–5  
 mob psychology, 260–1  
 regulation of emotions in, 261–2  
 shared engagement in, 262–3
- infrahumanisation, 243–4
- intergroup relations, 265–6  
 admiration, 266–7  
 American Muslims and, 268  
 anger, 271, 273  
 competition, 269–70  
 conflict, 269–70  
 contempt, 266  
 dialogue, 272–3  
 envy, 266–7  
 event-driven emotions, 268–73  
 guilt and, 271–2  
 outgroup-directed emotions, 266–8  
 reconciliation, 270–2  
 schadenfreude, 270  
 stereotype content model, 266  
 trust games and, 273
- intragroup interaction, 248–9  
 contagion, 253–5, 256–7  
 convergence, 250–2  
 dancing and, 259  
 effervescence and, 258  
 emotion norms, 255–6  
 entrainment, 257–60  
 envy, 325  
 group-based social appraisal, 249–52  
 group polarisation, 250–2  
 interaction rituals, 258–9  
 prejudice and, 249–50  
 pride, 256  
 singing and, 259–60  
 synchronisation, 257–60  
 temporal coordination, 257–60
- self-categorisation theory, 242–3,  
 244, 269
- social identity theory, 242–3, 244,  
 262–3
- Guilt  
 disappointment and, 186–7  
 divergence and, 135  
 functions of, 226–8  
 group-based appraisal and, 245–6  
 intergroup relations and, 271–2  
 regulation of, 208–10  
 relational activity theory and, 20  
 service encounters and, 204  
 survivor guilt, 228
- Haag, C., 187
- Hackenbracht, J., 203
- Hadjikhani, N., 107
- Haidt, J., 228
- Halberstadt, J., 156
- Hamilton, A.F. de C., 150–1
- Handford, C., 316
- Happiness  
 facial expressions and, 78, 82, 83, 85–6,  
 92–3, 106–7, 155  
 fear and, 111  
 gaze direction and, 106–7, 111  
 neurocultural theory and, 74  
 smiling and, 74–5, 85–6, 114, 118, 125,  
 126–8
- Hareli, S., 96, 171, 172,  
 173, 182
- Harré, R., 32, 240, 342
- Haslam, S.A., 260
- Hassin, R.R., 100
- Hatfield, E., 145–7, 157, 158–9, 167
- Haun, D.B.M., 111
- Health care, emotional labour in. *See*  
 Therapeutic encounters,  
 emotional labour in
- Hedonic emotion regulation, 200–1
- Heider, A., 259–60
- Hennig-Thurau, T., 301, 302
- Hepburn, A., 65
- Herrmann, R.K., 267–8
- Hess, U., 96, 124, 156, 157, 166, 171, 172,  
 173, 182, 257
- Heyes, C.N., 153



