



**Objectif : veille bibliographique biannuelle portant sur les émotions au travail, sur le management émotionnel, sur le travail émotionnel en entreprises, sur la régulation des émotions en entreprises, et les émotions dans ses liens avec l'épuisement professionnel, avec le télétravail et avec l'IA dans la sphère professionnelle.**

La validation des informations fournies (exactitude, fiabilité, pertinence par rapport aux principes de prévention, etc.) est du ressort des auteurs des articles signalés dans la veille. Les informations ne sont pas le reflet de la position de l'INRS. Les éléments issus de cette veille sont fournis sans garantie d'exhaustivité. Les liens mentionnés dans le bulletin donnent accès aux documents sous réserve d'un abonnement à la ressource.

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## Emotions au travail – généralités

Montefusco CC.

### **Accompagner les émotions pendant les stages en travail social. Un processus interactionnel aux frontières du travail, de la formation et de la recherche.**

Université de Genève; 2026.

<https://dx.doi.org/10.13097/archive-ouverte/unige:192083>

*Cette thèse étudie la place et le rôle des émotions dans la formation professionnelle en travail social, en particulier pendant les périodes de stage. Inscrite dans une perspective interactionnelle et ethnométhodologique, la recherche analyse des situations de formation à partir de données vidéo-ethnographiques, en mobilisant l'analyse interactionnelle. Elle s'intéresse aux manières dont les émotions sont thématisées, reconnues et régulées collectivement par les étudiant-e-s, les praticien-ne-s formateur-trice-s, les équipes socio-éducatives et les usagers-ères dans l'activité. L'étude met en évidence les ressources interactionnelles et les dispositifs pédagogiques par lesquels l'affectivité devient un levier pour la formation et la professionnalisation. Le cadre théorique articule des conceptions biologiques, sociales et pragmatistes de l'émotion et contribue ainsi à une meilleure compréhension de la dimension sensible du développement professionnel dans les métiers de la relation.*

Lebel RD, Sanders J, Menges JI.

### **Beyond Positivity: A Review of the Functional Outcomes of Negative Emotions at Work.**

J Occup Health Psychol. 2026;31(1):1-15.

<https://dx.doi.org/10.1037/ocp0000422>

*Organizational scholars examining the effects of emotions on employees generally assume that negative emotions produce negative outcomes. However, a nascent body of research challenges this view, suggesting that negative emotions can help employees navigate work demands arising from disruptive external events. We draw on the COVID-19 pandemic—a salient, prolonged event that stimulated widespread negative emotions—as a theoretically meaningful context to explore when and why negative emotions may yield beneficial outcomes. Specifically, we provide an integrative conceptual review synthesizing research from applied and social psychology conducted during the pandemic that identifies two pathways through which negative emotions produce functional individual-level outcomes at work. The first pathway captures direct effects driven by the unique action tendencies associated with discrete negative emotions. The second pathway, informed by the personality systems interaction theory, highlights contingent effects shaped by self-regulatory factors and external support from leaders, teams, or organizational policies. Our findings challenge and extend discrete emotion and affective shift theories by detailing how and under what conditions negative emotions from disruptive events can have functional outcomes. We bring necessary nuance to prevailing emotion theories and offer practical implications for leaders and organizations seeking to manage negative emotions during the times of hardship.*

Petitta L, Jiang LX, Ghezzi V.

### **Contextual Emotions in Organizations: A Latent Profile Analysis of Their Co-Occurrence and Their Effects on Employee Well-Being.**

European Journal of Investigation in Health Psychology and Education. 2025;15(7).

<https://dx.doi.org/10.3390/ejihpe15070122>

*Workplace contextual emotions are structured ways of emotionally thinking about specific cues in the context that employees share within their organization. These dynamics reflect how employees emotionally interpret and respond to organizational environments. Contextual emotions may shape working relationships into different types of toxic emotional dynamics (e.g., claiming, controlling, distrusting, provoking) or, conversely, positive emotional dynamics (i.e., exchanging), thus setting the emotional tone that affects employees' actions and their level of comfort/discomfort. The present study uses latent profile analysis (LPA) to identify subpopulations of employees who may experience differing levels of both positive and negative emotional dynamics (i.e., different configurations of emotional patterns of workplace behavior). Moreover, it examines whether the emergent profiles predict work-related (i.e., job satisfaction, burnout) and health-related outcomes (i.e., sleep disturbances, physical and mental health). Using data from 801 Italian employees, we identified four*



latent profiles: "functional dynamics" (low toxic emotions and high exchange), "dialectical dynamics" (co-existence of medium toxic emotions and medium exchange), "mild dysfunctional dynamics" (moderately high toxic emotions and low exchange), and "highly dysfunctional dynamics" (extremely high toxic emotions and extremely low exchange). Moreover, employees in the dialectical, mild dysfunctional, and highly dysfunctional groups reported progressively higher levels of poor health outcomes and progressively lower levels of satisfaction, whereas the functional group was at low risk of stress and was the most satisfied group. The theoretical and practical implications of the LPA-classified emotional patterns of workplace behavior are discussed in light of the relevance of identifying vulnerable subpopulations of employees diversely exposed to toxic configurations of emotional/relational ambience.

Malik AA, Imran M, Raza MA, Siddiqui AM, Raza MW.

**Corporate social responsibility and happiness at work: the role of work environment and emotional culture of joy.** 2026.

<https://doi.org/10.1108/ijoa-08-2025-5852>

*Purpose* This study aims to investigate the relationship between corporate social responsibility (CSR) and happiness at work (HaW), examining the mediating role of the work environment (WE) and the moderating effect of the emotional culture of joy (ECoJ). *Design/methodology/approach* Data were collected from 366 employees working in Pakistani organisations using purposive sampling. A three-wave time-lagged survey design was adopted to reduce common method bias. The data were analysed using Partial Least Squares Structural Equation Modelling. *Findings* The findings reveal that CSR has a significant positive impact on happiness at work. Moreover, the work environment mediates the relationship between CSR and HaW, indicating that CSR initiatives enhance the work environment, which in turn fosters employee happiness. Additionally, the ECoJ moderates this mediating effect, strengthening the indirect influence of CSR on HaW through a positive emotional climate. *Practical implications* The study underscores the importance of implementing employee-centric CSR strategies to enhance workplace happiness. Managers should prioritise creating supportive work environments and fostering a culture of joy, as these factors significantly enhance employees' well-being and overall organisational outcomes. *Originality/value* This study makes three key contributions. First, it explores CSR from the employee perspective in relation to HaW. Second, to the best of the authors' knowledge, it is the first to empirically examine the mediating role of the work environment and the moderating role of the ECoJ. Finally, it extends the understanding of these dynamics within the banking sector of Pakistan, offering novel insights into employee well-being mechanisms.

Reeves E.

**The Development of an Objective Indicator of Occupational Stress using the Emotional Stroop Paradigm.**

Manchester Metropolitan University; 2026.

<https://dx.doi.org/10.83056/mmu.32477421.v1>

In 2015-16, work-related stress, anxiety and depression accounted for approximately 11.7 million working days lost to ill health, explaining 37% of all work-related cases of ill health in the UK and defining the need for organisational risk assessment. However, it is widely acknowledged that current methods used in risk assessments to identify and evaluate occupational stress and its' consequences have considerable limitations. This thesis was concerned with the consideration and evaluation of occupational stress and contemporary measures of occupational stress prior to the construction and piloting of an occupational stress-related Stroop task as an objective indicator of occupational stress in different occupational settings. Previous research has demonstrated robust emotional Stroop interference for colour naming of threat-related stimuli by anxious individuals. Cognitive theories of emotion and attention offer various underlying explanations for why this happens but generally agree that anxiety and (...).

Tufail M.

**Does fun at work really work? The emotional and motivational dynamics of playful work design and workplace fun.**

Macquarie University; 2026.



<https://dx.doi.org/10.25949/31906951>

*Workplace fun has garnered the attention of academics and practitioners in recent times as an effective strategic tool that contributes to positive outcomes in the workplace. However, despite considerable work and growing interest in the field, areas needing further investigation and attention remain. To address the gaps and push the boundaries of the existing knowledge in this field of research, this thesis examines the role of playful work design and workplace fun in shaping employee emotions, well-being, and innovative behavior. Drawing on Affective Events Theory (AET) and the Job Demands–Resources (JD-R) model, the research investigates how positive workplace experiences influence both individual and organizational outcomes. The thesis is structured as a series of two empirical studies, supported by theoretical and literature review chapters. The first study focused on playful work design as a bottom-up approach that enables employees to bring elements of play into their work tasks. Using AET as the (...).*

Laberon S, Desmette D, Corbière M.

**Du stigmatisme à l'évitement des personnes avec un trouble mental : analyse des représentations et des émotions des acteurs du retour et de la réinsertion au travail.**

Santé mentale au Québec. 2025;50(1):171-96.

<https://id.erudit.org/iderudit/1121400ar>

*Objectifs La stigmatisation des personnes avec un trouble mental perdure et leur retour au travail (RaT) ou accès à l'emploi reste complexe. Ces stéréotypes négatifs sont souvent internalisés par les personnes concernées au point qu'ils s'autostigmatisent. La littérature montre que les secteurs médical et entrepreneurial entretiennent de nombreux préjugés et appréhensions à leur égard. En revanche, les milieux de la réadaptation et de l'accompagnement vers l'emploi, qui côtoient fréquemment ces personnes et utilisent les approches du rétablissement, manifestent moins de résistances. Bien que la stigmatisation de ces publics soit relativement bien documentée, peu d'études se sont consacrées à différencier les représentations des acteurs responsables de la mise en oeuvre de leur retour et réintégration au travail. Cette étude vise à identifier et comparer les tendances de ces acteurs à stigmatiser les personnes avec un trouble de mental ainsi que leurs intentions d'inclusion professionnelle. Méthode Dans le cadre de l'enquête internationale de la communauté de pratiques en santé mentale et travail (CoP-SMT), les données ont été collectées par le biais d'une enquête quantitative en ligne auprès de 586 acteurs du retour et de la réinsertion au travail. Quatre systèmes d'acteurs ont été identifiés, ceux de la santé, de l'entreprise, de l'accompagnement vers l'emploi et des personnes avec un trouble mental en absence maladie ou en recherche d'emploi. Le questionnaire comporte une échelle de stigmatisation à 2 facteurs (fardeau organisationnel perçu et émotions négatives) et une mesure d'intention d'inclusion professionnelle à 3 indicateurs (évitement, paternalisme et collaboration). Des analyses factorielles et de cohérence interne ont validé les qualités psychométriques de ces mesures. Des analyses de variances avec comparaisons a posteriori ont permis de comparer les réponses des catégories de 20 acteurs ou plus, soit un échantillon réduit à 473 participants. Résultats Les résultats mettent en évidence un effet significatif du système d'acteurs sur la stigmatisation et l'intention d'inclusion professionnelle. Ils révèlent que les acteurs qui interviennent en amont de l'emploi (réadaptation et accompagnement vers l'emploi) sont moins enclins à stigmatiser et plus ouverts à inclure les personnes en retour ou en réinsertion au travail que les acteurs qui interviennent dans l'entreprise (hiérarchie, collègues et médecins/infirmier(ère)s du travail). Ils montrent aussi la persistance de l'autostigmatisation des personnes avec un trouble de la santé mentale en retour comme en réinsertion au travail. Conclusion Pour éclairer les résultats, la question de l'expérience de côtoiement et d'inclusion dans le milieu de travail ordinaire des personnes ayant un trouble mental est abordée à la lumière du rôle des différents acteurs. La connaissance, les orientations conceptuelles autour de la santé mentale et le travail collaboratif en pluridisciplinarité sont suggérés comme leviers antistigmatisation. Des perspectives de recherche et des recommandations sont formulées sur cette base.*

Halamová J, Kanovský M, Blašková LJ.

**Effectiveness of a mobile application the emotion-focused training for helping professionals in reducing compassion fatigue and enhancing compassion satisfaction and resilience.**

DIGITAL HEALTH. 2026;12:20552076251412657.

<https://doi.org/10.1177/205520762514126>



**Objective** The increasing incidence of compassion fatigue and declining compassion satisfaction among helping professionals underscores the critical need for accessible and empirically supported interventions. Mobile applications represent a viable solution due to their broad accessibility, cost-effectiveness, and scalability. The present study examined the effectiveness of the Emotion-Focused Training for Helping Professionals mobile application in targeting multiple dimensions of psychological well-being, including compassion fatigue, compassion satisfaction, resilience, compassion for others, compassion from others, self-compassion, and self-criticism. A total of 190 helping professionals from Slovakia participated in a 14-day intervention, with assessments administered at both baseline and postintervention. Despite the relatively brief intervention period, participants exhibited statistically significant improvements in compassion satisfaction, resilience, compassion for others, compassion from others, and self-compassion. Additionally, significant decreases were observed in levels of compassion fatigue and self-criticism. These findings provide preliminary support for the application's potential as an effective tool for enhancing psychological resilience and emotional well-being among helping professionals. To improve the generalizability of these results, future research should examine the intervention's efficacy across culturally and linguistically diverse populations. Moreover, methodological robustness could be strengthened in subsequent studies through the inclusion of control groups and randomized controlled trial designs.

Lazarevic T, Nedeljkovic A, Stojiljkovic S, Veskovc A, Bubanj S, Bojanic N, et al.

**Effects of Sensory-Enhanced Acute Exercise on Affective Characteristics of Employees.**

Behav Sci. 2025;15(2).

<https://doi.org/10.3390/bs15020202>

Employee well-being and affective states are critical factors influencing overall organizational success. This study examined the immediate effects of a sensory-enhanced acute exercise program on employees' affective characteristics, including emotions, anxiety, and work motivation; A total of 84 participants, split into an experimental and control group, participated in the actual study. The experimental group engaged in a 14-min tailored exercise program in a sensory-rich "smart room" while the control group watched a neutral animated documentary. A pretest-posttest design was used, and data were analyzed using repeated measures ANOVA with post hoc tests for significant interactions; The results revealed significant improvements in positive emotions ( $F(1, 82) = 20.99, p < 0.01$ ) and work motivation (energy level:  $F(1, 82) = 48.36, p < 0.01$ ; emotional arousal:  $F(1, 82) = 12.29, p < 0.01$ ) in the experimental group, along with a significant reduction in anxiety ( $F(1, 82) = 11.37, p < 0.01$ ) compared to the control group. Although reductions in negative emotions were observed across both groups, the differences were not statistically significant; This study underscores the effectiveness of integrating exercise with tailored sensory environments to enhance emotional states and workplace motivation. Such interventions offer a practical and scalable approach to improving employee well-being, highlighting their potential for adoption in diverse professional settings.

Ge MZ, Bangui H, Rossi B, Blanco JM, Ieee, editors.

**Emotion Recognition in Robotic Healthcare: A New Approach to Mitigating Professional Burnout Syndrome.**

2025 International Conference on Systems Man and Cybernetics-SMC-Annual-Navigating Frontiers: Smart Systems for a Dynamic World; 2025 Oct 05-08.

Vienna, AUSTRIA: 2025.

<https://doi.org/10.1109/smc58881.2025.11342585>

Professional Burnout Syndrome (PBS) among healthcare professionals has been considered a threat to both staff wellbeing and patient safety, especially in a high-stress medical environment. While robotics and AI have been increasingly integrated into healthcare, their impact on PBS has not been explored in detail yet. Therefore, this paper proposes a real-time PBS detection framework for healthcare professionals using emotion recognition. This framework includes a deep learning-based emotion detection system for humanoid companion robots, which then correlates emotional trends with the Circumplex model to identify burnout risk. Our experimental evaluation results across five deep learning architectures, MobileNet, RegNetY, Swin Transformer, ConvNeXt V2, and EVA-02, show a highest accuracy of 74.05% on a public emotion dataset. These results demonstrate the feasibility of integrating such systems into healthcare workflows for early PBS warnings. Also, this





work suggests a human-in-the-loop diagnostic model, where robotic emotion detection complements clinical expertise by providing proactive support, strengthening workforce resilience, and maintaining the quality of patient care.

