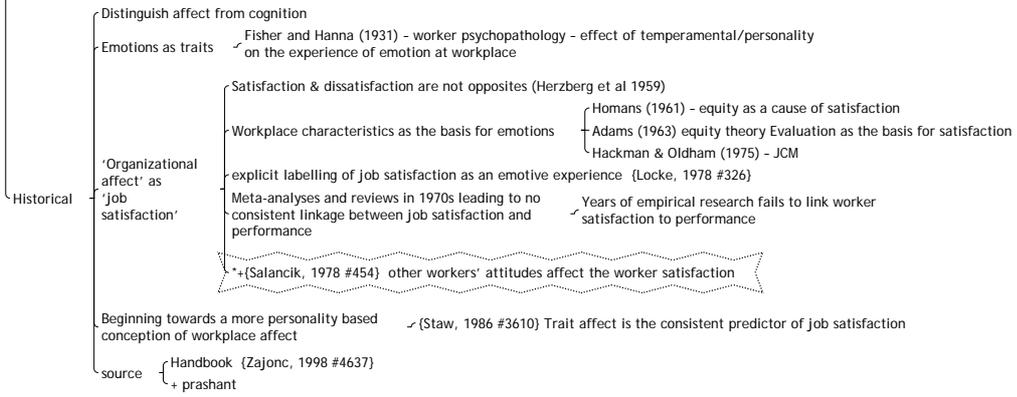
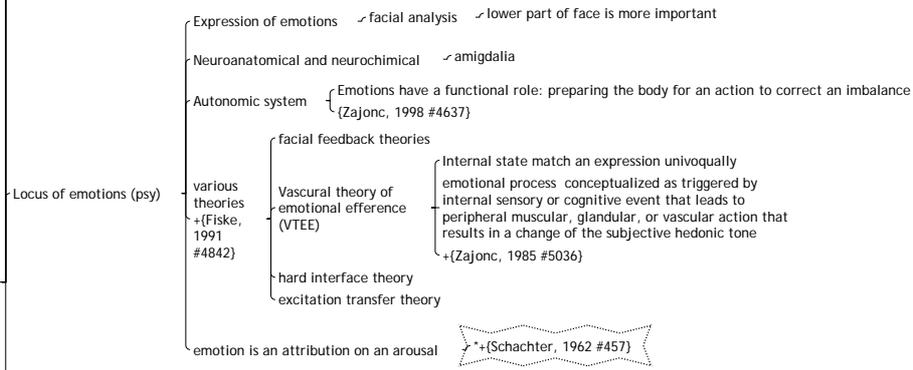


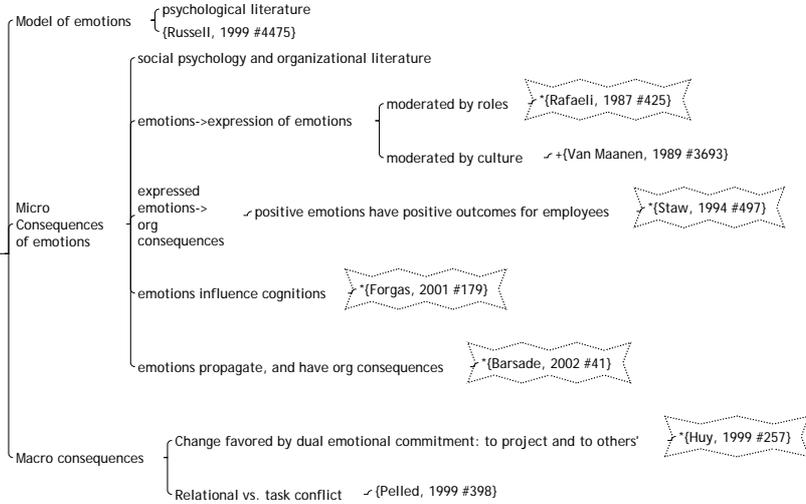
affect: "generic term which refers to the wide range of feeling states that people experience" - (Nicholson, 1995 #5664)
 emotion: "strong affective states that interrupt cognitive processes and/or behavior" - (Nicholson, 1995 #5664)
 mood: "typical day-to-day affective states that do not interrupt cognitive processes and/or behavior, but rather provide the affective context for daily experiences" - (Nicholson, 1995 #5664)
 Bodily changes are necessary and sufficient conditions of emotions (James-Lange Theory)

refined in the 50s when self-perception theory *(Bem, 1972 #2343) preferred to distinguish the physical perception of arousal from its appraisal in terms of emotions - whether arousal precedes or follow physiological response

