INDEX

"Ability model" of Emotional Intelligence, 87
Abusive supervision (AS), 58–59, 86–89, 91
Abusive supervision dispersion (ASD), 58
  AET, 60–61
  categories of paradox, 69–77
  findings, 65
  four categories of behavior, 67–69
  limitations and future research, 80
  method, 61–65
  practical implications, 79–80
  studies of abusive supervision in context of teamwork, 59–60
  theoretical contributions, 78–79
Action theory approach, 14–15
Activation, 89, 95–97
Active listening techniques, 124
Affect, 89–90, 92
Affect Circumplex, The, 89–90
Affect valence and activation, conditional indirect effects of EI on forgiveness via, 102–103
Affect valence and activation, conditional indirect effects of EI on revenge via, 97–100
Affective Events Theory (AET), 5–6, 39–40, 42, 47, 49, 59–61, 69, 79, 87–88, 106, 266–268
Affective state
  comparisons on, 97
  mediation by, 95–96
Affective valence and activation, mediating role of, 89–90
Allostasis, 89
Angel investment decision-making, 52–53
Angel investors, 5–6, 38
  affective experiences role in decision to continue investment screening, 40–44
  emotion associated with different first impressions, 44–47
  future research directions, 52
  implications, 47–49
  limitations, 51–52
  practical considerations, 50–51
  theoretical contributions, 49–50
ANOVA test, 25–26
Antecedent-focused regulation, 119
Appraisal process, 232
Arousal, 89
Association Rate (AR), 141–142
Authentic leadership, 224–225
Avoidance, 68
Axial coding, 64

Behavior, four categories of, 67–69
Boundaries, 201

Central nervous system (CNS), 18
CEO, 134–135
  EI, 136
  implications for management, 149
  key concepts, 135–136
  limitations, 147–148
  measure of CEOs' EI, 136–137
  method, 136–138
  pilot study, 137
  results, 138–145
  study, 137–138
  verbal addresses, 138
Charismatic leadership, 224–225
Chi-square test, 23–24
Circumplex model, 93
CIT, 63
Climate of trust, 252

Cognitions, 31
Cognitive approach, 15
Cognitive paradigm, 29–30
Cognitive reappraisal, 120, 127
Cognitive-Discursive Analysis (CDA), 142
Collectivism, 168
Collegial emotional labor, 182
Communicative validity, 64
Conditional process models, 97
Confrontation, 67–68
Constructivist approach, 91
Content-related aspects, 29–30
Control-value theory, 119
Coping styles, 121
Core Affect, 89–90
Corridors, 200
Counterproductive Work Behaviors (CWB), 105–106, 161
Crisis, 134–135
Critical incident technique (CIT), 63
Critical incidents, 63

Daily reconstruction method, 21–22
Data analysis, 138–145
Data collection and analysis, 190–192
Detrimental behaviors, 87
Diligence process, 51
Discourse analysis, 134
Discrete emotion theory, 221–222, 225–227
  key attributes of joy aligned to, 228–229
Dispersion paradox, 69, 73, 77–79
Distance, 201
Distributive justice, 251

Educational research, 16
Emonet Group, 4
Emotion regulation, 119, 121–123
  boundary conditions and opportunities for future research, 127–128
  consequences of emotion regulation on performance feedback, 123–124
  feedback, emotions, and performance, 119
  implications for practice, 126–127
  implications for research, 126
  implications for theory, 125–126
  individual differences in, 121
  process model of, 120
  stations, 211–212
  strategies, 124
  task and socioemotional relational orientations, 122
  task and socioemotional relational orientations and emotion regulation, 122–123
Emotional arenas, 88–89
Emotional intelligence (EI), 2–3, 52, 87, 90, 92, 94–95, 121, 134–135, 162–163, 267
  CEOs, 267–268
  conditional indirect effects of EI on forgiveness via affect valence and activation, 102–103
  conditional indirect effects of EI on revenge via affect valence and activation, 97–100
Emotional labor, 2–3, 8, 162, 180, 268–269
  articulating space and, 181–187
  in front and back regions, 193–195
  future perspectives, 213–214
  intrapsychic approach to, 180
  limitations, 213
  methodological implications, 210–211
  performance in motion, 203–209
  practical implications, 211–212
  qualitative methodology to capture emotional dynamics, 188–192
  social implications, 212–213
  theoretical implications, 209–210
  untangling emotional labor and regions, 192–209
Emotional Regulation of Oneself (ERO), 94–95