Parlak T, Özkan C.

**An Emotion-Based Perspective on Risk Assessment: The SOR Model for Operators.**

Sage Open. 2026;16(2).

<https://journals.sagepub.com/doi/abs/10.1177/21582440261446705>

The aim of this study is to examine the emotional effects of stimuli present in the work environment on employee behavior. The study utilized the stimulus-organism-response (SOR) model and included 182 operators from a designated production area. Content, construct, and reliability validity assessments were performed on the instruments measuring the active elements of stimuli and responses. The Pleasure-Arousal-Dominance (PAD) Scale was employed to assess emotional state (organism), with attention to cultural and linguistic validity. Simple and multiple regression analyses were conducted to test the proposed hypotheses. Of the participants, 43% were vocational high school graduates, and 82% had more than 10 years of operator experience. Results indicated that 83% perceived stimuli, 45% reported positive emotional states while working, and 70% responded to stimulus factors. Stimuli exerted a significant effect on emotional state, whereas emotional state did not significantly influence reactions. Additionally, stimuli had a positive, significant effect on observed reactions. Further investigation into workplace stimuli and a broader evaluation of how employee emotional states impact work life may offer valuable contributions to occupational health and safety research. Plain Language Summary Various Factors in the Work Environment have a Stimulating Effect on Employee Emotions. It has been Evaluated that, as a Result of Emotional Influence, It May Cause Differences in the Employee's Behavior and May be a Determinant in Cases of Safe Working or Occupational Accidents Emotions have an impact on human behavior. It is also aimed to evaluate the effect of emotions in working life in terms of occupational health and safety. The hypothesis that the factors that trigger the employee's emotions may have an effect on experiencing a workplace accident or working safely has been tested. The basic element of occupational health and safety practices is the employee. Within the scope of the activities carried out to protect the employee, risk assessments are carried out by determining the hazards to which the employee may be exposed. With the research, it has been tried to focus on the fact that the emotional state of employees can also be an effective element in risk assessments. Since occupational health and safety covers the entire working life, it is the main goal to reveal an approach that can be applied to all employees. Emotion typologies are used to study people's emotional behavior. This study was designed using the SOR Model in the form that the stimulus factors affect the emotional state and thus the behavior is also affected. The study was conducted with 182 volunteer participants. Personnel with the same working environment and the same job description were selected in order to ensure that there is no difference in social rights and working style. Thus, it is aimed to prevent contradictions in the answers to be given. The research found that stimuli in the work environment have an effect on the emotional states of employees, but these emotional states do not have an effect on employee behavior. It can be evaluated that employees with a certain level of education and experience do not reflect their emotions in their business lives. Prioritizing emotional influences in business life and including them in risk assessment stages will contribute to the creation of safer working environments.

Sterud T, Østhus S.

**Emotional demands at work measured via a job exposure matrix and sickness absence from common mental disorders: a population-based study of sex differences.** 2026.

<https://pubmed.ncbi.nlm.nih.gov/41921490>

Emotional demands in relational work are increasingly recognized as risk factors for common mental disorders (CMDs), yet evidence on the sex-specific population burden for long-term sickness absence (LTSA) with CMD diagnoses remains limited. We conducted a nationwide cohort study of 1.84 million employed individuals in Norway aged 17-74, excluding those with CMD-related LTSA in 2017. Exposure to emotional demands in 2018 was assigned using an occupation-based job exposure matrix (JEM) we developed for this study from nationally representative survey data (n = 40,700). CMD-related LTSA (>16 days) was ascertained from administrative registers with follow-up from January 1 to December 31, 2019. Cox proportional hazards models estimated hazard ratios (HRs),



population attributable fractions (PAFs), and population attributable cases (PACs), stratified by sex, and adjusted for age, education level, immigration background, tenure, working hours, job demands and job control. Higher emotional demands were associated with CMD-related LTSA in an exposure-response pattern for both sexes. Among women, adjusted HRs increased from 1.24 (Q2) to 1.77 (Q4), with a PAF of 29.7% corresponding to 10,757 cases. Among men, adjusted HRs increased from 1.20 (Q2) to 2.61 (Q4), yielding a PAF of 23.3% corresponding to 4116 cases. Women accumulated more person-years in higher emotional-demand quartiles than men (64% vs 33%), and differential exposure accounted for 23.4% (95% CI: 15.8-34.2) of women's excess risk. Occupations characterized by high emotional demands are associated with increased risk of CMD-related LTSA, with women bearing a greater population burden due to higher exposure levels and baseline risk.

Kenney AE, Tager JB, Lim PS, Everhart S, Johaningsmeir S, Balistreri KA, et al.

**Emotional Impact, Burnout, and Isolation Among Primary Family Caregivers of Children With Medical Complexity.**

Fam Syst Health. 2025;43(4):724-35.

<https://doi.org/10.1037/fsh0001022>

*Introduction:* Children with medical complexity (CMC) often have substantial health care needs, are medically fragile, and experience functional limitations. Caregiving for these children can be extremely stressful. We sought to understand the emotional impacts of caregiving and burnout among caregivers of CMC to provide insight into areas where providers who work with children and their families can intervene. *Method:* Twenty caregivers of CMC participated in qualitative interviews. Qualitative data were analyzed using interpretive phenomenological analysis. Emergent themes were identified and categorized into superordinate themes. *Results:* Caregivers of CMC described the "emotional impact of caregiving," including "hospitalizations are emotionally demanding," "child in pain is distressing," "fearing child would not come home from the hospital," "an awareness child may die," "anticipatory anxiety about future medical events," and "traumatic memories of past medical events." Caregivers conveyed themes of "caregiver burnout," indicating that "stress is constant," "a need for constant vigilance," "caregiving is emotionally and physically exhausting," "self-care is limited," "helplessness," and "difficulty self-regulating emotions." Caregivers revealed "caregiver isolation," including "others don't understand daily struggles," "child's medical situation is unique," "the limited community and emotional support," "social reactions to child's needs," and "comparing child to other children makes limitations stand out." *Discussion:* Findings provide insight into the lived experience across primary caregivers of CMC. Identifying these experiences enables providers to effectively intervene, including prevention tactics, screening, and/or intervention. These healthcare providers play an important role in promoting optimal care and outcomes for these caregivers and, in turn, better outcomes for their children.

Vanhanen S, Turjanmaa E, Kähäri O.

**Emotions and emotional agency at work: the perspective of trust.**

Vocat Learn. 2026;19(1):17.

<https://doi.org/10.1007/s12186-025-09380-7>

Recent studies in workplace learning and sociology of work have emphasized the need to better understand how emotions and emotional agency at work are expressed in daily work and how they shape interaction in work communities. Emotional agency, meaning an ability to recognize and influence one's own and others' emotions, has been conceptualized as embedded in the socio-cultural environment and practices of a workplace. In this study, we analyse emotions and emotional agency at work from the perspective of trust. Trust and distrust involve expectations and evaluations of others' intentions and behaviour and profoundly shape communication practices at work. By analysing emotion diaries kept by employees in four different work organizations, we identify emotions and forms of emotional agency displayed in the vertical (i.e., employee-supervisor) and horizontal (i.e., between colleagues) trust relationships at work. In employee-supervisor relationships, emotions indicating trust or distrust were commonly reported in connection with professional recognition, whereas in horizontal relationships, emotions were most often mentioned in the context of sharing information or emotions. Our results show that the forms of emotional agency are different in vertical and horizontal trust relationships at work. While there was less space to affect emotions in vertical relationships, sharing and influencing emotions was common in horizontal relationships. Our study illustrates how emotional



*agency, as a resource fostered in the work community, can help overcome breaches of trust and positively affect employees' sense of belonging and learning at work. Responsibility for promoting emotional agency at work lies primarily with the organization's management and supervisors.*

Sheehan C.

**Emotions and wellbeing at work.:** Routledge; 2026.

This chapter examines the significance of emotions at work for the organisation and for the individual hospitality worker. It first considers academic theorists' and practitioners' concerns with workplace emotions and the reasons for the increasing concern for employees' wellbeing. It then explores some of the contradictions surrounding alternative perceptions of workplace emotions. The more practical aspects of managing emotions in hospitality and related areas of service work are then considered and what research reveals about different management approaches from both contextual and cross-cultural perspectives. The chapter addresses specific issues related to hospitality employees' well-being and considers the extent to which an individual worker's emotion management may influence this. It explores various theoretical and practical viewpoints on the meaning of well-being, work-life balance and the hospitality employer's possible roles in enabling and enriching its workers' physical and psychological health. The chapter concludes with some reflections upon the hospitality industry's responsibilities for the quality of working life of its employees and how it might promote this in the future.

Gustavsson A, Pärson E.

**Friends at Work – How Hard Can It Be?**

Högskolan i Gävle, Företagsekonomi; 2026.

<http://urn.kb.se/resolve?urn=urn:nbn:se:hig:diva-49190>

Wang XY, Zhang YF.

**How Construal Level Affects Innovative Intention at Work.**

J Creat Behav. 2026;60(3):11.

<https://doi.org/10.1002/jocb.70129>

*Recently researchers have paid increasing attention to how perception and cognition at the individual level affect innovation at work. The present research investigated whether and how construal level affects individuals' innovative intention at work. Four studies were conducted to examine the relationship between construal level and innovative intention, as well as the underlying mechanism. Study 1 (N = 157) and Study 2 (N = 167) examined the causal relationship between construal level and innovative intention by manipulating construal level by "why" versus "how" mindset and temporal distance, respectively. Study 3 (N = 175) further tested the applicability of this causality in one specific innovative context in the workplace (i.e., teaching innovation) and replicated the findings of the previous two studies. Study 4 (N = 171) explored the potential mediators in the relationship between construal level and innovative intention, and found that perceived importance of innovation rather than perceived difficulty of innovation mediated this relationship. The current research adds evidence to how construal level affects attitudes and behaviors in organizations and has significant practical implications for motivating individuals' innovation at work.*

Zhu LY, Young MJ.

**How Emotions Move Us: An Integrative Framework for Incidental Emotions and Decision Making at Work.**

Organ Psychol Rev. 2026:36.

<https://doi.org/10.1177/20413866261455277>

*Incidental emotions-emotions elicited outside a decision context-can affect decisions at work. Extant theory emphasizes that incidental emotions affect decisions through the emotion's associated appraisals or interpretations of the environment. A related but conceptually distinct component of emotions is action tendency, or the drive to execute an action for a particular goal. We address prior theoretical ambiguities and disparate findings, introducing an Integrative Framework for Incidental Emotions and Decision Making in which these complementary but conceptually distinct components*





(i.e., the informational and the motivational pathways) of emotions can each affect decision making at work. We present contextual moderators for whether an incidental emotion's appraisals or action tendencies influence subsequent workplace decisions, including drive satisfaction, appraisal override, situation feasibility, and task compatibility. Finally, we outline implications for future theory development and methodology, as well as practical implications for managing incidental emotions' effects on decision making at work.

Wu H, Lu S, Liu AL.

**How Machiavellian leadership affects employees' happiness at work: the role of psychological contract breach and coworker exchange.**

Front Psychol. 2026;17:12.

<https://doi.org/10.3389/fpsyg.2026.1763335>

*In the hospitality industry, where service quality heavily depends on frontline employees' emotional engagement and wellbeing, leadership behaviors play a critical role in shaping employees' workplace experiences. Despite the growing attention to dark leadership styles, limited research has examined how Machiavellian leadership (ML) affects employees' happiness at work (HAW) and the underlying psychological mechanisms in hospitality settings. Drawing on social exchange theory, this study investigates the impact of ML on employees' HAW, the mediating role of psychological contract breach (PCB), and the moderating role of coworker exchange (CWX). Study 1 employed a scenario-based experiment, recruiting 188 employees from four five-star hotels in China to examine the causal relationship between ML and employees' HAW by manipulating ML conditions. Study 2 was conducted among frontline employees of 11 five-star hotels in Southwest China, utilizing a three-wave survey (N = 483) to collect data. Structural equation modeling (SEM) was used to analyze the mediating role of PCB and the moderating effect of CWX in this relationship. The results indicate that ML significantly reduces employees' HAW. Furthermore, PCB mediates the negative impact of ML on employees' HAW, while CWX plays a significant moderating role in the relationship between ML and HAW. These findings extend the dark leadership literature by elucidating how ML disrupts social exchange processes and undermines employees' HAW in service-oriented organizations. From a practical perspective, the study highlights the importance of mitigating the negative consequences of ML through effective psychological contract management and by fostering high-quality CWX relationships in hospitality organizations.*

Miranda Reina GA, Podder AB, Welbourne JL, Gonzalez JA.

**How personal values shape third-party emotional reactions to reprimand at work.**

Leadership & Organization Development Journal, 2026.pp 1-18.

<https://doi.org/10.1108/lodj-07-2025-0575>

*Purpose We integrate the component process model of emotion (Scherer, 2009) with the theory of basic human values (Schwartz et al., 2012) to investigate individual differences in emotional responses of third-party observers to workplace situations of supervisor reprimand. Design/methodology/approach Using an experimental video vignette method to simulate a workplace interaction, we examined whether observers experienced other-condemning emotions (contempt, anger and disgust) toward a supervisor who publicly reprimanded (versus praised) an employee for their performance. Additionally, we examined whether respondents' values of self-transcendence and conservation influenced the intensity of these emotional responses. Data were collected from 294 full-time working adults in the United States. Findings Respondents who highly prioritized self-transcendence felt more contempt, anger and disgust for a supervisor observed reprimanding (versus praising) an employee, compared to those who did not prioritize this value. Respondents who highly prioritized conservation also felt more anger for a supervisor who reprimanded (versus praised) an employee, relative to those who did not prioritize conservation. Originality/value We address recent calls to understand the intersection of values and emotions (Sagiv and Schwartz, 2022) with our study. Its findings shed light on the role of personal values in how employees emotionally respond to observed workplace interactions. Our use of a video vignette experimental method provides a rich, realistic and immersive life-like medium that engaged respondents more fully than the use of written vignettes.*

Shukla J, Joseph DL, Awasty N, Scott BA.



### **Ignorance May Be Bliss: How the Ability to Perceive Emotions Influences Attitudes and Behavior.**

Journal of Applied Psychology. 2025.

<https://doi.org/10.1037/apl0001327>

*The ability to perceive emotion is traditionally associated with desirable work outcomes. In the present study, we challenge this assumption by examining whether all emotion perception abilities are created equal. Although the ability to perceive positive emotion may be a "blessing" because it allows one to see positive emotions in one's environment, the empathic accuracy model suggests that the ability to perceive negative emotion may be a "curse" because it allows one to see negative emotions in one's environment and, as such, may adversely affect one's attitudes and behaviors at work. Across an experimental design (Study 1), a sample of employed coworker dyads (Study 2), and an experience sampling study (Study 3), we found no support for "the blessing" of the ability to perceive positive emotion, but we did find evidence of the curse of the ability to perceive negative emotion and its harmful effects on how one perceives their coworkers, how one perceives their job, and the extent to which one withdraws from their job. Our findings suggest that emotional contagion is a potential mechanism through which the ability to perceive negative emotion is detrimental to attitudes and behaviors; the more one observes and subsequently feels negative emotions at work, the greater the personal consequences for this ability. To mitigate the adverse effects of this ability, we test and find support for an intervention that instructs employees to focus on positive emotions in their work environment. Implications for future theory and research on emotion perception ability are discussed.*

Kovalchuk LS, González Romá V, Balducci C, Molinaro D, Spagnoli P.

### **The influence of unfinished tasks on subjective ease of falling asleep via negative emotions at work: a diary study.**

2026.