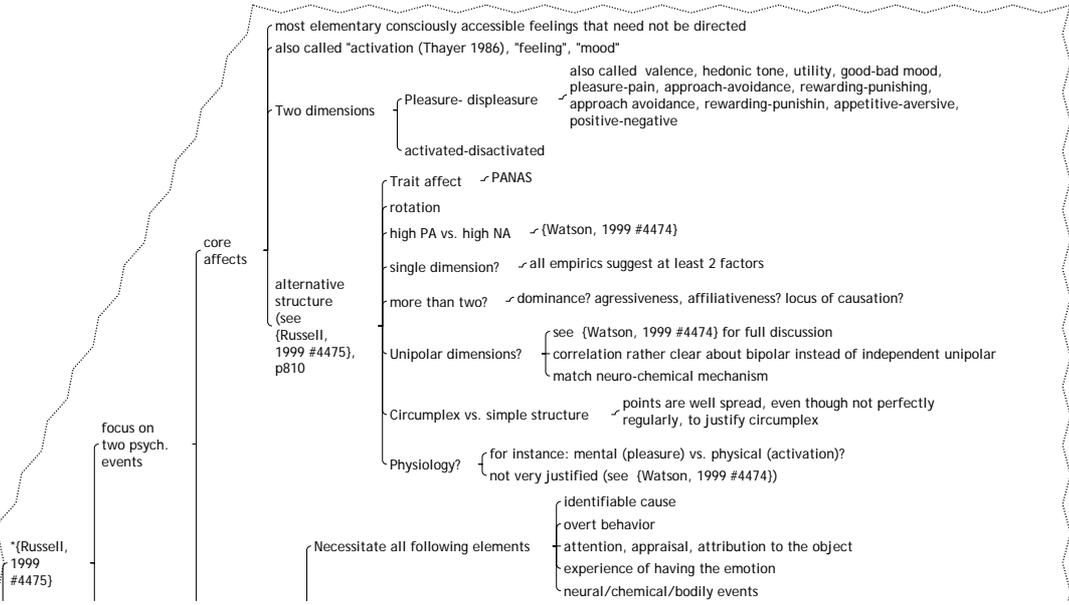
Introduction

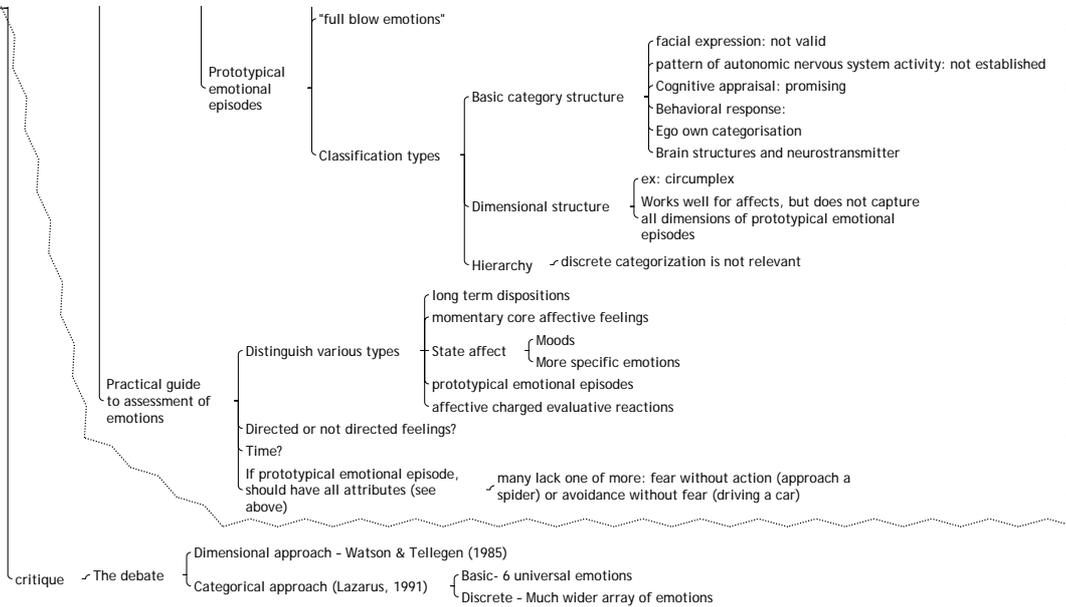


Outline



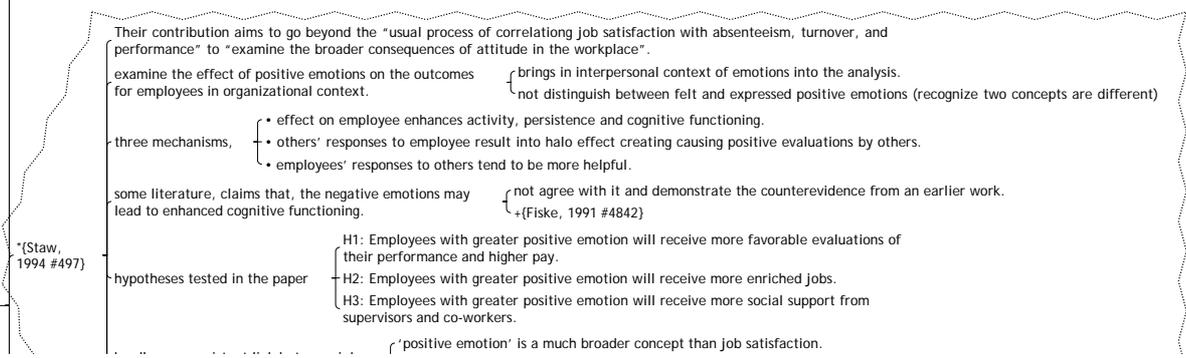
