

Let's face emotions!

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Propositions belonging to this dissertation

LET'S FACE EMOTIONS!

Towards a more comprehensive understanding of emotional labor strategies

1. Emotional labor is an inevitable part of many jobs.
2. Emotional labor is demanding, yet employees have a broad strategy repertoire to deal with it.
3. Researchers and practitioners should focus on specific strategy categories rather than broadly-defined categories to understand the consequences of emotional labor.
4. Emotional labor strategies play a vital role in employees' well-being and performance.
5. Emotional labor is more complex than typically assumed, and a more dynamic focus is needed to understand its nature.
6. More experimental and longitudinal studies are needed in the field of work psychology.
7. A bottom-up approach, understanding the lay perspective on the studied topic, can bring novel insights.
8. Employees working in the service sector face a high level of stress.
9. Research-informed training opportunities are scarce, yet they are crucial for improving employees' emotion regulation abilities.

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