<https://hdl.handle.net/10550/123049>

*Background: Although research on unfinished tasks began almost a century ago, the mechanisms through which unfinished tasks are related to sleep quality are not well-known. Objective: Building on previous studies but focusing on a new mediator, the aim of this study was to ascertain whether unfinished tasks may act as a workplace stressor and negatively impact subjective ease of falling asleep through the experience of negative emotions at work. Method: By conducting a diary study, the hypothesized relationships were investigated in a sample of 126 employees followed for 10 consecutive working days. Multilevel structural equation modeling was used to estimate the hypothesized relationships at the within-person and the between-person levels of analysis. Results: Results showed that unfinished tasks were negatively related to subjective ease of falling asleep through the experience of negative emotions at work at both levels. Conclusions: In brief, our findings uncover one of the mechanisms linking unfinished tasks to employees' subjective ease of falling asleep, revealing that the observed relationships operate at the within-person and the between-person levels of analysis.*

Navarro J, Rueff-Lopes R, Otero M.

### **It's not Just Business: Frequency and Intensity of Basic Emotions at Work and Triggered Events.**

J Work Organ Psychol. 2026;42:14.

<https://doi.org/10.5093/jwop2026a1>

*Drawing on Affective Events Theory, Event System Theory, and Appraisal Theory, we examine how six discrete emotions arise in daily work. A total of 102 employees provided 1,499 diary entries describing salient events and rating their valence, strength, and emotional impact. Happiness emerged as the most frequent and intense emotion, whereas fear and disgust appeared less often yet could still be powerful. The interaction event valence-event strength predicted every emotion except fear, for which only strength mattered. Gender had minimal effects on intensity but did shape reporting frequency. The analysis also clarifies which event categories typically trigger each emotion—for example, goal attainment for happiness, injustice perceptions for anger, or safety concerns for fear—providing a fine-grained map of affective antecedents. Overall, the findings refine theory by showing that workplace affect extends beyond a simple positive-negative divide. Organizations may shape emotional climates by fostering positive, strong events and mitigating negative, high-impact ones.*



Montefusco C.

**L'utilisation de la vidéo pour observer sa pratique : Repérer les émotions dans les interactions tutorales en travail social.**

2026.

<https://shs.cairn.info/revue-travail-et-apprentissages-2026-1-page-134?lang=fr>

*L'article explore la relation tutorale dans la formation au travail social, mettant en avant l'importance des compétences d'accompagnement des formatrices sur un plan émotionnel. L'étude, basée sur l'analyse interactionnelle et l'observation de vidéos, montre comment les tutrices prennent progressivement conscience de leur rôle émotionnel dans l'accompagnement des étudiantes. Cette transformation repose sur l'implication émotionnelle et l'accompagnement des chercheuses qui soutiennent l'émergence des réflexions. La vidéo agit comme un médiateur, facilitant une compréhension collective des enjeux émotionnels dans la relation tutorale. L'article propose ainsi des pistes pour intégrer cette approche de l'analyse vidéo dans une perspective interactionnelle dans la formation des tutrices aux métiers de la relation. ; This article explores the tutorial relationship in social work education, emphasizing the importance of tutors' emotional competencies in supporting students. Drawing on interactional analysis and video-based observation, the study shows how tutors gradually become aware of their emotional role in student supervision. This transformation relies on the tutors' emotional involvement as well as on the researchers' support, which fosters the emergence of reflective practices. Video is used as a mediating tool, enabling a collective understanding of the emotional dimensions embedded in tutorial relationships. The article thus proposes avenues for integrating video-based interactional analysis into the training of tutors in professions centered on relational work.*

MARSLI O, BENTALEB C.

**La fonction des ressources humaines à l'épreuve des incidents émotionnels au travail : une analyse bibliométrique.**

2026.

<https://dx.doi.org/10.48374/imist.prsm/ame-v8i2.58828>

*Cet article a pour objectif de cartographier et d'analyser, à travers une analyse bibliométrique, l'évolution de la littérature sur la gestion des incidents émotionnels au travail par la fonction des ressources humaines (FRH). Cette étude vise à repérer les tendances et les collaborations centrales de ce sujet. 300 articles scientifiques ont été collectés via Scopus et analysés en utilisant le logiciel bibliométrique VosViewer. Les résultats mettent en évidence les concepts clés, les auteurs pionniers, les pays contributeurs, les domaines majeurs et les réseaux des collaborations académiques. Cette étude cherche à fournir des connaissances plus approfondies et à offrir de nouvelles perspectives pour les études à venir. Mots- clés : Analyse bibliométrique ; Fonction des ressources humaines ; Incidents émotionnels ; Bien-être au travail ; Risques psychosociaux. ...*

Lokiec P.

**La surveillance des émotions au travail.**

Droit Social. 2026(07):662.

<https://shs.hal.science/halshs-05675975>

Umbra R, Fasbender U.

**Moral transgressions, moral emotions, and regulatory behaviours at work: evidence from two studies.**

Eur J Work Organ Psychol. 2026:18.

<https://doi.org/10.1080/1359432x.2026.2664210>

*This paper investigates interpersonal regulation at work across two complementary studies integrating Affective Events Theory (AET) with cognitivist accountability accounts and a content-based perspective on moralization. Study 1 used an intensive repeated-measures dyadic design with 125 German full-time employees reporting 777 weekly interactions with specific colleagues over five weeks. Colleague-perpetrated immorality appraisals were associated with anger towards the offending colleague and punitive regulation, whereas self-perpetrated immorality appraisals were associated with guilt towards the harmed colleague and penitent regulation. Examining moral-content cues via the*



CAD framework, injustice was the only cue that reliably predicted immorality appraisals across perpetrator loci, with irresponsibility additionally predicting self-perpetrated appraisals. Study 2 replicated the appraisal - emotion - regulation sequence in an experimental vignette study with 302 British full-time employees and provided controlled evidence for the injustice pathway by manipulating injustice as a pre-appraisal cue. Across both studies, moralized workplace events were organized by immorality appraisals that elicited accountability-contingent moral emotions (anger vs. guilt), which in turn related to distinct regulatory responses (punitive vs. penitent). These findings clarify how workplace interactions become moralized and regulated in ongoing dyadic relationships and inform efforts to reduce injustice and support accountability and repair.

Lu L, Liu V, Sima H, Wu W.

**Navigating Emotions at Work: Behavioral Consequences of Positivity and Negativity.** 2026.

<https://doi.org/10.3389/978-2-8325-8467-5>

*Civil servants' innovative work behavior is crucial for government transformation and the improvement of public service efficiency, especially in developing and transitional countries. However, the pathways to effectively motivate innovative work behavior among civil servants remain to be further explored in academic research. This study, grounded in the Conservation of Resources Theory and the Broaden-and-Build Theory of Positive Emotions, aims to explore whether and how mission valence affects the innovative work behavior of civil servants in China. Specifically, this research constructs a moderated mediation model to examine the mediating role of harmonious passion, as well as the moderating effects of spiritual leadership and the organization's fault-tolerant climate. This study collected valid matched data from 456 civil servants in China through a two-wave survey. We conducted reliability and validity analysis, correlation analysis, hierarchical regression, and Bootstrapping tests using SPSS 27.0 and AMOS 24.0 to validate the proposed theoretical model. The empirical results indicate that: (1) Mission valence has a significant positive effect on civil servants' innovative work behavior; (2) Harmonious passion partially mediates the relationship between mission valence and innovative work behavior of civil servants; (3) Spiritual leadership positively moderates the relationship between mission valence and harmonious passion of civil servants; (4) Organization's fault-tolerant climate positively moderates the relationship between harmonious passion and innovative work behavior, and also positively moderates the mediating effect of harmonious passion. This study deepens the understanding of the relationship between mission valence and innovative work behavior of civil servants in the Chinese context. The findings provide practical insights for public sector managers to develop effective strategies, such as strengthening.*

Sarwar MH, Sarwar MS.

**Occupational burnout in forensic pathology practice: Balancing caseload, emotional resilience, and quality of work.** 2026.

<https://pubmed.ncbi.nlm.nih.gov/41498342>

*This mixed-methods study investigates occupational burnout among forensic pathologists in Pakistan, incorporating a quantitative survey of 250 participants and qualitative interviews with 20 pathologists. This study investigated burnout using the Maslach burnout inventory (MBI) and qualitative interviews. As part of the quantitative analyses, independent-samples t-tests, ANOVAs, and MANOVA were conducted to examine the effects of gender, age, and professional experience on emotional exhaustion (EE), depersonalization (DP), personal accomplishment (PA), and total burnout. The interviews were thematically analyzed, providing context for the experiences being lived. The prevalence of burnout was average among most participants, with almost one-fifth of the respondents having high scores for EE and DP. Although the statistical tests did not indicate significant differences based on gender or age ( $p > 0.05$ ), professional experience was a significant predictor of PA, and more senior professionals reported higher resiliency and a reduced rate of burnout. These findings were replicated in the qualitative results, with heavy caseloads, poor institutional support, and trauma exposure being the main stressors. The main protective mechanisms are resilience, mentorship, faith, and family support. Burnout has adverse effects on forensic performance, which contributes to delays in reporting, mistakes, and threats to medicolegal reliability. Forensic pathology burnout is quantifiable*





and has specific outcomes. Caseload and institutional culture remained significant predictors, with resilience and mentorship serving as protective factors. To resolve burnout, the organization needs to change and implement relevant changes, redistribute the workloads, and acknowledge that mental health is a part of maintaining stable forensic practice.

Moraes WG, Paixão JCd.

**Occupational health in public security : a study on physical pain and emotional impacts among PMPA military police officers working in the context of cope-PA/SEAP.**

Revista Ibero-Americana de Humanidades, Ciências e Educação : 12(5), 2026.

<https://periodicorease.pro.br/rease/article/view/26472>

*This article aimed to analyze the physical and psychological impacts related to penitentiary police work performed by military police officers from the Military Police of Pará (PMPA) engaged in penitentiary security activities within the context of the Penitentiary Operations Command of Pará (COPE-PA), linked to the State Secretariat for Penitentiary Administration (SEAP), with emphasis on the relationship between occupational pain and emotional distress. This is a quantitative and qualitative, descriptive and exploratory study, carried out through an electronic questionnaire voluntarily and anonymously answered by 65 military police officers, complemented by bibliographic research. The results showed a high frequency of bodily pain, especially in the lumbar spine, feet, legs, and knees, as well as relevant indicators of anxiety, hypervigilance, and need for psychological support. Only 4.6% reported not feeling pain after duty, while 78.4% lived with moderate, frequent, or intense pain. It is concluded that penitentiary police work involves high physical and emotional demands, requiring permanent policies for prevention, promotion of mental health, and encouragement of self-care, also applicable to other public security agencies. ; Este artículo buscó analizar los impactos físicos y psicológicos relacionados con el trabajo policial penitenciario desempeñado por policías militares de la Policía Militar de Pará (PMPA) que actúan en actividades de seguridad penitenciaria en el contexto del Comando de Operaciones Penitenciarias de Pará (COPE-PA), vinculado a la Secretaría de Estado de Administración Penitenciaria (SEAP), con énfasis en la relación entre dolores ocupacionales y sufrimiento emocional. Se trata de una investigación cuantitativa y cualitativa, de carácter descriptivo y exploratorio, realizada mediante un cuestionario electrónico aplicado de forma voluntaria y anónima a 65 policías militares, complementada con investigación bibliográfica. Los resultados evidenciaron una elevada frecuencia de dolores ...*

Boulard E, Valtorta RR, BALDISSARRI C, Demarque C, Fointiat V, ANDRIGHETTO L.

**Occupational Stigma and the Dehumanization of Dirty Workers: Emotional and Behavioral Mechanisms.**

Center for Open Science; 2026.

[https://doi.org/10.31234/osf.io/u8mbk\\_v1](https://doi.org/10.31234/osf.io/u8mbk_v1)

*Recent literature suggests that dirty jobs, that is occupations perceived as physically, socially or morally tainted, foster distinct processes of workers' dehumanization: biologization, objectification, and animalization, respectively. However, little is known about the psychological mechanisms associated with these processes. To address this gap, we conducted a preliminary and three preregistered studies testing a theoretical model linking occupational taint to emotional reactions, dehumanizing perceptions, and behavioral intentions. Study 1 (N = 484) identified physically, socially, and morally tainted occupations in the French context, testing the generalization of previous classifications. Studies 2 (N = 299) and 3 (N = 433) supported distinct dehumanization pathways, while showing that emotions played a partial role and that morally tainted occupations were associated with the strongest emotional and behavioral hostility. This research advances dirty work literature by highlighting the complexity of occupational dehumanization and the need for further investigation across jobs, contexts, and psychological levels.*

Hart J.

**Poetry in Medicine: Healing Patients and Professionals.**

Integrative and Complementary Therapies. 2025;31(6):239-41.

<https://journals.sagepub.com/doi/abs/10.1177/27683192251386018>

*The arts in medicine play an important role in psychological and physical well-being of both patients and professionals. In the past several decades, the increasing use of the poetry in medicine settings*



has been found to help people in unique way. Writing, speaking and listening to poetry may help people get in touch with and express their feelings. In turn, this may bring relief from various conditions and challenges.

Benavides Ramírez YY, Chingal Castro PE, Montenegro Marcillo LM, Torres López MÁ.

**Quiet Dismissal: A Case Study of the Emotional, Occupational, and Ethical Implications Derived from the Phenomenon.** 2026.

<https://revistas.poligran.edu.co/index.php/gsst/article/view/5143>

*El presente estudio de caso tuvo como objetivo comprender la experiencia de un trabajador que vivió un proceso de despido silencioso, identificando las implicaciones emocionales, laborales y éticas derivadas de esta práctica. Bajo un paradigma cualitativo, con un enfoque hermenéutico y diseño de estudio de caso, se aplicó una entrevista semiestructurada y se analizó el relato de un auxiliar de enfermería que manifestó exclusión progresiva, sobrecarga de funciones y privación de reconocimiento a su labor, hasta verse forzado a renunciar. Entre los resultados se evidencia que el despido silencioso surge como una consecuencia directa del acoso laboral y del deterioro del clima organizacional, manifestándose en conductas de indiferencia, aislamiento y negación de oportunidades de desarrollo; en el plano emocional, se identificaron síntomas de estrés, ansiedad y agotamiento; en el laboral, se observó ruptura del vínculo con la organización y en el ético, se evidenció la ausencia de una dirección y gestión comprometidas con la dignidad del trabajador. El estudio concluye que las acciones que producen el despido silencioso son una forma encubierta de acoso laboral que vulnera los derechos del trabajador y refleja fallas estructurales en la gerencia del talento humano; en este sentido, reconocerlo como un riesgo psicosocial permite diseñar estrategias preventivas que promuevan ambientes laborales saludables y éticamente responsables.*

Martin Böhnel LF.

**Repenser le travail social en prison par la potentialité des matérialités humaines et non humaines.**

In: ies É, editor. Matérialités du travail social Objets, écologies et économies de l'intervention sociale 2026.

<https://hdl.handle.net/20.500.13089/16oh6>

*Cette contribution analyse la prison comme espace matériel et relationnel à travers une approche posthumaniste. À partir d'observations menées dans deux établissements pénitentiaires suisses, elle explore les intra-actions entre êtres humains, objets et environnement carcéral, tout en considérant les éléments non advenus. En dépassant une lecture strictement anthropocentrée, cette approche offre de nouvelles perspectives sur les pratiques du travail social et les dynamiques d'accompagnement en milieu pénal.*

Zhou AQ, Zhu C, Wang XF.

**Research on job burnout prediction model based on emotion-semantic dual-channel representation and reinforcement learning.**

Discov Appl Sci. 2025;8(2):28.