- History, representation of emotions  
 and, 31–2
- Hochschild, A.R., 202, 288, 289, 290, 291,  
 292, 294, 301, 307–8
- Hoge, R., 107
- Hogg, M.A., 242–3, 269
- Holman, D., 204, 305
- Hope, social constructionist theory  
 and, 238
- Hopkins, N., 263–4
- Hotels, emotional labour  
 in, 275–6
- Houston, L., III, 304
- Howe, R.C., 250
- Huang, Y.-M., 300
- Hülshager, U.R., 302
- Hulsman, R.L., 315
- Humour, smiling and, 120–1, 124
- Huntsinger, J.R., 201
- Hutcherson, C.A., 229
- Hypnotic suggestion, 159–60
- Ifaluk (atoll), 31–2, 37–8
- Illingworth, S., 228
- Imada, S., 228
- Imitation. *See* Mimicry
- Implicit social appraisal, 173–5
- Inclusive fitness, 219–20
- Inference, 143, 182–5
- Influence of emotions, 133–4, 192–3  
 contagion (*See* Contagion)  
 interpersonal effects, 134  
 convergence, 134–5  
 divergence, 135  
 emotional effects, 134–5  
 non-emotional effects, 135–6  
 interpersonal meta-emotions, 188–9  
 perceptions of source characteristics,  
 189–90  
 processes of, 136, 142  
 active ingredients, 138–42  
 categorical emotion information,  
 139–40  
 componential information, 140  
 cues, nudges, and adjustment, 140–1  
 directionality, 143–4  
 emotional events, 138–9  
 inference, 143  
 orientation, 141–2  
 terminology, 136–7  
 relation alignment approach (*See*  
 Relation alignment approach)  
 social appraisal (*See* Social appraisal)  
 targets, addressing, 191–2
- Infrahumanisation, 243–4
- Initiation rituals, 264–5
- Innate imitation, 148–51  
 communicative orientation of, 150–1  
 correspondence problem, 148  
 embodied perception theories  
 and, 148  
 learning and, 148–50  
 tongue-protrusion, 149–50  
 “Inside Out” (film), 94
- Instrumental emotion regulation, 200–1
- Intentionality. *See* Object-directedness
- Interaction rituals, 258–9
- Intergroup conflict, 269–70
- Intergroup relations, 265–6  
 admiration, 266–7  
 American Muslims and, 268  
 anger, 271, 273  
 competition, 269–70  
 contempt, 266  
 dialogue, 272–3  
 envy, 266–7  
 event-driven emotions, 268–73  
 guilt, 271–2  
 intergroup conflict, 269–70  
 outgroup-directed emotions, 266–8  
 reconciliation, 270–2  
 schadenfreude, 270  
 stereotype content model, 266  
 trust games and, 273
- Interpersonal effects of emotions, 134.  
*See also* Influence of emotions  
 convergence, 134–5  
 divergence, 135  
 emotional effects, 134–5  
 non-emotional effects, 135–6
- Interpersonal emotion regulation,  
 204, 213  
 cluster analysis and, 204  
 gender differences, 207–8  
 hedonic motives, 205

404 *Index*

- IER (cont.)  
 instrumental motives, 205  
 in intimate relationships, 207–10  
 social appraisal, manipulation of, 206–8  
 target-directed emotions, 208–10  
 use of own emotions to regulate others' emotions, 205–10
- Interpersonal influence processes  
 contagion (*See* Contagion)  
 interpersonal meta-emotions, 188–9  
 relation alignment approach (*See* Relation alignment approach)  
 social appraisal (*See* Social appraisal)
- Interpersonally attuned emotions,  
 functions of, 220–2  
 anger, 224–6  
 contempt, 228–9  
 disgust, 228–9  
 embarrassment, 222–4  
 facial displays and, 231–4  
 guilt, 226–8
- Interpersonal meta-emotions, 188–9
- Intragroup interaction, 248–9  
 contagion, 253–5, 256–7  
 convergence, 250–2  
 dancing and, 259  
 effervescence and, 258  
 emotion norms, 255–6  
 entrainment, 257–60  
 envy, 325  
 group-based social appraisal, 249–52  
 “group mind” (*See* Groups)  
 group polarisation, 250–2  
 interaction rituals, 258–9  
 prejudice and, 249–50  
 pride, 256  
 singing and, 259–60  
 synchronisation, 257–60  
 temporal coordination, 257–60
- Intrapersonal emotion regulation, 195  
 antecedent-focused regulation, 196–7  
 classification of strategies, 195–8  
 direction of regulation, 199–200  
 effectiveness of strategies, 198–9  
 hedonic motives, 200–1  
 instrumental motives, 200–1  
 response-focused regulation, 196–7  
 socially motivated regulation, 201–3  
 trajectory of regulation, 199–200
- Ioannou, M., 272–3  
 Isbell, L.M., 201
- Jack, R.E., 90, 91–2  
 Jakobs, E., 124  
 James, W., 2, 3–4, 5, 8, 9, 159, 323, 324  
 Jansen, K.J., 301–2  
 Jarillo, S., 87–8  
 Jefferson, G., 59, 64  
 Jetten, J., 264  
 Jex, S., 305  
 Johnson, V.E., 119–20  
 Johnston, M.H., 111  
 Johnston, R.E., 125  
 Jonas, E., 306–7
- Joy  
 cluster analysis and, 33–5, 36–7  
 conceptual differences between emotions, 25–6  
 language regarding, 325  
 smiling and, 73, 76–7, 125–6, 233
- Judgement of facial expressions. *See* Facial activity
- Jürg, B., 318
- Kahn, T., 268  
 Kalokerinos, E.K., 202  
 Kammeyer-Mueller, J.D., 295  
 Kappas, A., 124  
 Kayyal, M., 97  
 Keikyu Corporation, 276–7  
 Keller, M., 318  
 Keltner, D., 223  
 Kim, E., 306  
 Kleck, R.E., 106–7  
 Konvalinka, I., 264  
 Kopelman, S., 187  
 Korsvold, L., 319–20  
 Kotsoni, E., 111  
 Kövecses, Z., 48–50, 60  
 Kraut, R.E., 125  
 Krimmel, K., 301

