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HochschildArlie Russell: Arlie Russell Hochschild is a Professor of Sociology at the University of California, Berkeley. She is the author of three New York Times Book Review Notable Books of the Year, including The Second Shift, The Managed Heart, and The Time Bind. She has received numerous awards and grants ranging from Fulbright and Guggenheim Fellowships to a three-year research grant from ...

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The managed heart : commercialization of human feeling in ...

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The Managed Heart: Commercialization of Human Feeling. In private life, we try to induce or suppress love, envy, and anger through deep acting or "emotion work," just as we manage our outer expressions of feeling through surface acting. In trying to bridge a gap between what we feel and what we "ought" to feel, we take guidance from "feeling rules" about what is owing to others in a given situation.

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