<https://doi.org/10.1007/s42452-025-08089-5>

*Job burnout has become an 'occupational epidemic' that threatens the health of the global labor force. Traditional questionnaires and manual counseling are slow to respond and narrow in coverage. The existing AI methods are disjointed between multimodal representation and decision optimization, lack of dynamic alignment of emotion-semantic dual-channel features, and conflict between self-supervised pre-training and reinforcement learning goals, resulting in poor generalization and homogeneous intervention. To address these challenges, this study proposes the EmoSem-IRL framework, which constructs a RoBERTa-NRC-based emotional channel and a ConceptNet-enhanced semantic channel, dynamically integrated through interactive gating (a mechanism that adaptively balances emotion and semantic information). By introducing KL divergence loss constraints (used to align the feature distributions of the two channels), PPO reinforcement learning is employed to generate 12 types of personalized interventions on the fused features, forming a self-supervised-reinforcement closed-loop optimization (an end-to-end learning cycle combining representation and decision optimization). The framework's novelty lies in bridging emotion and semantics via external knowledge graphs and enforcing stable dual-channel alignment through KL-based optimization. The cross-*

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industry test shows that the average absolute error of the medical industry is reduced to 0.19, and the F1 of financial, IT and medical high-risk groups is  $\geq 0.81$ . The dual-channel KL divergence decreased from 0.56 to 0.18, a decrease of 67.9%. The average adoption rate of 12 types of interventions was 67.2%. After 4 weeks of follow-up, 65.6% of users' burnout decreased by more than 30%. EmoSem-IRL realizes the end-to-end coordination of knowledge-enhanced dual-channel representation and closed-loop enhanced decision-making, which significantly improves the prediction accuracy of burnout and the personalization of intervention, and provides a new paradigm for generalized and sustainable intelligent mental health management.

Xi M, Sun J, Jackson JJ.

**Self–Other Agreement on Behavior and Emotion States at Work.**

2026.

<https://dx.doi.org/10.17605/osf.io/fvm3c>

*In this project, we use experience sampling data from teams of co-workers to examine self-other agreement on personality and emotion states at work. ...*

Frazier ML, Frieder RE.

**Speaking up at Work: The Impact of Voice Endorsement and Supervisor Justice on Employee Emotions and Work Outcomes.**

Group & Organization Management. 2026:49.

<https://doi.org/10.1007/s42452-025-08089-5>

*Though early voice research generally cast the supervisor as both the recipient of voice and the one responsible for facilitating it, recent scholarship has begun to explore the supervisors' role in responding to voice and reasons why they may or may not endorse it. The present study explores the employee outcomes of supervisor voice endorsement decisions, which may be particularly crucial in situations where the supervisor is unable to endorse the voiced issue. Drawing from fairness theory and affective events theory, we examine the impact of voice endorsement, supervisor justice, and employee discrete emotions on behavioral intentions of the voicer. Across two experimental studies, we find that informational justice and interpersonal justice mitigate the negative effects of non-endorsed voice on employees' behavioral intentions. We also find that the impact of voice endorsement on behavioral intentions occurs through employees' discrete emotions, particularly anger and pride. These findings begin to address an understudied phenomenon, which is how employees react, and how supervisors can encourage future voice, especially when voice is not endorsed.*

DAUL J.

**Stéréotypes, émotions et menace : Quand la perception sociale devient un frein au retour au travail après un cancer.**

Strasbourg: Université de Strasbourg 2025.

<http://www.theses.fr/2025STRAG008/document>

*En France, 40 % des personnes diagnostiquées d'un cancer sont en emploi et une sur dix rapporte avoir subi des discriminations au travail. Cette thèse analyse les mécanismes cognitifs et affectifs expliquant les réactions de (non)soutien des employeurs envers les personnes malades. Ancrée dans des modèles psychosociaux complémentaires (représentations sociales, jugement social, attribution de responsabilité et perception de menace), six études ont été menées auprès d'employeurs, de la population générale et de personnes malades. Les résultats montrent que les représentations sociales du cancer, centrées sur des images anxiogènes liées à la mort, détermineraient la perception des malades. Décrits comme faisant des efforts, chaleureux, mais peu capables, ces personnes éveillent plutôt des émotions positives, susceptibles de s'atténuer en fonction du type de cancer et la responsabilité perçue. Ces croyances génèrent des menaces, notamment liée à la qualité des interactions, qui médiatisent le lien entre stéréotypes et émotions. Ce travail ouvre des perspectives pour développer des interventions en faveur d'un environnement de travail inclusif.*

Zhang P, Yang T, Bo YQ, Song WQ, Liu WY, Ni W, et al.

**A Study on the Effects of Distinct Visual Elements and Their Combinations in Window Views on Stress and Emotional States.**

Buildings. 2025;15(15).



<https://doi.org/10.3390/buildings15152804>

As people spend extended periods of time indoors, stress and negative emotions caused by work have become increasingly difficult to ignore. Observing window views is widely considered an effective method to alleviate stress and promote mental health. However, the specific visual elements within these views that contribute to stress reduction and the differential restorative benefits across varying compositions remain insufficiently understood. This study focuses on four major visual elements commonly seen through windows: sky, buildings, greenery, and roads. Using a horizontal layering approach, nine window views were created based on different proportions of these elements. Participants were exposed to these views, and their responses were evaluated through the positive and negative affect scale (PANAS), as well as electroencephalographic (EEG) data acquisition. The findings indicate that greenery exhibits the most pronounced positive effect on stress mitigation and the enhancement of positive affect, while the presence of roads is more likely to elicit negative emotional responses. Additionally, the visual richness and structural completeness of the window scenes are found to significantly impact restorative outcomes. These findings provide empirical insights for landscape and architectural design aimed at improving psychological well-being.

Lin Q, Lan R, Gao W.

**Suffer at work, vent at home: Linking workplace ostracism to family undermining from an emotional resource perspective.**

2026.

<https://doi.org/10.1016/j.actpsy.2026.106592>

Although workplace ostracism has been widely recognized as a harmful organizational stressor, its cross-domain spillover effects on employee family behaviors and the underlying mechanisms remain insufficiently explored. This study investigates the relationship between workplace ostracism and employees' family undermining, focusing on the underlying mechanisms from the perspective of emotional resource depletion, specifically regulatory emotional self-efficacy and surface acting. A total of 609 employees from private enterprises in China were surveyed using the Workplace Ostracism Scale, Regulatory Emotional Self-Efficacy Scale, Surface Acting Scale, and Family Undermining Scale. The results indicate that workplace ostracism is significantly positively associated with employee family undermining, and is linked to family undermining through three pathways: (1) the independent mediating role of regulatory emotional self-efficacy; (2) the independent mediating role of surface acting; (3) the serial mediation of regulatory emotional self-efficacy and surface acting. These findings deepen understanding of the mechanisms underlying the association between workplace ostracism and family interactions and provide theoretical and practical implications for organizational management and employee mental health.

Albertus C, Omidire MF, Muhammed SA.

**Teachers' Emotional and Occupational Well-being Amid National Lockdown.**

2026.

<https://doi.org/10.22329/jtl.v19i3.9577>

Teachers' well-being affects the quality of education. The pandemic-related national lockdown and social isolation in South Africa, lasting for two and a half years, harmed teachers and the education sector. Teachers' emotional and occupational well-being changed with online and rotational instruction. This was because they were expected to support students and parents and acquire essential competencies and skills for online technology-based teaching and learning. This paper discusses a study on secondary school teachers' struggles during school closures. Ten teachers from Gauteng, South Africa, were purposively recruited, five from each public and private school, using a qualitative research approach and exploratory case study design. The Teacher Well-being conceptual framework provided a theoretical framework for well-being. The findings illuminate the mental, physical, and social well-being issues of the 10 secondary school instructors, their transition to online teaching, and their intrinsic and extrinsic coping techniques, such as social media and faith. The study showed why school governing bodies should focus on coping methods to promote teachers' well-being. In Gauteng, South Africa, there is little research on teachers' well-being during school closures. More research is needed to address teachers' emotional and occupational well-being and discover professional development support.



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Cancela D, Stutterheim SE, Uitdewilligen S, Hülshager UR.

**The time-lagged impact of microaggressions at work on the emotional exhaustion of transgender and gender diverse employees.** 2026.

<https://pubmed.ncbi.nlm.nih.gov/41625003>

*Despite the widespread adoption of workplace protections for transgender and gender diverse (TGD) individuals, past research has suggested that microaggressions still occur. Previous literature indicates that microaggressions have a deleterious and cumulative impact on mental health. However, little is known about how microaggressions affect TGD employees over time.*

Meziani M.

**Une division sociale du travail qui ne dit pas son nom. Gouverner les émotions, incarner une politique locale.**

Journée d'études Disability and Higher Education L'expérience vécue : développement d'un point de vue multi-situé; 2025; Cergy (CY Cergy Paris Université), France2025.

<https://hal.science/hal-05274149>

Hsu E.

**Up, Down, and All Around: Emotional Whiplash and Its Effects on Interpersonal Trust and Relationships at Work.**

WashU Scholarly Repository; 2026.

[https://openscholarship.wustl.edu/olin\\_etds/74](https://openscholarship.wustl.edu/olin_etds/74)

*Although core theories underscore the temporal and interpersonal aspects of emotions, such theoretical models are currently insufficient to understand how the temporal dynamics and interpersonal nature of emotions interact with one another. How might different interpersonal interactions precipitate one's emotional dynamism? How might the temporal flow of emotions within an individual impact the interpersonal functioning in relationships between individuals? Accordingly, my dissertation employs a full-cycle approach, combining inductive, abductive, and deductive methods to pioneer and test theory on the phenomenon of emotional whiplash—a relatively sudden and significantly dramatic shift (either in valence and/or arousal) in one's emotions—and, more broadly, interpersonal emotion dynamics at work. Across six studies, I find that (1) expectancy violations by others drive the experience of emotional whiplash in individuals and (2) observing others' expressions of emotional whiplash elicits positive affective reactions, sustains trust, and promotes support behavior when the cause of emotional whiplash is attributed to uncontrollable factors but suppresses trustworthiness inferences, dampens trust, and facilitates withdrawal behavior when the cause is attributed to controllable factors. Taken together, by integrating the streams of research on the temporal and interpersonal aspects of emotions, I establish a novel type of emotional change, emotional whiplash. I also shift extant focus from negative relational disruptions to interpersonal expectancy violations as a broader, bivalent trigger of emotion dynamics and, in turn, move beyond prior scholarship that views emotions as static byproducts of relational violations. Finally, I advance knowledge on how and why relationships at work may strengthen or disintegrate over the course of an interaction, as well as enrich the burgeoning body of literature on emotions and trust by exploring the dynamics of trust alongside the dynamics of emotions.*

Kevätsalo A.

**Working for a cause – Studies on identity and emotions in the pursuit of the greater good at work.**

Aalto University ; Aalto-yliopisto; 2026.

<https://aaltodoc.aalto.fi/handle/123456789/143226>

*In this doctoral dissertation, I investigate individuals in the pursuit of the greater good in their work. By delving into how advancing valued societal causes is connected to identity and emotions, I draw on literatures and theories across organizational behavior and organization and management theory. The overarching question I seek to disentangle is how identity and emotions interplay with the pursuit of societal causes in one's work. The first and the second essays contribute to the literature on psychological contracts (PC) capturing the implicit expectations between employees and employers. The first essay is a review that advances the understanding of PCs that include third-party beneficiaries and transcend self-interested goals. The essay clarifies the role of 'purpose' in the*



employee-employer exchange by reviewing and synthesizing the conceptualizations of purpose as well as its antecedents and outcomes across the PC literature and identifies five challenges and solutions for them that provide novel theoretical building blocks to advance PC research. The second conceptual essay theorizes on behaviors of employees in the aftermath of I-PC violation, that is, when employers are perceived to fail in providing employees the opportunity to pursue valued causes that transcend beyond self-interest. Drawing on the affect theory of social exchange and theories of moral affect, the essay argues that I-PC violation gives rise to the emotions shame, guilt, or resentment and discusses how they shape the behavioral outcomes of violation victims ranging from increased work effort to burnout. In the third essay, I empirically investigate identity work of newly elected Members of the Parliament in Finland. Drawing on longitudinal interview data, I show how enchantment embedded in flattery, privilege and legacy disciplines the identities of the newcomer MPs. Doing so, I show how enchantment facilitated the MPs conformist identity work, enacted in their talk around dignified conduct, collective harmony and devotion to (...).

### Management émotionnel

Altassan MA.

**Beyond the surface: exploring the impact of toxic leadership on emotional and cognitive strain at work.**

2026.

<https://pubmed.ncbi.nlm.nih.gov/42117070>

Toxic leadership has emerged as a critical organizational risk factor linked to employee psychological distress and reduced well-being. Drawing on the Job Demands-Resources (JD-R) model and Conservation of Resources (COR) theory, this study investigates how toxic leadership influences employee health outcomes among working professionals in Jeddah, Saudi Arabia. Specifically, it examines the parallel mediating roles of emotional exhaustion and cognitive distraction, as well as the moderating role of perceived organizational support, addressing the limited empirical evidence from Gulf-region organizational contexts.

Roberts J.

**Coaching with the Heart in Mind: Transforming Leaders' Emotional and Relational Dynamics at Work.**

2026.

<https://doi.org/10.1177/17418305261455168>

This study explores the influence of coaching on leaders' emotions and organizational relationships. Emotionally charged workplace relationships are a significant source of leadership stress and commonly presented in coaching, yet they remain underexplored in coaching literature. Guided by social constructionism utilizing constructivist grounded theory, the study draws on semistructured interviews with 22 participants, revealing insights into 31 different coaching experiences. Findings show how coaching surfaces, contextualizes, and transforms emotional and relational dynamics. The study introduces the See It, Own It, Shift It™ framework, advancing coaching and leadership theory and positions coaching as an emotional and relational intervention.

Pirsoul T, Parmentier M.

**Comment gérer ses émotions lorsqu'on est en pleine transition professionnelle. Surtout lorsqu'on retrouve un travail.**

2026.

<https://orbi.uliege.be/handle/2268/345445>

Face à un marché de l'emploi toujours plus incertain et des transitions professionnelles de plus en plus complexes, une question centrale émerge : comment vivons-nous ces transformations sur le plan émotionnel, et comment apprendre à mieux les traverser ? Du passage du secondaire à l'université, de l'université au monde du travail et du non-emploi à l'emploi, une qualité reste essentielle, celle de l'intelligence émotionnelle. Les transitions professionnelles constituent une véritable épreuve émotionnelle qui débute bien avant la survenue effective de l'événement. Différents travaux soulignent



que les individus n'anticipent pas leur transition de la même manière, surtout sur le plan émotionnel (...).

Chekoutouo Kahake de Doume L, Menye Nga GF, Dieuboue J.

**Contrôle perçu de la situation, maîtrise des émotions négatives et prise de risque en situation de travail chez les agents de terrain du secteur électrique au Cameroun.**

2026.

<https://doi.org/10.3917/irea.054.0151>

Algeroth von Thiele V.

**Emotions at Work and in Clinical System Design: A Case Study of How the Interaction with a Patient Management System Shape Affective Experiences.**

Uppsala universitet, Institutionen för informatik och media; 2026.

Zhang S, Lee MCC, Loh MY, Carr SC.

**Managing Emotions at Work: A TCCM Systematic Literature Review of Empirical Emotional Labour Research.**

2026.

<https://pubmed.ncbi.nlm.nih.gov/42571870>

*Emotional labour (EL) has become a serious concern in the modern workplace due to the rapid development of the service-oriented economy. Existing literature reviews of emotional labour studies leave many questions unexplored. This study addresses these questions by conducting a holistic review of 143 high-impact empirical articles published in peer-reviewed journals from APA PsycInfo, EBSCO Academic Search Premier, Scopus, and Web of Science using the TCCM framework (Theory-Context-Characteristics-Methodology). The document search process is visualised with a PRISMA diagram. We point out several future directions for scholars who are interested in emotional labour. For example, emotional labour research needs to transition from cross-sectional designs to multi-wave designs. Most importantly, this study serves as a roadmap for scholars to navigate the complexity of emotional labour research and provides practitioners with evidence-based strategies to mitigate the negative influence of emotional labour.*

Soeker MS, Karachi F.

**The Model of Occupational Self-Efficacy: A Contemporary Model to Enhance Work Skills, Cognitive and Emotional Skills of Individuals With Brain Injury-A Pilot Randomized Control Trial.**

2026.

<https://pubmed.ncbi.nlm.nih.gov/41923468>

*Returning to work for survivors of traumatic brain injury (TBI) remains problematic despite them completing treatment programs.*

Chen W, Yao K, Fan Z.