## Index

405

- Kristensen, T.S., 313  
 Krull, D.S., 189–90  
 Kuppens, P., 202, 245, 250
- Laird, J.D., 159, 160–1  
 Lakin, J.L., 152–3  
 Landel, J.L., 222–3  
 Lane, A.M., 200  
 Latané, B., 176–7, 179  
 Lazarus, R.S., 9, 11, 13–14, 16, 297–8  
 Lea, M.F., 39  
 Leach, C.W., 269–70  
 Leadership, 277–9  
   anger and, 285, 286–7  
   characteristics of, 278  
   consequentiality of, 279–80  
   emotionally effective leadership,  
     286–7  
   extension to other spheres of  
     influence, 278–9  
   group polarisation and, 281  
   interpersonal effects of, 279  
   limits of power, 284–6  
   orchestra conductors and, 283–4  
   organisational, 278  
   prototypicality and, 281–3  
   referent emotional influence and,  
     281–3  
   resources of, 278  
   rowing coxes and, 283–4  
   sadness and, 286–7  
   self-categorisation theory and, 281  
   strategic uses of power, 280–1  
   temporal coordination and, 283–4  
 Leary, M.R., 222–3, 230  
 Le Bon, G., 260–1  
 Lee, D.H., 180  
 Lee, R.T., 294  
 LeGuen, O., 111  
 Leighton, J., 153  
 Liekefeld, G.-J., 142, 186–7, 188, 279  
 Lemery, C.R., 154, 155–6  
 Lemon, J., 316  
 Levine, M., 80  
 Levy, R., 32  
 Lie, H.C., 319–20
- Lin, C.Y., 305  
 Lipps, T., 146–7, 148, 157–8  
 Livingstone, A.G., 252  
 Lockard, J.S., 300  
 Loge, J.H., 319–20  
 Love  
   cluster analysis and, 33–5  
   social constructionist theory and, 238  
 Lowery, L., 228  
 Lupyán, G., 112  
 Lutz, C., 31–2, 37–8
- Mackie, D.M., 246–7, 251  
 Magh Mela festival, 263–4  
 Magnetic Resonance Imaging (MRI), 40  
 Mahoney, S., 316  
*The Managed Heart* (Hochschild), 288  
 Manstead, A.S.R., 124, 169, 172, 178, 222,  
   245–6, 252, 273  
 Markakis, K., 317–18  
 Marsh, A.A., 91  
 Martin, J., 233  
 Martin, L.L., 163–4  
 Maslach, C., 312, 314–16  
 Maslach Burnout Inventory (MBI),  
   312–13, 314  
 Masters, W.H., 119–20  
 Masuda, T., 98–9  
 Matheson, K., 272  
 Mathieu, B., 250  
 Matsumoto, D., 91, 127  
 Mattila, A., 301–2  
 Mayer, A., 94  
 Mazziotta, A., 249–50  
 McInerney, J., 305  
 Medical care, emotional labour in. *See*  
   Therapeutic encounters,  
   emotional labour in
- Meeussen, L., 256  
 Meiran, N., 297  
 Melander, H., 61, 64  
 Mellblom, A.V., 319–20  
 Meltzoff, A.N., 149  
 Mesquita, B., 255–6  
 Meta-emotions, 188–9  
 Metaphor, 48–50, 131, 341