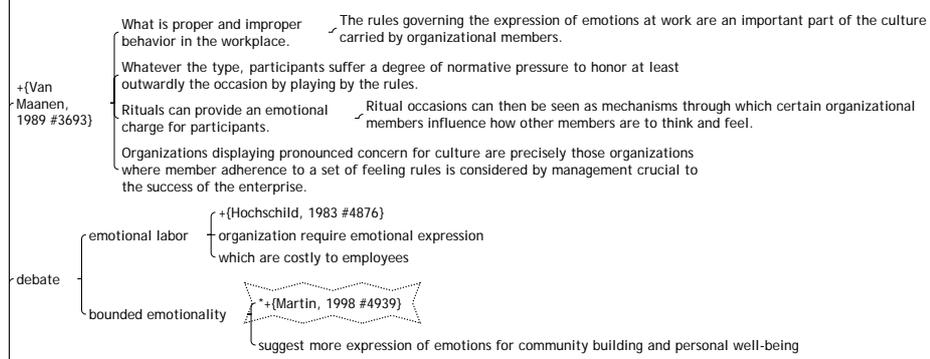
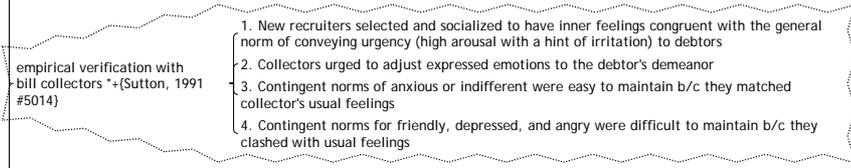
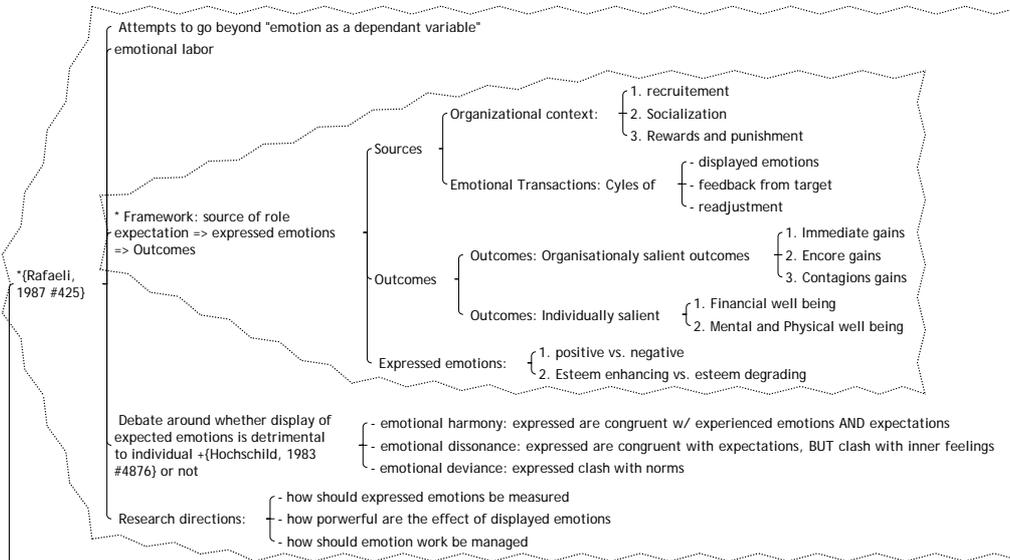
Psych