**Positive emotional cues at work: how customer empowering behavior promotes proactive customer service via psychological safety.**

2026.

<https://doi.org/10.3389/fpsyg.2026.1734905>

*Drawing on affective events theory and social exchange perspectives, we conceptualize customer empowering behavior (CEB) as a positive emotional cue that heightens employees' psychological safety, thereby promoting approach-oriented proactive customer service. We further propose that regulatory focus (promotion vs. prevention) shapes these emotion-to-action pathways. We tested a moderated mediation model in a three-wave, multi-source field study of frontline service employees in Thailand (Time 1: CEB and regulatory focus; Time 2: psychological safety; Time 3: supervisor-rated proactive customer service; N = 236 employees nested within 32 supervisors). Hierarchical regressions and bootstrapped conditional-process analyses showed that CEB positively predicted proactive customer service and that psychological safety partially mediated this relationship. Moreover, promotion focus strengthened, whereas prevention focus weakened, the effect of CEB on psychological safety, yielding a stronger indirect effect of CEB on proactive service via psychological*



safety under high promotion and a weaker one under high prevention focus. These findings position CEB as a positive affective event in service encounters, identify psychological safety as the emotional pathway through which empowering cues translate into discretionary effort, and offer actionable implications for shaping customer interactions and motivational climates that enhance employees' positive emotional experiences at work.

Tavolucci S, Alessandri G, Eisenberg N, Filosa L, Sommovigo V, Rosa V.

**Regulatory Emotional Self-Efficacy in Managing Negative Emotions at Work: A Validation Study.**

2026.

<https://doi.org/10.1080/00223891.2025.2535609>

*In this article, we present three studies designed to investigate the psychometric properties of the Regulatory Emotional Self-efficacy Scale at Work (RESE-W). In Study 1 (N = 1735), we tested and confirmed a bifactorial structure comprised of one general and two specific dimensions across the six scale items. In Study 2 (N = 211), we investigated the relations of the RESE-W with emotional dynamics at work by estimating its associations with emotional variability, inertia, granularity, and baseline levels. In Study 3 (N = 294), we examined the scale's convergent and external validity, as well as the incremental predictive value of the RESE-W compared to other measures of emotional regulation abilities. Results supported the validity of the instrument and its utility in predicting individuals' emotional functioning within applied settings.*

## Travail émotionnel

Laverdière G.

**Apprendre du refus de travail émotionnel : leçons tirées d'une intervention sur les émotions écologiques, qui n'a pas eu lieu.**

Universidade Lusíada Editora; 2025.

<https://doi.org/doi.org/10.34628/Z841-TS48>

JCGL en collaboration avec EFiGiES et GSL.

**Atelier Genre et Langage : « Discours masculinistes et travail émotionnel des chercheur·euses » (30 janvier 2026).**

Genres, sexualités, langage; 2026.

<https://doi.org/10.58079/15klh>

*Nous avons le plaisir de vous annoncer la première séance de l'atelier Genre et Langage pour cette année 2026, coordonné par le groupe JCGL en collaboration avec EFiGiES et GSL. Nous nous retrouverons le vendredi 30 janvier 2026, de 14h à 16h, pour une séance intitulée "Discours masculinistes et travail émotionnel des chercheur·euses". À cette occasion, nous recevrons Océane Foubert (CORPUS) et Florian Vörös (Geriico) pour une discussion autour de leurs travaux, d'un texte de Jessica Aiston et d'une.*

Popescu C.

**Compte rendu de la journée "Chercher, s'impliquer, être affecté·e. Réflexions sur le positionnement, le travail émotionnel et l'éthique dans les recherches sur le handicap".**

GT handicap(s), 2026.

<https://doi.org/10.58079/15ghm>

*Ce compte-rendu est issu d'un atelier de recherche qui s'est déroulé le 22 mai 2025 à l'EHESS à Paris. La journée a été co-organisée par Amandine Couraud et Adèle Merle - avec le soutien du GT Handicap(s). Ce travail de synthèse des interventions des différent·es intervenant·es a été réalisé par les organisatrices, ainsi que le kit de ressources, conseils et bonnes pratiques reprenant ces réflexions et échanges avec les personnes présentes lors de cet atelier. Ce dernier n'est pas exhaustif et.*





Grandey A, Rich T, Ong XW, Yamane S, Manjezi B.  
**Emotion regulation at work as racialized emotional labor.**  
 Handbook of Emotion Regulation at Work 2025. p. 287-308.  
<https://doi.org/10.4337/9781035314607.00025>

Sterud T, Østhus S.  
**Emotional demands at work measured via a job exposure matrix and sickness absence from common mental disorders: a population-based study of sex differences.** 2026.  
<https://pubmed.ncbi.nlm.nih.gov/41921490>

*Emotional demands in relational work are increasingly recognized as risk factors for common mental disorders (CMDs), yet evidence on the sex-specific population burden for long-term sickness absence (LTSA) with CMD diagnoses remains limited. We conducted a nationwide cohort study of 1.84 million employed individuals in Norway aged 17-74, excluding those with CMD-related LTSA in 2017. Exposure to emotional demands in 2018 was assigned using an occupation-based job exposure matrix (JEM) we developed for this study from nationally representative survey data (n = 40,700). CMD-related LTSA (>16 days) was ascertained from administrative registers with follow-up from January 1 to December 31, 2019. Cox proportional hazards models estimated hazard ratios (HRs), population attributable fractions (PAFs), and population attributable cases (PACs), stratified by sex, and adjusted for age, education level, immigration background, tenure, working hours, job demands and job control. Higher emotional demands were associated with CMD-related LTSA in an exposure-response pattern for both sexes. Among women, adjusted HRs increased from 1.24 (Q2) to 1.77 (Q4), with a PAF of 29.7% corresponding to 10,757 cases. Among men, adjusted HRs increased from 1.20 (Q2) to 2.61 (Q4), yielding a PAF of 23.3% corresponding to 4116 cases. Women accumulated more person-years in higher emotional-demand quartiles than men (64% vs 33%), and differential exposure accounted for 23.4% (95% CI: 15.8-34.2) of women's excess risk. Occupations characterized by high emotional demands are associated with increased risk of CMD-related LTSA, with women bearing a greater population burden due to higher exposure levels and baseline risk.*

Zeng Z, He Y, Liao X, Zhou S.  
**Emotional labor and occupational well-being among endoscopy healthcare workers: a moderated serial mediation model.** 2026.  
<https://doi.org/10.3389/fpubh.2026.1847595>

*Occupational well-being among healthcare professionals is a key indicator of healthcare quality and workforce sustainability. However, the mechanisms linking emotional labor to occupational well-being among endoscopy healthcare workers remain insufficiently understood.*

Petiot O, Kermarrec G.  
**Enseigner les sports collectifs en Réseau Éducation Prioritaire : quel travail émotionnel des enseignants d'EPS ?** 2026.  
<https://shs.cairn.info/revue-staps-2026-3-page-77?lang=fr>

*Fréquemment programmés dans le cadre de l'enseignement de l'EPS, les sports collectifs sont aussi considérés par les enseignants comme difficiles à mettre en œuvre. Cette étude visait à analyser le travail émotionnel d'enseignants d'EPS en Réseau Éducation Prioritaire (REP) lors d'incidents critiques (IC) vécus en sports collectifs. En nous basant sur une approche psychologique située du travail émotionnel, nous avons recueilli et analysé 15 IC ayant émergé en sports collectifs. Parmi eux, six (40 %) rapportaient une expérience émotionnelle positive liée à la qualité des relations entre élèves (n= 4 ; 66,7 %) ou de leurs apprentissages (n= 2 ; 33,3 %), et conduisaient les enseignants à mener un travail émotionnel passif (i.e. expression authentique et appropriée des émotions positives). À l'inverse, neuf IC (60 %) renvoyaient à une expérience émotionnelle négative. Ces émotions négatives provenaient de comportements inappropriés d'élèves, liés à des difficultés relationnelles (n= 6 ; 66,7 %) ou à un déficit d'engagement (n= 3 ; 33,3 %), amenant les enseignants à combiner une*



*position active (i.e. jeu en surface et/ou jeu en profondeur), une position passive (i.e. expression authentique et appropriée des émotions négatives) et/ou une déviance émotionnelle (i.e. expression authentique et inappropriée d'émotions négatives). Ces résultats sont discutés au regard des spécificités liées à l'enseignement des sports collectifs en REP. ; Team sports are often scheduled in physical education (PE) teaching in France, but they are also considered by teachers as difficult to implement. The aim of this study was to analyze the emotional labor of PE teachers working in Priority Education Networks (REPs) during critical incidents (CIs) experienced during lessons based on team sports. Based on a situational psychological model of emotional labor, we collected and examined 15 CIs occurring in team sports. Among them, six (40%) dealt with a positive emotional experience related to the quality of relationships between students (n= ...*

Edited by James M. Diefendorff KN, Rebecca J. Erickson, and Nai-Wen Chi.

**Handbook of Emotion Regulation at Work.**

2025. 1-564 p.

<https://doi.org/10.4337/9781035314607>

*In this cutting-edge Handbook, leading authors provide a broad overview of what emotion regulation is, who uses it and where, and how it can be studied. Multidisciplinary in scope, chapters move beyond the traditional perspective of emotion regulation at work as "service with a smile", to consider how it manifests in various professional settings.*

Sui MY, Zhou MX, Yang Y.

**The impact of emotional labor on the mental health of vocational college teachers in China: the mediating role of occupational identity and the moderating role of teacher-student relationships.**

BMC Psychol. 2025;14(1):14.

<https://doi.org/10.1186/s40359-025-03817-3>

*Using a sample of 912 vocational college teachers in China, this study empirically examines the impact of emotional labor, such as surface acting, expression of naturally felt emotion, and deep acting, on the mental health of Chinese vocational college teachers. Robustness tests were conducted by replacing explanatory variables and research methods to explore the mediating effect of vocational identity on the relationship between emotional labor and mental health among Chinese vocational college teachers, as well as the moderating role of teacher-student relationships in this relationship. Research findings indicate that surface acting exhibits a significant positive correlation with mental health issues among vocational school teachers, while expression of naturally felt emotion and deep acting demonstrate a significant negative correlation. Heterogeneity analysis reveals that surface acting positively impacts the mental health of female teachers, those aged 35 and above, teachers with over 10 years of teaching experience, and high-income vocational school teachers. Conversely, natural acting and deep acting exert a positive influence on the mental health of male teachers, those aged 35 and above, teachers with over 10 years of experience, and low-income teachers. Mediation analysis indicates that occupational identity exerts a significant mediating effect on the relationship between emotional labor and the mental health of vocational school teachers. Moderation analysis reveals that teacher-student relationships exert a significant inhibitory effect on the relationship between surface acting, expression of naturally felt emotion, and deep acting and the mental health issues of vocational school teachers. These findings provide robust evidence and important practical implications for effectively alleviating mental health challenges among vocational college faculty.*

Masse SV.

**Injustice organisationnelle et travail émotionnel : la fabrique genrée des promotions dans un restaurant.**

Perspectives interdisciplinaires sur le travail et la santé.

2026;28(1).

<http://journals.openedition.org/pistes/10833>



Cet article explore les perceptions de justice organisationnelle liées aux promotions dans un restaurant de Montréal, en se concentrant sur les travailleuses de la salle. À travers une ethnographie de 16 mois mobilisant observations, entretiens et analyse documentaire, il met en lumière comment les processus de promotion, influencés par des critères implicites et des stéréotypes de genre, désavantagent systématiquement les femmes. Les travailleuses développent diverses stratégies pour naviguer dans ce système inégalitaire : certaines optent pour la démission, d'autres pour une adaptation silencieuse, tandis que d'autres expriment leur mécontentement. L'article examine également le concept de « travail de loyauté silencieux », où les travailleuses investissent une énergie émotionnelle considérable pour maintenir leur position dans l'espoir d'une reconnaissance future. Cette étude souligne la nécessité pour les organisations de repenser leurs pratiques de gestion et de promotion afin de créer un environnement de travail plus équitable et inclusif pour les femmes.

Bouchard P-O, Beauchamp P.

**La mobilisation du travail émotionnel en contexte d'expédition éducative.**: Département des sciences de l'éducation de l'Université du Québec à Chicoutimi ; Érudit; 2026.

<http://id.erudit.org/iderudit/1124312ar>

Cet article propose une réflexion issue de la pratique sur la mobilisation du travail émotionnel en contexte d'expédition éducative universitaire. À partir d'un cours-expédition en kayak de mer, trois situations significatives sont analysées en vue de documenter comment l'équipe enseignante régule ses émotions pour soutenir les apprentissages en contexte d'incertitude. L'analyse met en évidence trois manifestations du travail émotionnel chez l'équipe enseignante : 1) réguler ses déséquilibres internes (fatigue, stress, inconfort) afin de demeurer disponible pédagogiquement; 2) ajuster sa posture éducative pour maintenir l'engagement et la confiance des personnes étudiantes; 3) soutenir un climat relationnel sécurisant et respectueux, indispensable au bon déroulement de l'expédition. Cette contribution vise à rendre visible un savoir professionnel souvent implicite et à offrir des repères utiles à la formation en éducation plein air. ; This article offers a practice-based reflection on the mobilization of emotional labour in the context of a university-level educational expedition. Drawing on a sea-kayaking course expedition, three significant situations are analyzed to document how the teaching team regulates emotions in order to support learning under conditions of uncertainty. The analysis highlights three key contributions: (1) the regulation of internal imbalances (fatigue, stress, discomfort) to remain pedagogically available; (2) the adjustment of the teaching stance to sustain students' engagement and trust; and (3) the fostering of a safe and respectful relational climate, which is essential to the successful unfolding of the expedition. This contribution seeks to make visible a form of professional knowledge that is often implicit and to provide experiential reference points that can support training in outdoor education.

Petiot O, Kermarrec G.

**Le travail émotionnel des enseignants d'Éducation Physique et Sportive lors de projets éducatifs proposés en Réseaux Éducation Prioritaire.**

CCSD, 2026.

In compensatory education, Physical Education (PE) teachers are encouraged to design and implement educational projects in order to meet the objectives set out in the framework of the French Ministry of National Education. However, the consequences of implementing such projects remain poorly documented, particularly with regard to the emotional labor experienced by teachers. Drawing on a situational psychological approach to emotional labor, we collected – through an online questionnaire followed by interviews – 110 critical incidents (CIs) experienced by 22 PE teachers over the course of one school year in compensatory education settings. Overall, 22 of the 110 CIs (20%) referred to an educational project that went beyond the ordinary PE lesson. Systematic analysis revealed three positive emotional inducers emerging from 14 CIs (63.6%), including the quantity and/or quality of students' engagement. Conversely, two negative emotional inducers emerged from eight CIs (36.4%), including students' disruptive behaviors. Teachers' emotional experiences during these CIs were predominantly positive – particularly associated with feelings of satisfaction and joy –



but also included negative emotions such as disappointment and anger. These emotional experiences were regulated by teachers through passive ( $N = 10$ ; 45.4%), active ( $N = 4$ ; 18.2%), or combined ( $N = 8$ ; 36.4%) emotional labor strategies. Chi-square tests revealed significant statistical associations between emotional inducers, teachers' emotional experiences, and their emotional regulation strategies. These findings are discussed in light of the emotional specificities of educational projects that go beyond the ordinary PE lesson within the particular context of compensatory education. ; En REP, les enseignants d'EPS sont incités à proposer à leurs élèves des projets éducatifs afin d'atteindre les objectifs formulés par le référentiel du Ministère de l'Education Nationale. Néanmoins, les conséquences de la mise en place de tels projets sont peu documentées (...).

Li JN, Li XL, Chen YY, Chen M, Shi W, Huang HJ.

**The mediating role of thriving at work between emotional labor and presenteeism: a comparison between psychiatric nurses with and without sleep disturbances.**

BMC Psychiatry. 2025;26(1):10.