406 *Index*

- Micro-expressions, 79–80  
 Miles, E., 197  
 Mimicry, 147  
   adult mimicry, 151–4  
     “chameleon effect,” 152  
     social exclusion and, 152–3  
   emotional mimicry, 154–8  
     alternative explanations, 154–5, 157  
     fear and, 156–7  
     meaning and, 156–7  
     smiling and, 154–6  
   innate imitation, 148–51  
     communicative orientation of, 150–1  
     correspondence problem, 148  
     embodied perception theories  
       and, 148  
     learning and, 148–50  
     tongue-protrusion, 149–50  
 Mirror neurons, 148  
 Mitchell, C., 203  
 Mob psychology, 260–1  
 Moore, M.K., 149  
 Morris, N., 105  
 Morsbach, H., 32  
 Motive communication, 116, 121–3,  
   124–5, 128–9  
 Mullett, J., 154, 155–6  
 Multidimensional scaling, 37–8  
 Mumendey, A., 249–50  
 Mumenthaler, C., 99, 174–5  
  
 Nadler, A., 270–1  
 National Society for Prevention of  
   Cruelty to Children (NSPCC), 65  
 Natural selection, 4, 74, 217, 233–4  
 Neild, T., 316  
 Nelson, G.M., 209  
 Nelson, N.L., 90  
 Nerb, J., 178  
 Netzer, L., 205–6  
 Neumann, M., 315–16  
 Neurocultural theory, 73–6  
   cultural component of, 75  
   micro-expressions, 79–80  
   “neuro” component of, 74–5  
   reformulated basic emotion  
     theories, 81–2  
   smiling and, 76–8  
  
   unmasking, 76–81  
 Niedenthal, P.M., 112, 156, 157–8,  
   164, 233  
 Niven, K., 204, 206, 207  
 Non-social emotion objects, 21–2  
 Nonverbal communication, 64–7, 326–7  
 Norman, G.J., 316  
 Nose-scrunching  
   disgust and, 74–5, 89, 100–2, 172  
   interpretations of, 83, 86  
   as symbolic orientational movement,  
     340–1  
 Novelli, D., 263  
 Nudges, 140–1  
 NURSE guidelines, 319  
  
 Oakes, P.J., 242–3  
 Object-directedness, 9, 22–3, 142, 143,  
   145–6, 168–9, 179–80, 181, 185,  
   236, 337  
 Ochsner, K.N., 164–5, 203  
 O’Malley, M.N., 226  
 Oostenbroek, J., 150  
 Orgasm, facial expressions during,  
   119–20  
 Orsini, C., 153  
 Ortony, A., 42–3  
 Osgood, C.E., 38  
 Overall, N.C., 209–10, 211  
  
 Páez, D., 265  
 Parkinson, B., 39, 177–8, 197, 204, 207–9,  
   228, 230, 273, 299  
 Parrott, W.G., 199  
 Pasquarelli, B., 159–60, 162  
 Patton, K.M., 222–3  
 Paul, M., 302  
 Pelham, B.W., 189–90  
 Perceptual stimulation, 8–9  
 Peripheral theory, 2–3  
 Phiri, N., 177  
 Physicians, emotional labour and. *See*  
   Therapeutic encounters, emo-  
   tional labour in  
 Pilling, M., 111  
 Pleasure-arousal model, 37–41