Emotional stability, 121
Emotional Understanding (EU), 94
Emotionalized zones, 180–181
Emotions, 2–4, 14, 16, 18, 48–49, 60, 74, 119, 220–222, 224, 266
  differentiation, 91
  evolutionary concept of, 5
  management, 181–182
  in organizations, 4
  practice, 181–182
  and space in organizational theater of performance, 185–187
  and verbal expression, 135–136
Employee job satisfaction, 235–236
Employee subjective well-being, 234–235
Entrepreneurial finance, 49
Entrepreneurial pitch, 38–39, 42–43, 45
Entrepreneurs pitch, 42, 45, 48
Exchange process, 72
Experience sampling method (ESM), 20, 269
Explicit knowledge, 246–247
  sharing, 253–255
Expressive suppression, 120
Extrinsic motivation, 248
Extrinsic work motivation, 253–255

Family-to-work enrichment (FWE), 8, 156, 268
Family–work conflict (FWC), 162
Feedback, 119
Feelings, 16–18
Felix-App, 5, 15, 20–21
Field diary, 190–192
Fieldwork, 198
First impressions, Angel investors' emotion associated with different, 44–47
Fisher's exact test, 25
Fluoroscopy, 8, 181
Forgiveness, 91–92, 96–97, 104, 108
  abusive supervision, revenge, and forgiveness, 88–89
  affects and emotional intelligence, 90–92
  background and hypotheses, 88–92
  comparisons on affective state, 97
  conditional indirect effects of EI on forgiveness via affect valence and activation, 102–103
  conditional indirect effects of EI on revenge via affect valence and activation, 97–100
  contributions and limitations, 106–107
  implications for research and practice, 108–109
  intentions, 94, 96–97
  manipulation checks, 93, 96
  mediating role of affective valence and activation, 89–90
  mediation by affective state, 95–96
  methods, 92–96
  moderated mediation hypotheses testing, 97–103
  moderator, 94–95
  outcomes comparisons, 96–97
  outcomes measures, 94
  procedure and manipulation, 93
  process, 106
  results, 96–103
  sample and participants, 92–93
Framework for Unit-level Emotional Labor (FUEL), 210
Future research directions, 269

Gender, 165–167
Geometric Data Analysis (GDA), 144
Gut feeling, 49–51

Hattie's meta-analysis, 16
Health-care settings, performing emotional labor in, 181–183
Homeostasis, 18

In-betweens, 198–202
Individual allostasis, 108–109

Individual differences in emotion regulation, 121
Individual-level abusive supervision, 59
Individualism, 168
Individualistic cultures, 168
Informational justice, 250–251
Instrumental emotional labor, 182
Interactional justice, 250–251
Interoception, 42
Intrinsic motivation, 248
Intrinsic work motivation, 255–257
Investment decision process, 40
Investment screening, Angel investor's affective experiences role in decision to continue, 40–44
Investor's First Impression, 49–50

Job performance, 160–161
Joy, 222, 224–225
Joyful leadership, 221–222, 224, 269
  and actions, 230–231
  and autonomic patterns, 227–230
  and identified emotion, 232–233
  impacts, 234–236
  implications, 236–237
  and nonverbal behaviors, 232
  style via discrete emotions, 225–233

Knowledge, 19
  asset, 246
  knowledge-based institutions, 259
  knowledge-intensive organizations, 259
  sharing, 247, 252
Kruskal–Wallis H tests (KW H tests), 96

Leader–member exchange (LMX) (*see also* Team–member exchange (TMX)), 60, 162, 248–249
Leaders, 220
Leadership, 134–135, 162, 220, 222
  process, 7
  styles, 221–222, 224–225
Learning environment, 30
Liminality, 200
Long-term care units (LTCUs), 180–181, 188, 203
Long-term orientation, 169

Masculinity, 168–169
Maslow hierarchy, 15–16
Mayer-Salovey-Caruso Emotional Intelligence Test (MSCEIT), 267
Mediation by affective state, 95–96
Mindfulness, 127
Mixed emotions, 44, 46–47
  role of, 48
Mixed regions, 199
Moderate effect, 96
Moderated mediation hypotheses testing, 97–103
Moderators, 94–95, 251–252
Motivation and students interest, 19
Movement, 201

Negative emotions, 43–46
Negative feedback, 124–125, 127
  boundary conditions and opportunities for future research, 127–128
  feedback, emotions, and performance, 119
Neuroticism, 121

Open coding, 64
Organization theory (OT), 2
Organizational behavior (OB), 2
Organizational Citizenship Behavior (OCB), 161
Organizational climate for trust, 252
Organizational fairness, 258
Organizational justice, 250–251, 258
  distributive justice, 251
  interactional justice, 250–251
Organizational knowledge, 247