<https://doi.org/10.1186/s12888-025-07744-w>

**Background** Emotional labor is a significant component of healthcare work, yet the mechanisms linking it to presenteeism are not fully understood. Existing research has centered on negative mediating pathways, leaving the potential role of the positive psychological state of thriving at work underexplored. This study aimed to examine the mediating role of thriving at work in the relationship between emotional labor and presenteeism, and to compare this pathway between psychiatric nurses with and without sleep disturbances. **Methods** A multicenter, cross-sectional study was conducted using convenience sampling among 1,311 psychiatric shift-work nurses from 19 specialized hospitals in Fujian Province, China, between January and March 2025. Participants completed the Emotional Labor Scale, Stanford Presenteeism Scale, Thriving at Work Scale, and Pittsburgh Sleep Quality Index. Mediation analysis was performed using structural equation modeling with bootstrap estimation. **Results** In the overall sample, thriving at work partially mediated the positive associations of surface acting ( $\beta = 0.122$ ,  $p < 0.001$ ) and emotional display rules ( $\beta = 0.063$ ,  $p < 0.001$ ) with presenteeism, accounting for 36.5% and 28.0% of the total effects, respectively. By contrast, deep acting exerted a significant negative indirect effect on presenteeism through thriving at work ( $\beta = -0.118$ ,  $p < 0.001$ ). When stratified by sleep quality, the indirect effect of surface acting accounted for 45.7% of the total effect in the sleep disturbance group (vs. 19.9% in the no sleep disturbance group), while the mediated proportion of emotional display rules reached 34.1% (vs. 16.1% in the no sleep disturbance group). **Conclusion** Thriving at work mediates the relationship between emotional labor (particularly surface acting and emotional display rules) and presenteeism among psychiatric nurses. Sleep disturbances significantly amplify this mediating pathway, indicating that sleep quality is a crucial boundary condition for this psychological mechanism. Interventions aimed at enhancing thriving at work and improving sleep quality may help mitigate the negative consequences of emotional labor.

Tanguy Fontaine OPeGK.

**Prise de décision et travail émotionnel d'entraîneurs de handball en situation de coaching : étude de faisabilité d'un programme de formation innovant.**

eJRIEPS 2026;60.

<http://journals.openedition.org/ejrieips/11358>

Cette étude de faisabilité visait à évaluer l'adhésion d'entraîneurs de handball à un programme de formation. Conçu en s'appuyant sur les modèles théoriques de la dualité intuition-rationalité (Kahneman, 2011 ; Calabretta et al., 2016) et sur les travaux récents sur le travail émotionnel en coaching sportif (Petiot et al., 2025), ce programme comprenait six modules répartis sur dix semaines et entrecoupés de sept matchs. Cinq entraîneurs, quatre hommes et une femme (âge moyen : 34,4) ont participé à cette intervention. Les résultats montrent une adhésion globalement positive au programme, notamment en ce qui concerne la pertinence des contenus et leur acceptabilité. Toutefois, des freins liés à la mise en transposition concrète des apprentissages en situation réelle ont été identifiés. Par ailleurs, les premières analyses ont révélé trois profils décisionnels et des liens possibles entre les prises de décision (intuitives vs rationnelles) et stratégies de régulation émotionnelle (expression authentique vs jeu en profondeur/jeu en surface). Ces résultats préliminaires ouvrent des perspectives pour enrichir la formation des entraîneurs dans des dispositifs plus contextualisés et durables.





Niňaj S.

**The Psychological Cost of Pretending at Work: Authenticity, Emotional Labour and Exhaustion in Modern Organisations.**

Vysoká škola ekonomická v Praze; 2026.

<https://vskp.vse.cz/eid/100349>

Jian Yang JW, Liuyuan Zeng, Jiaxiao Lin.

**Research on the Relationship between Emotional Labor and Occupational Burnout of Novice Social Worker.**

Applied & Educational Psychology. 2026;7(1):29-40.

<https://doi.org/10.23977/appep.2026.070105>

*This study focuses on 176 novice social workers in Guangdong Province, aiming to explore the relationship between emotional labor and occupational burnout. Data were collected through questionnaires using the Emotional Labor Scale and the Burnout Scale, and analyzed with SPSS 19.0. The main findings include: (1) significant gender differences in surface acting, with males scoring higher than females; (2) assistant social workers reporting higher levels of depersonalization and overall burnout than those with other qualifications; (3) novice social workers working more than 40 hours per week experiencing greater emotional exhaustion than those working 40 hours or less; and (4) lower frequency of emotional labor and less use of deep acting are associated with higher burnout levels. Understanding this relationship is essential for supporting the professional growth and career development of novice social workers.*

JCGL

**Séminaire JunGLes - Discours masculinistes et travail émotionnel des chercheur·ses (27/02).**

Genres, sexualités, langage; 2026.

<https://doi.org/10.58079/151ty>

*Après le succès des Ateliers Genre & Langage, le collectif des Jeunes Chercheur·euses en Genre & Langage (JCGL), avec le soutien d'Efigies et GSL, lance JunGLes (Junior Gender and Language Seminar), coordonné par Solenn Delannoye. Ce nouveau séminaire a pour vocation d'offrir aux jeunes chercheur·euses un espace pour présenter leur recherche et discuter leurs travaux dans une ambiance bienveillante, propice aux échanges et aux discussions collectives. La première séance aura lieu le vendredi 27.*

Serim-Yıldız B, Onaylı S, İlgin HE.

**Trauma-informed veterinary practice: linking emotional labor, moral distress, and occupational well-being.** 2026.

<https://pubmed.ncbi.nlm.nih.gov/41704816>

*This study explores the emotional and psychological challenges inherent in veterinary practice, a profession situated at the intersection of empathy, ethics, and trauma. Despite its compassionate reputation, veterinary work frequently exposes practitioners to distressing experiences, including euthanasia, caregiver grief, and moral dilemmas, which can culminate in burnout and compassion fatigue. Drawing on a Trauma-Informed Care (TIC) perspective, this study explores veterinary professionals' lived experiences and understands occupational distress as a systemic and relational experience rather than an individual shortcoming. By moving beyond individual-level burnout models, veterinary distress is reframed as an outcome of cumulative exposure to suffering, moral conflict, and emotionally charged caregiver interactions embedded within organizational contexts. Using a qualitative phenomenological design, semi-structured interviews were conducted with six veterinary professionals, with data collection concluding upon thematic sufficiency, identifying emotional stressors, coping mechanisms, and unmet psychoeducational needs. Findings reveal (1) persistent emotional exposure and moral conflict as key sources of stress, (2) limited institutional support and a prevailing culture of endurance, and (3) strong reliance on informal peer networks for emotional regulation. These findings underscore the need for trauma-informed education, structured debriefing, and peer support systems within veterinary institutions. For stakeholders, veterinary schools, professional associations, and clinics, adopting trauma-informed policies offers a practical route to*



*mitigating compassion fatigue, enhancing psychological safety, and sustaining compassionate engagement in animal care.*

## Emotions et épuisement professionnel

Slater-Brown R.

### **Associations between transformational leadership, occupational stress and emotional exhaustion in UK veterinary professionals: A cross-sectional study.**

JCO Oncology Practice 2026;20:137-44.

<https://pubmed.ncbi.nlm.nih.gov/41924882>

*Occupational stress and burnout are prevalent concerns within the UK veterinary profession. Within the job demands-resources (JD-R) framework, occupational stress represents a job demand linked to emotional exhaustion (EE), while transformational leadership (TL) may function as an organisational resource. However, the role of managerial TL behaviours in relation to occupational stress and EE in veterinary professionals remains underexplored.*

Panari C, Mazzetti G, Piccolo EL, Guglielmi D, Simbula S.

### **A contribution to the Italian validation of the occupational hardiness scale and its role in work engagement and emotional exhaustion.**

2026.

<https://doi.org/10.1038/s41598-025-29016-z>

*Workplace stress is a global issue across different occupations. Hardiness, a resource characterized by higher levels of challenge, commitment, and control, acts as a protective factor against stress, particularly in the work environment. The aim of this study was twofold: (1) to validate the Italian version of the Occupational Hardiness Scale (OHS), by also considering its invariance across gender (Study 1); (2) to analyze its relationship with work engagement and emotional exhaustion (Study 2). Study 1 included a sample of workers from different sectors (N = 1152). Study 2 included all participants of Study 1 that had also completed the scales measuring work engagement and emotional exhaustion (N = 845). The results confirmed the original structure of the scale, by identifying a three-factor model (i.e., challenge, commitment, control) with one general, second-order, latent factor (i.e., occupational hardiness). In addition, multi-group confirmatory factor analysis results indicated that the measurement of occupational hardiness, as captured by OHS, was comparable and meaningful for males and females. Finally, occupational hardiness was positively related to engagement, and negatively related to emotional exhaustion. Thus, the Italian version of the OHS is a psychometrically sound measure for assessing occupational hardiness in the Italian working population.*

Pihl-Thingvad J, Andersen DR, Andersen LPS.

### **Does workers' experience of knowledge on emotional demands protect against burnout?**

BMC Psychol. 2025;14(1):15.

<https://doi.org/10.1186/s40359-025-03716-7>

*Background Burnout is prevalent in human service work, such as healthcare, social work, and education. Within these professions, workers are often required to regulate and express their emotions according to their professional role and the organizational context, which can lead to high emotional demands and consequently burnout. Inspired by prevention strategies in professions with physical hazards, where instruction and information on risk factors are essential for safety procedures, this study aims to assess if workers' experience of their own knowledge on the strain and possible reactions to emotional demands, moderates the association between emotional demands at work and symptoms of burnout. Methods The study utilized a longitudinal survey design, collecting data at baseline and six months follow-up. The sample consisted of workers from various professions with high emotional demands (n = 1336) and Generalized linear mixed models were used to analyze the data. Results The findings show that higher levels of emotional demands are positively associated with burnout symptoms across the six months (b = 0.2, t = 6.0, p < .001). Additionally, workers' experience of knowledge on emotional demands acted as a moderator on this association (b = 0.02, t = 2.5, p = .014). Stratified analysis showed that workers with higher level of knowledge exhibited lower levels of burnout at both baseline (T1) and six months follow-up (T2) Contrast estimates at T1 = High vs. Low,*



contrast estimate = -1.9,  $t = -5.5$ ,  $p < .001$ ; High vs. Medium, contrast estimate = -0.8,  $t = -2.7$ ,  $p = .007$ ; Medium vs. Low, contrast estimate = -1.1,  $t = -4.2$ ,  $p < .001$ . Contrast estimates at T2 = High vs. Low, contrast estimate = -2.0,  $t = 5.2$ ,  $p < .001$ ; High vs. Medium, contrast estimate = -0.7,  $t = -2.0$ ,  $p = .045$ ; Medium vs. Low, contrast estimates = -1.3,  $t = -4.3$ ,  $p < .001$ . These findings were consistent across various levels of emotional demands. **Conclusion** The findings suggest that enhancing workers' experience of knowledge of emotional demands might be a simple preventive measure that can supplement existing workplace initiatives on burnout prevention.

Mdivani MO.

#### **Emotional burnout among notaries.**

Psychol Law. 2025;15(4):224-38.

<https://doi.org/10.17759/psylaw.2025150412>

*Context and relevance.* Emotional burnout is a widespread phenomenon in the socioeconomic professions due to high empathetic load. *Objective.* The purpose of the study was to determine the presence and level of emotional burnout among notaries and how it affects communicative competence. *Methods and materials.* The study involved respondents ( $N = 290$ ) aged from 27 to 68 years ( $M = 45.04$ ;  $SD = 9.6$ ) with professional experience from 1 to 48 years ( $M = 14.2$ ;  $SD = 10.6$ ), among whom 87.5% are women and 12.5% are men. To diagnose the level and phases of emotional burnout (Tension, Resistance and Exhaustion), V. Boyko's Questionnaire was used. To diagnose communicative competence, the Communicative Tolerance Questionnaire was used. *Results.* The results of the study demonstrate the presence of emotional burnout among notaries, particularly the active formation of a resistance phase. A study of communicative competence showed that the manifestation of intolerance in behavior decreases with age, and the emotional non-acceptance of a partner grows with increasing experience. Regression analysis showed that emotional burnout burnout in general and especially its two later phases make a significant contribution ( $R^2 = 0.339$ ) to the level of communicative tolerance. *Conclusions.* Emotional burnout significantly contributes to communicative efficacy, and its prevention will contribute to enhancing the professional proficiency of notaries.

Li H, Zhong Y.

#### **Emotional exhaustion digital technology stress and occupational burnout among nurses.**

2026.

<https://pubmed.ncbi.nlm.nih.gov/41844215>

The rapid integration of digital technologies in healthcare has led to increased stress for nurses, contributing to emotional exhaustion and occupational burnout. However, the mediating role of emotional exhaustion in the relationship between digital technology stress (DTS) and burnout remains unclear.

Mouzoune K.

#### **Épuisement émotionnel chez les médecins en Suisse.**

2026.

<https://shs.cairn.info/revue-cahiers-de-l-actif-2026-2-page-151?lang=fr>

L'épuisement émotionnel constitue la dimension centrale du burnout professionnel et touche de manière disproportionnée les professionnels de santé. En Suisse, plusieurs enquêtes nationales et études cliniques montrent une prévalence élevée de ce phénomène chez les médecins, infirmiers et autres soignants, dépassant celle observée dans la population active générale. Cet article examine l'épuisement émotionnel chez les médecins et leur prise en charge par le programme ReMed qui leur apporte un soutien structuré et confidentiel leur permettant de restaurer leur équilibre émotionnel et de renforcer la résilience professionnelle.

Singh AP, Xiao L, O'Brien BJ, Blondeau CE, Flowers CR, Bruera E, et al.

#### **Erratum: Association of Emotional Exhaustion With Career Burnout Among Early-Career Medical Oncologists: A Single-Institution Study.**

JCO Oncol Pract. 2026;22(1):174-.

<https://ascopubs.org/doi/abs/10.1200/OP-25-00448>

Logvinov YI, Berseneva EA, Gorbunova EA, Drozdov PA.



**Features of emotional burnout in the context of training doctors using simulation technologies.**  
Yakut Med J. 2025(3):70-6.

<https://doi.org/10.25789/ymj.2025.91.16>

The article presents a study on the formation of phases and the severity of symptoms of burnout syndrome among doctors who have completed advanced training programs using simulation technologies. The study involved doctors who participated in advanced training courses at the Educational and Accreditation Center-Medical Simulation Center of the S.P. Botkin Moscow Multidisciplinary Research and Clinical Center in 2024. All phases of burnout syndrome were identified in 71 (50%) of the respondents. Individual symptoms of burnout syndrome were identified in 140 of the 142 study participants; more common were such as "experiencing traumatic circumstances" (83/58.45%), "inadequate selective response" (82/57.74%), "reduction of professional duties" (79/55.63%). Compared with surgeons, anesthesiologists and intensive care physicians were more likely to have all three phases, with symptoms such as "emotional and moral disorientation" being more pronounced ( $p < 0.05$ ). The data obtained on the high incidence of burnout syndrome, the degree of formation of phases and the severity of individual symptoms among doctors studying advanced training cycles using simulation technologies allow us to identify the main areas of preventive work in the future.

Gan R, Abedini M, Fernández-Tardón G, Odelea MR, Béresová J, Boffetta P, et al.

**Longitudinal changes in emotional exhaustion and its associated socio-occupational factors among European healthcare workers during and after the Covid-19 pandemic.**

Gac Sanit. 2025;39:1.

