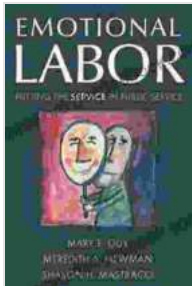


# Emotional Labor: Putting the Service in Public Service



## Emotional Labor: Putting the Service in Public Service

by Mary E. Guy

★★★★☆ 4.8 out of 5

Language : English  
File size : 3338 KB  
Text-to-Speech : Enabled  
Screen Reader : Supported  
Enhanced typesetting : Enabled  
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Emotional labor is a critical but often overlooked aspect of public service. It is the work of managing one's own emotions in order to meet the demands of a job. This can include suppressing negative emotions, such as anger or sadness, and displaying positive emotions, such as happiness or enthusiasm. Emotional labor is essential for public service employees, who are often required to interact with people in difficult or stressful situations.

## The Nature of Emotional Labor

Emotional labor is a complex and multifaceted concept. It can be divided into two main types: surface acting and deep acting. Surface acting involves faking emotions in order to meet the demands of a job. This type of emotional labor is often used in customer service or retail jobs, where employees are required to be friendly and helpful, even when they are not feeling particularly happy or helpful.

Deep acting, on the other hand, involves actually changing one's emotions in order to meet the demands of a job. This type of emotional labor is often used in human services or healthcare jobs, where employees are required to be empathetic and compassionate, even when they are dealing with difficult or stressful situations.

## **The Importance of Emotional Labor in Public Service**

Emotional labor is essential for public service employees because it allows them to provide high-quality service to the public. Public service employees who are skilled in emotional labor are able to:

- Build relationships with clients and customers
- Resolve conflicts peacefully
- Provide support and assistance to those in need
- Represent their organization in a positive and professional manner

Emotional labor is also important for public service employees themselves. It can help them to:

- Reduce stress
- Prevent burnout
- Increase job satisfaction
- Develop their emotional intelligence

## **The Challenges of Emotional Labor**

Emotional labor can be challenging, especially for public service employees who are constantly dealing with difficult or stressful situations. Some of the challenges of emotional labor include:

- Suppressing negative emotions
- Displaying positive emotions
- Managing one's own emotions while dealing with the emotions of others
- Dealing with difficult or stressful people
- Finding time to recover from emotional labor

### **The Rewards of Emotional Labor**

Despite the challenges, emotional labor can also be rewarding. Public service employees who are skilled in emotional labor report high levels of job satisfaction and well-being. They also report feeling a sense of purpose and meaning in their work.

The rewards of emotional labor include:

- Making a difference in the lives of others
- Building relationships with clients and customers
- Helping others to feel better
- Developing one's own emotional intelligence
- Gaining a sense of purpose and meaning in one's work

### **Tips for Managing Emotional Labor**

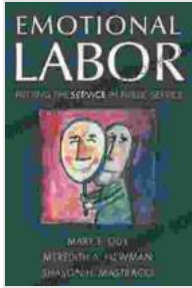
If you are a public service employee, there are a number of things you can do to manage emotional labor and protect your well-being. These tips include:

- Be aware of your own emotions
- Set boundaries
- Take care of yourself
- Seek support from others
- Use humor
- Find meaning in your work

Emotional labor is a critical but often overlooked aspect of public service. It is the work of managing one's own emotions in order to meet the demands of a job. This can include suppressing negative emotions, such as anger or sadness, and displaying positive emotions, such as happiness or enthusiasm. Emotional labor is essential for public service employees, who are often required to interact with people in difficult or stressful situations.

The rewards of emotional labor include making a difference in the lives of others, building relationships with clients and customers, helping others to feel better, developing one's own emotional intelligence, and gaining a sense of purpose and meaning in one's work.

If you are a public service employee, it is important to be aware of the challenges of emotional labor and to develop strategies for managing it. By doing so, you can protect your well-being and continue to provide high-quality service to the public.

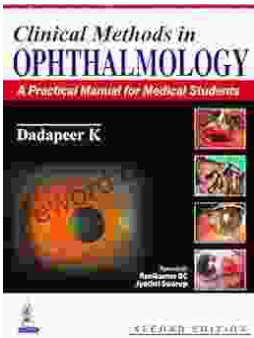


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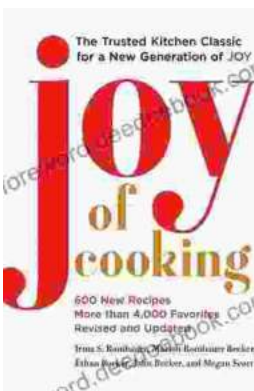
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