



ics
Universidad
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CEMID Project glossary

Emotional labor/Emotional work

“I use the term ‘emotional labor’ to mean the management of feeling to create a publicly observable facial and bodily display; emotional labor is sold for a wage and therefore has exchange value. I use the synonymous terms emotion work or emotion management to refer to these same acts done in a private context where they have use value”, Arlie R. Hochschild, *The managed Heart. Commercialization of human feeling*, University of California Press, 2003 (1st edition 1983), p. 7, footnote.