<https://www.gacetasanitaria.org/en-pdf-S0213911125006454>

*Background/Objectives:* This study examined emotional exhaustion (EE) among healthcare workers (HCWs) during and after the COVID-19 pandemic and assessed its associations with sociodemographic and occupational factors. *Methods:* A prospective longitudinal study involved 711 HCWs from the Romania  $n = 499$  and the Slovakia  $n = 212$ . The ORCHESTRA Emotional Exhaustion Questionnaire measured EE at two-time points, during and post-pandemic. *Results:* In Romania, EE levels decreased post-pandemic (coef = -0.40,  $p = 0.041$ ), whereas in Slovakia, levels increased (coef = 0.11,  $p = 0.401$ ), though this change was not statistically significant. An overall decline in EE was observed with increasing days since the pandemic (coef = -0.003,  $p < 0.001$ ) for both countries. During the pandemic, Romanian HCWs exhibited significantly higher EE compared to their Slovakian counterparts (coef = -0.51,  $p < 0.001$ ), but there was no significant difference in EE levels after the pandemic (coef = -0.002,  $p = 0.961$ ). Further analysis revealed that female gender (coef = 0.08,  $p = 0.015$ ), age (coef = -0.004,  $p = 0.002$ ), and working directly with patients (coef = 0.06,  $p = 0.004$ ) were significantly associated with elevated EE. *Conclusions/Recommendations:* EE patterns among Romanian HCWs showed a decline in exhaustion post-pandemic, the Slovakian cohort had a brief spike, followed by a decline. Vulnerable group identified, being Young, female HCWs, especially those working directly with patients, remained at higher EE. Early screening and targeted interventions based on Conservation of Resource theory for these vulnerable groups may effectively reduce EE among HCWs and improve overall workforce well-being.

Boğazlıyan EE, Avcı A.

**The Mediating Role of Perceived Occupational Stress in the Relationship Between Psychological Capital and Emotional Exhaustion Among Teachers.**

2026.

<https://hdl.handle.net/20.500.12436/9678>

*Bu çalışmanın amacı öğretmenlerin psikolojik sermaye düzeyleri ile işe bağlı duygusal tükenmişlikleri arasındaki ilişkide algılanan mesleki stresin aracılık rolünü incelemektedir. Araştırma nicel paradigmaya dayalı ilişkisel tarama modelinde gerçekleştirilmiştir. Araştırmanın çalışma grubu 2024–2025 eğitim-öğretim yılında devlet okullarında görev yapan çeşitli branşlarda 438 öğretmen oluşturmaktadır. Veriler Psikolojik sermaye, algılanan mesleki stres ve işe bağlı duygusal tükenmişliği ölçen geçerli ve güvenilir ölçekler aracılığıyla toplanmıştır. Analizler, SPSS 26 paket programı ve PROCESS Makro uzantısı ile gerçekleştirilmiştir. Araştırmada aracılık etkisi Bootstrap yöntemiyle test*





edilmiştir. Elde edilen bulgular, psikolojik sermayenin işe bağlı duygusal tükenmişlik üzerinde doğrudan ve dolaylı etkilerinin olduğunu göstermiştir. Algılanan mesleki stresin bu ilişkide kısmi aracı rol üstlendiği belirlenmiştir. Elde edilen sonuçlar, öğretmenlerin psikolojik sermayelerini geliştirmeye yönelik örgütsel destek ve eğitim programlarının işe bağlı duygusal tükenmişliği azaltmada katkı sağlayabileceğini göstermektedir. ; The aim of this study is to examine the mediating role of perceived occupational stress in the relationship between teachers' psychological capital levels and their work-related emotional exhaustion. The research was conducted within a quantitative paradigm using a relational survey design. The study group consisted of 438 teachers from various subject areas working in public schools during the 2024–2025 academic year. Data were collected through valid and reliable scales measuring psychological capital, perceived occupational stress, and work-related emotional exhaustion. Analyses were carried out using SPSS 26 and the PROCESS Macro, and mediation effects were tested through the bootstrap method. The findings indicated that psychological capital has both direct and indirect effects on work-related emotional exhaustion. Perceived occupational stress was found to play a partial mediating role in this ...

Tatlı M, Güven R, Balsak H, Özel M, Altıntop İ.

**Post-Traumatic Stress Symptoms, Occupational Stress, Emotional Exhaustion, and Quiet Quitting in Workplace-Violence-Exposed Turkish Prehospital Emergency Workers: A Cross-Sectional Study.**

Multidisciplinary Digital Publishing Institute; 2026.

<https://doi.org/10.3390/healthcare14152244>

(1) Background: Prehospital emergency workers frequently experience workplace violence and trauma, raising their risk of post-traumatic stress disorder (PTSD) symptoms and burnout, yet their link to quiet quitting remains poorly understood. We tested whether the PTSD–quiet quitting association is statistically patterned through perceived occupational stress and emotional exhaustion. (2) Methods: In a cross-sectional online survey, prehospital emergency professionals in Türkiye who reported workplace violence within the previous six months completed the PTSD-Short Scale, Perceived Occupational Stress Scale, Job-Related Emotional Exhaustion Scale, and Quiet Quitting Scale. Serial mediation was tested with PROCESS Model 6 (5000 bootstrap resamples), with an age- and gender-adjusted sensitivity analysis, and reporting followed the STROBE checklist. (3) Results: Of 327 respondents, 305 were analysed. PTSD symptoms were associated with quiet quitting ( $\beta = 0.460$ ,  $p < 0.001$ ). With both mediators entered, the direct path was non-significant ( $\beta = 0.105$ ,  $p = 0.071$ ), indicating full statistical mediation. The serial route through stress and exhaustion was the largest indirect pathway ( $B = 0.155$ , 95% CI [0.091, 0.217]), and the model explained 42.1% of the variance. Self-reported, single-session data mean the indirect effects are best treated as upper-bound estimates. (4) Conclusions: PTSD symptoms were indirectly related to quiet quitting through occupational stress and emotional exhaustion. The high correlation between the two mediators suggests one broad strain process rather than two distinct stages. Because the design is cross-sectional, it precludes causal ordering; longitudinal studies are needed. Clinically, the findings highlight reducing workplace violence and monitoring stress and exhaustion to limit disengagement among prehospital staff.

Косьянова ОЮ, Лазоренко ТМ, Думік Ю.

**Psychosocial factors of occupational stress and emotional burnout.**

2026.

<http://journalsofznu.zp.ua/index.php/psych/article/view/5009>

The article is dedicated to the theoretical substantiation and empirical study of psychological factors of occupational stress and emotional burnout. The relevance of the topic is due to the high level of psychological load on specialists in modern conditions, exacerbated by the COVID-19 pandemic and the state of war in Ukraine, where chronic stress becomes a systemic problem of mental health. According to studies from 2024–2025, the level of professional burnout reaches 66% in the USA and has a tendency to increase in Ukraine due to crisis factors. Occupational stress is considered as a multidimensional psychophysiological state arising from an imbalance between work demands and individual resources, according to R. Lazarus's transactional model. Emotional burnout, as a chronic consequence, includes emotional exhaustion, depersonalization, and reduction of personal achievements, according to C. Maslach's model. The theoretical analysis is based on models by H.



Selye (general adaptation syndrome), R. Lazarus (cognitive appraisal), C. Maslach (three-component burnout model) and R. Plutchik (psychoevolutionary theory of defense mechanisms), emphasizing the role of anxiety as a mediator and defense mechanisms as stress buffers. The empirical study was conducted on a sample of 39 individuals (age 22–60 years,  $M=41.2$ ,  $SD=10.5$ ; 56% women; professions: education 35%, medicine 25%, management 20%, services 20%) using validated instruments: J. Greenberg's occupational stress scale (range 0–30), C. Spielberger – Y. Khanin's anxiety scale (20–80) and R. Plutchik's LSI defense styles (0–100%). The results revealed an average level of stress in 51.3% ( $M=16.67$ ,  $SD=4.89$ ), high trait anxiety in 64.1% ( $M=44.18$ ,  $SD=8.76$ ), dominance of adaptive defenses (intellectualization  $M=43.15\%$ , compensation  $M=42.44\%$ ) and correlations: stress with regression ( $r=0.475$ ,  $p<0.01$ ), anxiety with projection ( $r=0.707$ ,  $p<0.01$ ), regression ( $r=0.551$ ,  $p<0.01$ ). Based on the data, a psychocorrective prevention program for burnout was developed (12 ...

Hsu E.

### **Up, Down, and All Around: Emotional Whiplash and Its Effects on Interpersonal Trust and Relationships at Work.**

WashU Scholarly Repository; 2026.

[https://openscholarship.wustl.edu/olin\\_etds/74](https://openscholarship.wustl.edu/olin_etds/74)

*Although core theories underscore the temporal and interpersonal aspects of emotions, such theoretical models are currently insufficient to understand how the temporal dynamics and interpersonal nature of emotions interact with one another. How might different interpersonal interactions precipitate one's emotional dynamism? How might the temporal flow of emotions within an individual impact the interpersonal functioning in relationships between individuals? Accordingly, my dissertation employs a full-cycle approach, combining inductive, abductive, and deductive methods to pioneer and test theory on the phenomenon of emotional whiplash—a relatively sudden and significantly dramatic shift (either in valence and/or arousal) in one's emotions—and, more broadly, interpersonal emotion dynamics at work. Across six studies, I find that (1) expectancy violations by others drive the experience of emotional whiplash in individuals and (2) observing others' expressions of emotional whiplash elicits positive affective reactions, sustains trust, and promotes support behavior when the cause of emotional whiplash is attributed to uncontrollable factors but suppresses trustworthiness inferences, dampens trust, and facilitates withdrawal behavior when the cause is attributed to controllable factors. Taken together, by integrating the streams of research on the temporal and interpersonal aspects of emotions, I establish a novel type of emotional change, emotional whiplash. I also shift extant focus from negative relational disruptions to interpersonal expectancy violations as a broader, bivalent trigger of emotion dynamics and, in turn, move beyond prior scholarship that views emotions as static byproducts of relational violations. Finally, I advance knowledge on how and why relationships at work may strengthen or disintegrate over the course of an interaction, as well as enrich the burgeoning body of literature on emotions and trust by exploring the dynamics of trust alongside the dynamics of emotions.*

### **Régulation des émotions au travail**

Scheibe S, El Khawli E.

#### **Age and emotion regulation at work.**

Handbook of Emotion Regulation at Work 2025. p. 309-29.

<https://doi.org/10.4337/9781035314607.00026>

*Industrialized countries are experiencing a demographic shift towards an aging workforce. Concurrently, work is becoming more emotionally demanding due to increased service work and time pressure. Understanding the role of age in regulating one's own and others' emotions effectively is therefore crucial. This chapter explores age differences in emotion regulation at work, drawing on lifespan psychology theories to understand the mechanisms and boundary conditions of these differences. We review the literature on both intrapersonal (self-related) and interpersonal (other-related) emotion regulation at work along three key questions: When and why, how, and how well do younger and older workers regulate emotions at work? Regarding regulating own emotions, while*



evidence suggests an older-age advantage in emotion regulation in most circumstances, research on stressor occurrence and specific strategies is inconclusive. Additionally, older workers may be less resilient than younger workers when facing high emotional arousal or chronic stressors. Regarding regulating others' emotions, evidence is scarce yet new theoretical ideas provide useful guidance for future research. Overall, understanding and leveraging age-related differences in emotion regulation is crucial for effectively supporting both younger and older workers in increasingly emotionally demanding work environments.

Ji X, Yang Y, Xu Y, Zuo Y, Wang M.

**Anxiety sensitivity and occupational fatigue in meteorological exploration personnel: a serial mediation model of recovery experience and emotion regulation self-efficacy.**

2026.

<https://doi.org/10.3389/fpsyg.2026.1803089>

*Background* Meteorological exploration personnel work in chronically high-risk and high-demand environments that challenge their psychological well-being and operational safety. Occupational fatigue impairs cognitive function and performance, threatening both mission safety and data quality. Prior research has not fully elucidated the internal psychological mechanisms linking stable traits to fatigue in this population. Grounded in Conservation of Resources (COR) Theory and Self-Efficacy Theory, this study examined the association between anxiety sensitivity and occupational fatigue and tested the serial mediating roles of recovery experience and emotion regulation self-efficacy. *Methods* A questionnaire survey was administered to 311 meteorological exploration personnel. Participants completed the Anxiety Sensitivity Index-3 (ASI-3), Recovery Experience Questionnaire (REQ), Swedish Occupational Fatigue Inventory-25 (SOFI-C), and Regulatory Emotional Self-Efficacy Scale (RESE). Structural equation modeling (SEM) and bootstrap methods were used to test the mediation effects. *Results* The SEM analysis revealed that (1) anxiety sensitivity significantly and positively predicted occupational fatigue; (2) recovery experience mediated this relationship; (3) emotion regulation self-efficacy served as a partial mediator; and (4) a significant serial mediation effect was observed through recovery experience and emotion regulation self-efficacy. Individuals with high anxiety sensitivity reported poorer recovery, which subsequently undermined their confidence in emotion regulation and exacerbated fatigue. *Conclusion* This study provides the first empirical test of a serial mediation model linking anxiety sensitivity to occupational fatigue via recovery experience and emotion regulation self-efficacy among meteorological exploration personnel. Although the relationship was predominantly direct, the significant indirect pathways confirmed the hypothesized mechanistic roles of compromised recovery and eroded self-efficacy in this ...

Marassi S.

**Artificial Intelligence and health and safety at work: The regulation of emotion recognition technologies.**

Routledge; 2026.

<https://doi.org/10.4324/9781042003266-6>

*The deployment of AI emotion recognition technologies in the workplace raises significant concerns regarding the protection of workers' fundamental rights, particularly the right to health and safety at work. At the same time, these technologies may offer benefits in high-risk sectors, where detecting workers' affective states could contribute to preventing accidents and saving lives. In response to growing research, commercialization, interest, and criticism of such technologies, the recently adopted AI Act prohibits them, while also providing an exception for 'medical or safety reasons'. Against this backdrop, this chapter examines how the AI Act balances the occupational health and safety risks associated with AI emotion recognition at work against its potential benefits.*

Lee U, Lee D, Park E, Lim H.

**Artificial intelligence for emotion regulation at work.**

Handbook of Emotion Regulation at Work 2025. p. 409-35.

<https://doi.org/10.4337/9781035314607.00032>

*Artificial intelligence (AI) technologies have the potential to revolutionize workplace health, well-being, and productivity by augmenting human capabilities. This chapter focuses on how AI can support emotion regulation in work contexts. Building on the foundations of affective computing, which enables*



machines to understand and respond to human emotions, the chapter introduces a new AI-assisted emotion regulation framework that integrates multimodal sensing, emotional state mapping, and tailored intervention strategies. By reviewing theoretical foundations, showcasing practical applications, and discussing design, ethical, and practical considerations, this chapter demonstrates how AI can contribute meaningfully to improving employee well-being by supporting emotion regulation.

Chabin N, Brown D.

**The cognition of emotion : how cognitive control and working memory underly emotion regulation strategy differences.**

Pitzer Senior Theses. 224. 2025.

[https://scholarship.claremont.edu/pitzer\\_theses/224](https://scholarship.claremont.edu/pitzer_theses/224)

Working memory is crucial for comprehensively grasping the dynamics of emotion regulation (ER) and cognitive control, as it serves as a foundational cognitive resource that influences how individuals manage their thoughts, emotions, and behaviors. This research aimed to examine the role working memory capacity (WMC) has on Frontal Midline Theta (FMT), an EEG marker for cognitive control, during two common ER strategies: emotional suppression and cognitive reappraisal. Participants performed both an Operation Span working memory task and an ER task, where they viewed a series of negative and neutral images across three conditions. First, participants were instructed to passively view, then subsequently suppress their reactions towards (emotional suppression), and rethink the context (cognitive reappraisal) of the images. Following stimulus presentation, participants were prompted to rate the pleasantness and arousal of each image. Participants rated negative images significantly more pleasant and less arousing during cognitive reappraisal than during the passive viewing condition. Additionally, FMT power was significantly greater during both regulation conditions than during the passive viewing condition. Finally, there was a significant negative relationship between WMC and FMT, whereby individuals with higher WMC scores showed reduced FMT while performing cognitive reappraisal in comparison to the passive viewing condition. This negative correlation suggests that high WMC individuals require less recruitment of cognitive control to utilize reappraisal than those with low WMC. These findings highlight the nuanced role of WMC in ER, suggesting a potential pathway for optimizing emotional outcomes through tailored strategies based on individual cognitive profiles.