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All maps from <http://ot.cavarretta.com>

Emot



hardly any consistent link between job satisfaction and performance

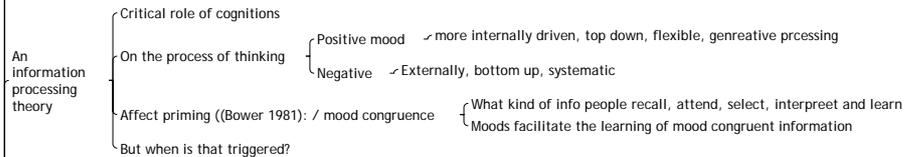
Through interpersonal dynamics, it seems to result into favorable outcome for employees
see debate in benefits of HR school

see also (Sutton, 1988 #503) positive relationship between employees' display of pleasant emotions to customers and sales in retail stores in a sample of convenience stores.

Pervasive influence of affects on judgement, decision making, and behavior

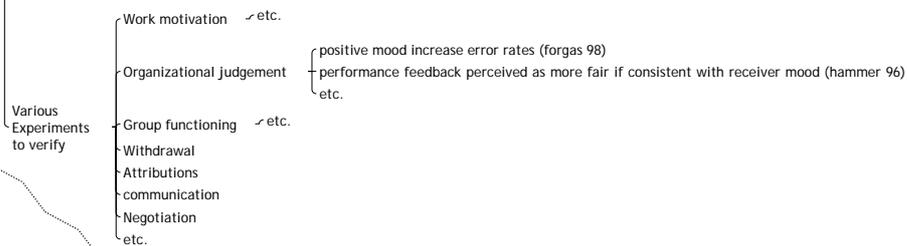
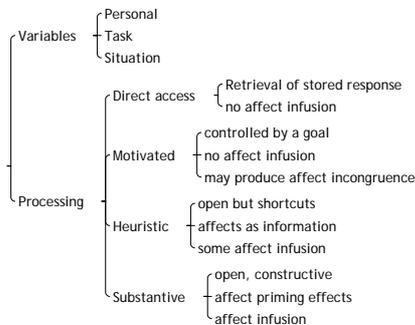
see discussion in cognitions

a model where it is "through main cognitions that affect comes to influence organization judgments and behaviors".

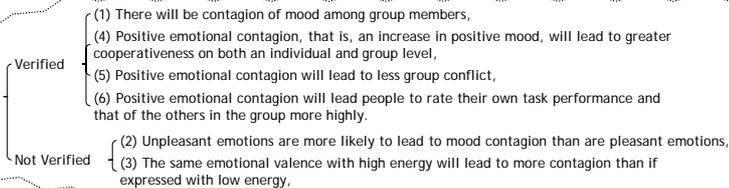


(Forgas, 2001 #179)

Affect Infusion Model: 3 variables => Processing choice



(Barsade, 2002 #41)



(Pelled, 1999 #398)

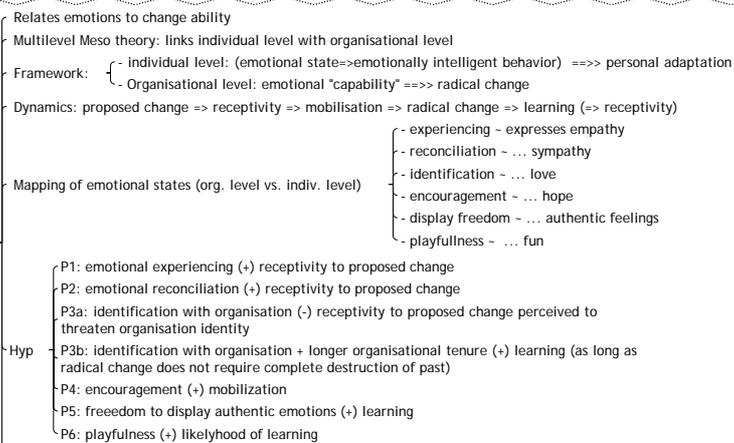
Race and tenure diversity are positively associated with emotional conflict, while age diversity is negatively associated with such conflict.
Results further show that task conflict has more favorable effects on cognitive task performance than does emotional conflict.

Other angles

Emotions influence group dynamics (Brandstätter, 1978 #68) affective effect on group polarization

Macro

(Huy, 1999 #257)



unique in org theory, yet popular among practitioners (Goleman, 1995 #5665)

12. Emotions

Unused

