

Contents

Preface to the 2012 Edition	ix
Preface to the First Edition	xvii
Acknowledgments	xix

PART ONE/PRIVATE LIFE

1 Exploring the Managed Heart	3
2 Feeling as Clue	24
3 Managing Feeling	35
4 Feeling Rules	56
5 Paying Respects with Feeling: The Gift Exchange	76

PART TWO/PUBLIC LIFE

6 Feeling Management: From Private to Commercial Uses	89
7 Between the Toe and the Heel: Jobs and Emotional Labor	137
8 Gender, Status, and Feeling	162
9 The Search for Authenticity	185
Afterword to the Twentieth Anniversary Edition	199

APPENDIXES

A. Models of Emotion: From Darwin to Goffman 211

B. Naming Feeling 233

C. Jobs and Emotional Labor. 244

D. Positional and Personal Control Systems 252

Notes 253

Bibliography to the Twentieth
Anniversary Edition 277

Bibliography 287

Index. 317