## Index

407

- Pluralistic ignorance, 176  
 Pollatos, O., 306–7  
*Pop Idol* (television programme), 65  
 Porat, R., 252  
 Porter, S., 79–80  
 Postmes, T., 271  
 Potter, J., 65  
 Pouting face  
   interpretations of, 83, 86  
   sadness and, 124, 203  
 Power. *See* Leadership  
 Practical functions of emotions, 216–18  
   appraisal theory and, 217  
   decoupled reflexes, 4, 217  
   delimited flexibility account, 217–18  
 Pragmatics  
   communication of emotions and, 55–6  
   facial activity and, 117  
 Predictive coding, 52–3  
 Pride  
   admiration and, 135  
   as emotion, 45–6  
   envy and, 135  
   facial expressions and, 86–7  
   intragroup interaction and, 256  
   schadenfreude and, 135  
 Primitive emotional contagion, 146–7  
 “Prisoner’s dilemma,” 182–4  
 Private language argument, 28–31  
   external objective standard, necessity  
   of, 30–1  
   language games, 29–30  
 Professional Quality of Life Scale  
   (ProQOL V), 313–14, 317  
 Prototypes of emotions, 47–8  
 Pugh, S.D., 300  
  
 Rafaeli, A., 291, 294, 306  
 Railway industry, emotional labour in,  
   276–7  
 Rapport, 106, 121, 168  
 Read, S.J., 115  
 Reappraisal, 196–7  
 Reconciliation, intergroup relations and,  
   270–2  
 Reddish, P., 258  
  
 Reddy, V., 223, 336–7  
 Regulation of emotions, 194–5, 212–14  
   anger, 199–200, 201–3, 208–10  
   disappointment, 210  
   guilt, 208–10  
   interpersonal emotion regulation,  
     204, 213  
     cluster analysis and, 204  
     gender differences, 207–8  
     hedonic motives, 205  
     instrumental motives, 205  
   in intimate relationships, 207–10  
   social appraisal, manipulation of,  
     206–8  
   target-directed emotions, 208–10  
   use of own emotions to regulate  
     others’ emotions, 205–10  
 intrapersonal emotion regulation, 195  
   antecedent-focused regulation, 196–7  
   classification of strategies, 195–8  
   direction of regulation, 199–200  
   effectiveness of strategies, 198–9  
   hedonic motives, 200–1  
   instrumental motives, 200–1  
   response-focused regulation, 196–7  
   socially motivated regulation, 201–3  
   trajectory of regulation, 199–200  
 non-emotional reasons, 214  
 relation alignment approach and,  
   328–9  
 use of other people to regulate own  
   emotions, 210–12  
 Regulatory function of emotions, 230–1,  
   328–9  
 Reicher, S., 242–3, 261, 263  
 Reisenzein, R., 120  
 Relational activity theory, 17–18  
   action readiness and, 18–19  
   attraction versus repulsion, 20  
   communication of relational  
     information, 22–4  
   extension versus contraction, 20  
   guilt and, 20  
   interpersonal relations and, 19–21  
   non-social emotion objects and, 21–2  
   practical relations and, 18–19  
   socialisation and, 20  
   social referencing and, 22–4

