

# Contents

Preface	ix
Acknowledgments	xi

## 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