Organizational rules, 251, 254–255
Organizational studies, 123
Organizations, 220

Paradox, 69
  categories, 69–77
  dispersion, 69–73
  resentment, 73–75
  team, 75–77
Partially supported hypothesis, 103
Pecuniary emotional labor, 181–182
Pedagogical acting, 14–15
Performance, 119
Performance feedback, 118
  consequences of emotion regulation on, 123–124
Personality traits, 121
Philanthropic emotional labor, 181–182
Physiological needs, 22
  emotions, feelings, drives and relatedness to needs, 16–18
  hypotheses, 19
  limitations, 29–31
  motivation and students interest, 19
  needs and motivation, 15–16
  procedure, 20–22
  research design, 20–22
  results, 22–26
  theoretical background, 15–19
Pilot study, 137
Polyphony, 210
Positive affect, 220–221
Positive emotions, 43, 49
Positivistic approach, 58
Power distance, 169
Practice, implications for, 126–127
Pragmatic validity, 65
Prescriptive emotional labor, 181–182
Presentational emotional labor, 181–182
Proactive coping strategies, 121
PROCESS macro v4.0, 97
Propositional discourse analysis (PDA), 138–139
Psychological approach, 15–16
Public hospital, 188

Qualitative researcher in white coat, 188–190
Qualitätsoffensive Lehrerbildung, 14

Reactive coping strategies, 121
Regulatory processes, 224
Relational orientation, 127
Reliability, 65
Research, implications for, 126
Resentment paradox, 73, 75, 77–78
Resource-based view theory, 246
Response patterns and joy, 227
Response-focused regulation, 119
Revenge, 88–89, 96–97
  intentions, 94, 96–97
Roseman's appraisal theory, 94

Schutte self-report EI test (SSEIT), 137, 144
Screening process, 48, 50
Self-Assessment Manikin (SAM), 93
Self-determination theory, 14–16
Semantic analysis using Tropes software, 138–145
Servant leadership, 224–225
Situational test of emotional management–brief (STEM-B), 93, 95, 267
Situational test of emotional understanding–brief (STEU-B), 93–94, 267
Snowball techniques, 61
Social Science Citation Index (SSCI), 257
Social support, 163–165
Social worlds, 197
Society for Industrial and Organizational Psychology (SIOP), 4–5
Socio-constructionist approach, 95

Socioemotional approaches, 122
Socioemotional relational orientations, 122–123
  task and, 122
Space in organization studies, 183–185
Spatial analysis, 185
Spatial dynamics, 180–181
Spiritual leadership, 224–225
Standard-based scoring system, 94
Stephen Porges' polyvagal theory, 30–31
"Strategical sub-domain" of EI abilities, 94
Streams of thought, 267
Subsidiary analysis, 145
  measure of emotional valence of CEOs' speeches, 145
Supervisors, 58

Tacit knowledge, 246
Tacit knowledge sharing, 255–257
Task orientation, 122–123
Task performance
  boundary conditions and opportunities for future research, 127–128
  feedback, emotions, and performance, 119
  task and socioemotional relational orientations, 122
  task and socioemotional relational orientations and emotion regulation, 122–123
Task relational orientations, 122–123
Task-related approaches, 122
Task-related orientation, 122
Team conflict, 68–69
Team paradox, 75, 77–79
Team-level abusive supervision, 59
Team–member exchange (TMX), 68, 247–248, 250
  implication for research, 257
  implications for practice, 257–258
  limitations, 258–259
Teamwork, studies of abusive supervision in context of, 59–60
Theoretical concepts, 87
Theory, implications for, 125–126
Theory of constructed emotion (TCE), 91
Theory of Motivation, 247–248
Therapeutic emotional labor, 182
Trajectory, 201
Transactional leadership, 224–225
Transformational leadership, 220, 224–225
Transitional and mixed regions as "in-betweens", 198–202
Transitional spaces, 200–201
Tropes software, semantic analysis using, 138–145

Uncertainty avoidance, 169
Unishop, 20
University of Potsdam, 14

Valence, 89, 95–97
Valuation process, 104–105
Variability, 69–71
  in performance of emotional labor, 195–198
Verbal addresses, 138
Vertical dyad linkage theory, 248–249
Video-observation methods, 211

Weighted mean (WM), 141
Work motivation, 247–248
Work-to-family enrichment (WFE), 8, 156, 268
  additional antecedents, 161–163
  additional outcomes, 160–161
  cross-cultural variables, 167–170
  gender, 165–167
  research methods, 170–172
  social support, 163–165
  to WFC, 159–160
Work–family conflict (WFC), 158