408 *Index*

- Relation alignment approach, 168–9,  
 322–3, 332, 343–5  
 adjustment, 334  
 anger and, 324  
 beyond interpersonal relations,  
 329–32  
 caregivers and, 335–6, 344  
   calibration of orientations, 337–8  
   cultural socialisation, 339–42  
   explicit communication with, 338–9  
   influencing of, 336–7  
   symbolic orientational movements,  
   340–2  
   tacit cultural functions of, 340  
 collective relation alignment, 330–1  
 convergence and, 330–1  
 cuing, 334–5  
 emotional labour and, 289–90, 331–2  
 emotional orientations, 332–4  
 functional origins of emotions  
 and, 329  
 investigation of interpersonal effects,  
 327–8  
 layered development, 342–3  
 nonverbal communication  
 and, 326–7  
 regulation of emotions and, 328–9  
 regulatory function of emotions and,  
 328–9  
 service encounters and, 331–2  
 signaling, 335  
 social appraisal (*See* Social appraisal)  
 social referencing and, 337–8  
 surface acting versus deep acting, 293  
 therapeutic encounters and, 331–2  
 verbal language and, 325–6
- Representation of emotions, 27–8, 47,  
 68–70. *See also* Communication of  
 emotions  
 alternative representations, 54–5  
 concepts (*See* Concepts)  
 culture and, 31–2, 37–8  
 encoding, 50–1  
 goal-directed categorisation, 53–4  
 history and, 31–2  
 predictive coding, 52–3  
 private language argument, 28–31  
 external objective standard, necessity  
 of, 30–1  
 language games, 29–30  
 prototypes, 47–8  
 scripts, 48–50  
 specificity, 51–2
- Reproach-response sequences, 61–3  
 Reproductive fitness, 219–20  
 Restaurants, emotional labour in, 276  
 Reverse engineering model, 171–2,  
 176–7
- Rey, Guillaume, 276  
 “Risky shift,” 250  
 Ritualisation, 233, 336  
 Rizzolatti, G., 148  
 Road rage, 225–6  
 Roberson, D., 89, 110–11  
 Robins, R.W., 86  
 Rodriguez Mosquera, P., 268  
 Rosch, E., 47, 48  
 Roseman, I.J., 228–9  
 Rosenthal, N.E., 164  
 Rotteveel, M., 172  
 Rozin, P., 228  
 Ruch, W., 121  
 Ruiz-Belda, M.A., 125, 126, 128  
 Russell, J.A., 37, 41, 44, 45–6, 47, 73, 87–8,  
 90, 96–7, 98, 114  
 Ruud, E., 319–20  
 Rychlowska, M., 233, 273
- Sadness  
 audience sensitivity and, 124–5  
 cluster analysis and, 33–5  
 compassion and, 187, 188, 204  
 facial expressions and, 82, 83, 84, 86,  
 91, 100–1, 114, 155  
 functions of, 203  
 gaze direction and, 106–7  
 leadership and, 286–7  
 neurocultural theory and, 74  
 pouting face and, 124, 203  
 words denoting, 32
- Sander, D., 99, 174–5  
 Sauter, D.A., 111  
 Sawyer, K., 304

- Scarantino, A., 117  
 Schachter, S., 5–6, 7–8, 9, 176, 179, 324  
 Schadenfreude, 135, 270  
 Scherer, K.R., 14–15  
 Schewe, A.F., 302  
 Schmier, J.W., 318  
 Schofield, P.E., 317  
 Schooler, J., 104–5  
 Schwarz, N., 200–1  
 Scowling  
   anger and, 121, 154–5, 166,  
     203, 342  
   gaze direction and, 107, 175  
   interpretations of, 86, 96–7, 156  
   as symbolic orientational movement,  
     340–1, 342  
 Scripts for emotions, 48–50  
 Seger, C.R., 246–7  
 Self-categorisation theory  
   groups and, 242–3, 244, 269  
   leadership and, 281  
 Selya, A., 268  
 Semin, G.R., 222  
 Senghas, A., 164–5  
 Service encounters, emotional labour  
   in, 277  
   alternative regulation strategies,  
     296–8  
   cognitive dissonance and, 291–2  
   collaborative emotional labour,  
     298–300  
   contempt and, 306–7  
   costs of service work, 291–2  
   customers, interpersonal effects on,  
     300–4  
   deep acting in, 292–6, 301–4  
   embarrassment and, 301–2  
   employees, interpersonal effects on,  
     304–5  
   guilt and, 301–2  
   hotels, 275–6  
   interpersonal mediators, 305–7  
   organisational training and, 289,  
     290–1  
   railway industry, 276–7  
   reappraisal of, 307–8  
   relation alignment approach and,  
     331–2  
   restaurants, 276  
   smiling and, 276–7, 288, 292,  
     300–3, 306  
   surface acting in, 292–6, 301–2  
   therapeutic encounters compared,  
     320–1  
 Shackelford, T.K., 219–20  
 Shaver, P., 33–7, 41, 48  
 Shaw, J.D., 255  
 Sheeran, P., 197  
 Shepherd, L., 252  
 Sheppes, G., 297  
 Sherrin, S., 112  
 Shi, J., 307  
 Shnabel, N., 270–1  
 Shore, D.M., 273  
 Sideman, L., 301–2  
 Signaling, 335. *See also* Feedback theory  
 Simons, G., 177–8, 207  
 Sinaceur, M., 187, 188, 203, 204  
 Singer, J.E., 5–6  
 Sladek, R.M., 316  
 Slater, M.J., 260  
 Sliter, M., 305  
 Smiling  
   amusement and, 120–1, 124  
   contagion and, 147  
   conventions regarding, 75  
   “Duchenne smile,” 78, 119–20, 125–6,  
     127, 233, 302–3  
   embarrassment and, 223, 233  
   emotional mimicry and, 154–6  
   facial feedback and, 160–1  
   functions of, 117  
   genuine versus false smiles, 78, 292  
   happiness and, 74–5, 85–6, 114, 118,  
     125, 126–8  
   humour and, 120–1, 124  
   interpretations of, 83, 86  
   joy and, 73, 76–7, 125–6, 233  
   naturalistic research regarding,  
     125–8  
   neurocultural theory and, 76–8  
   “prisoner’s dilemma” and, 182–4

410 *Index*

- Smiling (cont.)  
 service encounters and, 276–7, 288,  
 292, 300–3, 306  
 social appraisal and, 173
- Smith, C.A., 11
- Smith, E.R., 245, 246–7
- Smith, K.E., 316
- Snyder, J., 107
- Social appraisal, 169–70, 181  
 anger and, 174–5, 185–6, 206  
 bargaining and, 184–5  
 conflicting orientations and, 181–2  
 cues, 179–81  
 dyadic contact and interaction, 175–9  
 convergence and, 177–8  
 emergency situations, 176  
 pluralistic ignorance and, 176  
 reverse engineering model versus,  
 176–7  
 social referencing and, 177  
 dynamic movements and, 180–1  
 fear and, 169, 174–5  
 gaze cues, 180  
 group-based social appraisal, 249–52  
 implicit social appraisal, 173–5  
 inferring appraisals and motives,  
 182–5  
 manipulation of, 206–8  
 negotiation and, 184–5  
 “prisoner’s dilemma” and, 182–4  
 reciprocal and complementary  
 emotional outcomes, 185–7  
 anger, 185–6  
 disappointment, 186–7  
 sadness, 187  
 reverse engineering model, 171–2,  
 176–7  
 smiling and, 173  
 social referencing and, 177, 179  
 “ultimatum game” and, 186
- Social constructionist theory, 237–9
- Social emotions, 21–2, 24–5, 239–40
- Social functions of emotions, 218–19,  
 239–40
- Social identity theory, 242–3, 244, 262–3
- Socialisation, relation alignment  
 approach and, 335–6, 344  
 calibration of orientations, 337–8  
 cultural socialisation, 339–42  
 explicit communication with  
 caregivers, 338–9  
 influencing of caregivers, 336–7  
 relational activity theory and, 20  
 symbolic orientational movements,  
 340–2  
 nose-scrunching, 340–1  
 scowling, 340–1, 342
- Social referencing  
 relational activity theory and, 22–4  
 relation alignment approach and,  
 337–8  
 social appraisal and, 177, 179
- Social support, 210–11, 221–2, 298
- Sorce, J.F., 23, 106, 169, 179
- Sorenson, E.R., 82
- Southgate, V., 150–1
- Spears, R., 245–6, 252, 269–70
- Specificity of emotions, 51–2
- Speisman, J.C., 310
- SPIKES guidelines, 319
- Stamkou, E., 285–6
- Stamm, B.H., 313–14, 317
- Stanley, D.M., 200
- Steffens, N.K., 260
- Steinel, W., 142
- Stenberg, C., 169
- Stepper, S., 163–4
- Stimulus evaluation checks, 14–15, 115,  
 117–19
- Stott, C., 261, 263
- Strack, F., 163–4
- Su, L., 80
- Suchman, A.L., 317–18
- Suci, G.J., 38
- Surface acting, 292–6, 301–2
- Suri, G., 297
- Surprise  
 cluster analysis and, 33–5  
 as emotion, 41  
 facial expressions and, 82, 83, 86, 155  
 neurocultural theory and, 74
- Survivor guilt, 228
- Sutton, R.I., 291, 294, 306



## Index

411

- Swann, W.B., Jr., 264–5  
 Synchronisation  
   facial feedback and, 167–8  
   intragroup interaction and, 257–60
- Tajfel, H., 242–3  
 Tamietto, M., 156–7, 205  
 Tamir, M., 201, 202, 203, 214  
 Tannenbaum, P.H., 38  
 Teams. *See* Groups  
 Temporal coordination  
   intragroup interaction and, 257–60  
   leadership and, 283–4
- ten Cate, O., 315  
 Tews, M.J., 304  
 Therapeutic encounters, emotional  
   labour in, 308–9  
   burnout, 311–14  
     in common usage, 313  
     compassion and, 313–14  
     controversial nature of, 313, 314  
     disadvantages of concept, 312  
     flexibility of concept, 312  
     historical background, 311–12  
     management studies and, 312  
     Maslach Burnout Inventory (MBI),  
       312–13, 314  
     Professional Quality of Life Scale  
       (ProQOL V), 313–14  
   compassion and, 313–14, 317  
   declining empathy, 314–17  
   detached concern, 309–11  
   EMPATHY guidelines, 319  
   guidelines for, 319–20  
   NURSE guidelines, 319  
   patient responses, 317–19  
   relation alignment approach and,  
     331–2  
   service encounters compared, 320–1  
   SPIKES guidelines, 319
- Tidd, K.L., 300  
 Tomkins, S.S., 162  
 Tongue-protrusion, 149–50  
 Totterdell, P., 197, 204, 254  
 Tournageau, R., 161–3  
 Tracy, J.L., 86  
 Träuble, B., 94  
 Traut-Mattausch, E., 306–7  
 Tromp, F., 315  
 Tsai, W.-C., 300  
 Turner, J.C., 242–3, 269  
 Two-factor theory, 5–8  
 Tyler, W.J., 32
- “Ultimatum game,” 186  
 Universals, 88, 92
- Van Beest, I., 142, 186–7  
 Vanbeselaere, N., 255–6  
 Van der Pligt, J., 171–2  
 Van der Schalk, J., 245,  
   250, 273  
 Van der Vyver, J.M., 89  
 Van Dijk, E., 142, 186–7  
 Van Doorn, E.A., 171–2  
 Van Dulmen, S., 315  
 Van Kleef, G., 142, 171–2, 184, 185, 186–7,  
   191, 205  
 Van Zomeren, M., 271  
 Vasiljevic, D., 187  
 Verhaak, P.F., 311  
 Vollmer-Conna, U., 316
- Wagner, S., 306–7  
 Walsh, G., 301  
 Wang, K.L., 304  
 Wang, M., 307  
 Warner, R.S., 259–60  
 Wasserman, E., 164  
 Webb, T.L., 197, 198  
 Wetherell, M.S., 242–3  
 Whitehouse, H., 264  
 Widen, S., 97  
 Wierzbicka, A., 32  
 Wieser, M.J., 95  
 Wigboldus, D., 245  
 Willingham, B., 127  
 Wink, B., 105  
 Winkielmann, P., 156  
 Wittgenstein, L., 29–30, 40  
 Wohl, M.J.A., 272  
 Wolford, K., 305  
 Wood, A., 112, 233

412 *Index*

- Working with emotions. *See* Emotional labour  
Wright, S.C., 249–50  
Yan, W., 79–80  
Yang, C.Y., 315  
Yang, J.X., 305  
Yoon, D.J., 306  
Yzerbyt, V.Y., 245, 250  
Zajonc, R.B., 13  
Zhan, Y., 307  
Zimmerman, B.K., 305  
Zwingmann, J., 318