Poless PG, Eid J, Prate MVB, Stenseng EM, Hansen AL.

**Cognitive appraisal, emotional responses, and emotion regulation in firefighters' occupational stress—A pilot study.**

2026.

<https://doi.org/10.3389/fpubh.2026.1809101>

*Introduction* Firefighting is a highly demanding profession, involving frequent exposure to stress and life-threatening situations. This pilot study investigates firefighters' cognitive and emotional responses underlying problem-solving and emotion regulation during stressful operations. It explores how and to what extent firefighters experience their thoughts and emotions, focusing on subjective experiences of valence and physiological arousal, and whether they perceive their thoughts and emotions as helpful or hindrances. Additionally, we examine habitual emotion regulation strategies, accounting for age and work experience. *Method* Seventy-eight firefighters participated in structured interviews based on Cognitive Behavioural Therapy techniques and completed the Emotion Regulation Questionnaire (ERQ). *Results* Fire accidents were reported as the most stressful operations (35%), with cognitive appraisal oriented to stress-threat (31%). Participants experienced mixed emotions (27%) rather than a single dominant emotion and consistently prioritised rescuing individuals as a problem-solving tendency (49%). Despite high subjective experience of bodily changes and physiological arousal, thoughts and emotions were generally perceived as positive and helpful. Cognitive reappraisal was the most frequently used emotion regulation strategy both during stressful operations (23%) and as a habitual tendency, while suppression was less common and negatively correlated with age. Age explained approximately 8% of the variance in suppression. *Discussion* By using a Cognitive Behavioural Therapy (CBT) framework, this pilot study demonstrates new insight into firefighters' underlying cognitive and emotional processes during critical operations. Significant strengths and limitations, as well as suggestions for further research are discussed.





Erickson, R. J., Diefendorff, J. M., Niven, K., Chi, N. W.

**Emotion regulation at work.**

Handbook of Emotion Regulation at Work 2025. p. 2-22.

<https://doi.org/10.4337/9781035314607.00009>

*In this introductory chapter, we provide a foundation for understanding emotion regulation at work. We begin by differentiating key concepts and tracing the conceptual history of these terms through both sociological and psychological perspectives. The chapter reviews emotion regulation processes, including both intrapersonal and interpersonal strategies, and examines how these manifest in various workplace relationships (e.g., customer service, leadership, coworker interactions). We also emphasize how structural factors such as gender, race, and organizational hierarchy shape emotion regulation practices and outcomes. The chapter concludes by outlining the handbook's five main sections: conceptual foundations, occupational contexts, structural influences, methodological advances, and future challenges. Throughout, we advocate for a broader, more inclusive understanding of emotion regulation at work that bridges disciplinary boundaries and acknowledges diverse theoretical and methodological perspectives.*

Cameron S, Hofmans J, Mesquita B.

**Emotion regulation at work across cultures.**

Handbook of Emotion Regulation at Work 2025. p. 330-47.

<https://doi.org/10.4337/9781035314607.00027>

*Cultures vary not only in the strategies used for emotion regulation at work, but also in the emotions these regulation processes strive to achieve. In this chapter, we start from the perspective that these cultural variations in emotion regulation are the result of different goals for work relationships, and by extension different emotions that are most adaptive in achieving those relationship goals. The chapter provides an overview of how two cultural dimensions – individualism-collectivism and power distance – shed light on the preferences for emotions across cultures. We then discuss how these emotion preferences are also revealed through different ideals for leadership and teamwork across cultures. We review evidence for cultural variations in the prevalence of and outcomes associated with different emotion regulation strategies at work and conclude the chapter with recommendations for future research.*

Thornton-Lugo MA, Diefendorff JM, Ong XW, Donaldson NE, Rahm MI.

**Emotion regulation at work and home.**

Handbook of Emotion Regulation at Work 2025. p. 348-66.

<https://doi.org/10.4337/9781035314607.00028>

*Emotions and emotion regulation occur within the work and home domains. The processes and outcomes of emotion regulation within each domain can have implications for emotion regulation processes and outcomes in the other domain. In this chapter, we consider various points of intersection for emotion regulation processes in these domains and dedicate a large portion of our review to potential cross-domain effects. We conclude by considering deficiencies in the literature and potential future research directions.*

Grandey A, Rich T, Ong XW, Yamane S, Manjezi B.

**Emotion regulation at work as racialized emotional labor.**

Handbook of Emotion Regulation at Work 2025. p. 287-308.

<https://doi.org/10.4337/9781035314607.00025>

Chi NW.

**Emotion regulation in death work.**

Handbook of Emotion Regulation at Work 2025. p. 164-82.

<https://doi.org/10.4337/9781035314607.00018>

Chan CIM, Lam LW, Lai JYM.

**Emotion regulation in dirty work.**

Handbook of Emotion Regulation at Work 2025. p. 226-46.



<https://doi.org/10.4337/9781035314607.00021>

Blix SB, Minissale A.

**The emotion regulation of performance work.**

Handbook of Emotion Regulation at Work 2025. p. 183-203.

<https://doi.org/10.4337/9781035314607.00019>

Potz A, Maheux J, Gendron A.

**Emotion regulation, secondary traumatic stress and psychological health at work among child sexual and physical exploitation police investigators.**

Policing-An Int J Police Strategies & Manag. 2025;48(6):1153-70.

<https://doi.org/10.1108/pijpsm-09-2024-0160>

*Purpose* This study aims to examine the association between emotion regulation, the psychological health at work (PHW) and secondary traumatic stress (STS) of child sexual and physical exploitation investigators (CSPEIs). *Design/methodology/approach* A path analysis model was tested with 73 Quebec CSPEIs. The instruments included the Difficulties in Emotion Regulation Scale (DERS), the STS subscale of the professional quality of life scale - 5 (ProQOL) and the questionnaire on workplace psychological distress (WPD) and psychological well-being at work (PWBW). *Findings* The path analysis model revealed that the DERS explains 31.40% of the variance of the STS, 36.5% of the variance of the WPD and 20.9% of the variance of the PWBW. These results indicate that fewer emotion dysregulation is associated with better PHW. Few studies have examined these links in a population of investigators specialized in child sexual crimes. *Originality/value* This study therefore offers an innovative contribution to the understanding of psychological health among those working in contexts with a high emotional charge. The results support the importance of implementing emotion regulation training in police environments in order to prevent psychological distress among these workers and to improve their well-being at work. A better understanding of these skills can lead to effective prevention strategies, thereby improving the quality of life of professionals and the safety of society.

Veltri A, Beatino MF, Corsi M, Chiumiento M, Caldi F, Guglielmi G, et al.

**Emotional Dysregulation and Stress-Related Psychopathology in Workers Exposed to Occupational Stress.**

2026.

<https://doi.org/10.3390/bs16010105>

*Emotional dysregulation (ED) reflects a heightened reactivity to stimuli, characterized by excessive negative affect and impulsive behaviors. This study aimed to evaluate ED in workers seeking care for occupational stress and to examine its associations with sociodemographic characteristics, occupational stress, and the severity of anxiety and depressive symptoms. Eighty-seven workers referred for work-related stress were assessed using the Psychological Stress Measure (PSM) and the Job Content Questionnaire (JCQ) for stress, the Beck Depression Inventory-II (BDI-II) and the Self-Rating Anxiety Scale (SAS) for psychopathology, and the RPoSt-40 for ED. Group comparisons and correlation analyses were conducted using parametric or non-parametric tests, as appropriate. Forty-six percent of participants met criteria for Adjustment Disorders and 54% for Major Depressive Disorder. No significant differences between diagnostic groups emerged for ED or symptom severity. Women reported higher perceived stress and anxiety than men. Negative ED domains— affective instability, negative emotionality, and emotional impulsivity—showed moderate-to-strong positive correlations with stress, anxiety, and depressive symptoms. Affective instability was also related to job stress dimensions, correlating negatively with decision latitude and positively with job demands. Negative emotional dysregulation appears to be a transdiagnostic vulnerability factor for stress-related psychopathology. Screening for ED may support early detection and targeted preventive interventions in occupational settings.*

Jaramillo Triana KY, Del Valle Pajaro AP, Arismendy Lopez DC, Marriaga Morales YJ, Severiche Sierra CA.

**Emotional regulation and occupational safety as predictors of safe behavior in operational workers in the metalworking sector.** 2026.



<https://remuvac.com/index.php/home/article/view/326>

*El objetivo de este estudio fue analizar la relación entre manejo emocional, seguridad laboral y conductas observadas en trabajadores operativos del sector metalmecánico en Barranquilla, Colombia. Se empleó un enfoque mixto convergente, con diseño no experimental, transversal y alcance descriptivo-correlacional. La muestra cuantitativa estuvo conformada por 30 trabajadores seleccionados mediante muestreo no probabilístico intencional, mientras que el componente cualitativo incluyó ocho sesiones de observación estructurada no participante. Se aplicó un cuestionario de 30 ítems que evaluó manejo emocional y seguridad laboral, complementado con una guía de observación de 13 ítems y notas de campo. La consistencia interna fue adecuada en todas las escalas: manejo emocional ( $\alpha = 0.913$ ), seguridad laboral ( $\alpha = 0.836$ ) y manejo emocional observado ( $\alpha = 0.860$ ). Los resultados evidenciaron niveles favorables de manejo emocional ( $M = 3.66$ ;  $DE = 0.72$ ) y seguridad laboral ( $M = 3.99$ ;  $DE = 0.49$ ). No se encontró una asociación significativa entre ambas variables globales ( $\rho = -0.017$ ;  $p = 0.930$ ). Sin embargo, se identificó una relación positiva entre manejo emocional y la percepción de saber actuar ante situaciones de riesgo ( $\rho = 0.598$ ;  $p < 0.001$ ), así como una fuerte asociación entre manejo emocional observado y conducta segura ( $\rho = 0.875$ ;  $p = 0.004$ ). Se concluye que la seguridad preventiva requiere integrar la regulación emocional con condiciones organizacionales adecuadas. ; The objective of this study was to analyze the relationship between emotional regulation, occupational safety, and observed behaviors among operational workers in the metalworking sector in Barranquilla, Colombia. A convergent mixed-methods approach was employed, with a non-experimental, cross-sectional design and a descriptive-correlational scope. The quantitative sample consisted of 30 workers selected through non-probabilistic purposive sampling, while the qualitative component included eight sessions of structured non-participant observation. A ...*

Vasquez CA, Troth AC, Ashkanasy NM.

**Emotional Regulation at Work.**

Emerald Publishing Limited; 2026.

<https://doi.org/10.1108/978-1-80686-075-3>

*Emotions in organizations continues to be a topic of intense interest among organizational behavior scholars worldwide. This 20th volume of Research on Emotion in Organizations collects together chapters presented at the Fourteenth International Conference on Emotions and Worklife, August 2024, the University of Illinois Chicago, USA. Emotional Regulation at Work reflects the diverse nature of emotions in organizational settings through various theoretical and empirical lenses. Contributions explore the critical role of emotion regulation in workplace dynamics, and the increasingly diverse emotional challenges faced by organizations - from managing interpersonal relationships to addressing cultural differences in emotional expression - making the understanding of emotion regulation processes particularly vital. Encompassing key themes in organizational emotion research, exploring emotional labor, emotional intelligence, team dynamics, and psychological capital, emotion regulation emerges as a crucial mechanism through which individuals and groups navigate workplace experiences. The research examines these phenomena across various contexts, from educational institutions to entertainment settings. Contributing authors from various countries and offering cross-cultural perspectives, enriching our understanding of how cultural contexts influence emotional experiences and regulation in organizations, Emotional Regulation at Work employs diverse methodological approaches, including quantitative analysis, literature reviews, diary studies, and qualitative investigations.*

Diefendorff JM, Niven K, Erickson RJ, Chi NW.

**The future of emotion regulation at work.**

Handbook of Emotion Regulation at Work 2025. p. 528-45.

<https://doi.org/10.4337/9781035314607.00039>

Chawla N, Lennard A, Bartels AL, Nguyen C, Garcia A.

**A gendered perspective to emotion regulation in the workplace.**

Handbook of Emotion Regulation at Work 2025. p. 268-86.

<https://doi.org/10.4337/9781035314607.00024>



Edited by James M. Diefendorff KN, Rebecca J. Erickson, and Nai-Wen Chi.

**Handbook of Emotion Regulation at Work.**

2025. 1-564 p.

<https://doi.org/10.4337/9781035314607>

*In this cutting-edge Handbook, leading authors provide a broad overview of what emotion regulation is, who uses it and where, and how it can be studied. Multidisciplinary in scope, chapters move beyond the traditional perspective of emotion regulation at work as “service with a smile”, to consider how it manifests in various professional settings.*

Lilius J, Gibson KR.

**How an intrapersonal emotion regulation 'detour' undergirds effective compassionate responding at work.**

Handbook of Emotion Regulation at Work 2025. p. 145-63.

<https://doi.org/10.4337/9781035314607.00017>

Niven K.

**Interpersonal emotion regulation at work.**

Handbook of Emotion Regulation at Work 2025. p. 44-63.

<https://doi.org/10.4337/9781035314607.00011>

Drouin M-S, Charette-Dussault É, Corbière M.

**Intervention inspirée de la thérapie centrée sur les émotions pour promouvoir la régulation émotionnelle et faciliter le retour au travail des employés en arrêt maladie.**

Santé mentale au Québec. 2025;50(1):197-210.

<https://id.erudit.org/iderudit/1121401ar->

*Le retour au travail (RaT) d'un employé en absence de maladie pour un trouble mental courant peut être entravé par divers obstacles, notamment des relations interpersonnelles complexes ou conflictuelles. Ces dynamiques peuvent s'accompagner d'émotions complexes, mal régulées ou difficilement identifiables par le travailleur. La psychothérapie centrée sur les émotions, développée par Leslie Greenberg (2020), propose des techniques favorisant une meilleure régulation émotionnelle, pouvant ainsi soutenir un RaT plus harmonieux. Cet article vise à présenter un ensemble de techniques spécifiques permettant à la personne de faire face aux émotions complexes et inadaptées qui surgissent dans le cadre de relations difficiles réelles ou anticipées lors du RaT. Tout d'abord, le rationnel qui sous-tend le travail sur les émotions en psychothérapie et l'importance de la régulation émotionnelle dans le fonctionnement de la personne seront présentés. Par la suite, les techniques de focusing, de dialogue à chaise vide et de dialogue à 2 chaises seront exposées accompagnées de leurs objectifs spécifiques. Ces interventions sont illustrées à l'aide d'une vignette clinique portant sur un employé en absence pour un trouble de l'adaptation avec des difficultés relationnelles avec sa supérieure immédiate. Bien que prometteuse, cette intervention novatrice appliquée au contexte particulier du RaT devra être testée pour à la fois évaluer le fonctionnement émotionnel de l'employé et la réussite de son RaT.*

Beal DJ, Sundie JM, Trougakos JP.

**Intrapersonal emotion regulation at work.**

Handbook of Emotion Regulation at Work 2025. p. 23-43.

<https://doi.org/10.4337/9781035314607.00010>

Dos Santos L.

**L'expérience émotionnelle du soin aux parents âgés : entre révélateur d'inégalités sociales et travail de régulation.**

2026.

<https://hal.science/hal-05550283>





*International audience ; L'article analyse l'expérience émotionnelle des aidant.e.s familiaux prenant soin à domicile d'un parent âgé dépendant en Polynésie française. Ce territoire ultramarin fait l'expérience d'un vieillissement démographique rapide dans un modèle familialiste faiblement professionnalisé de prise en soin de la dépendance. L'enquête sociologique par entretiens menée auprès de 37 proches aidant.e.s résidant sur ce territoire montre la différenciation des expériences émotionnelles du soin selon le niveau de soutien (familial ou institutionnel) à disposition. L'enquête fait apparaître trois profils-types d'aidant.e.s : « entouré.e », « piégé.e » et « statutaire ». L'expérience émotionnelle des aidant.e.s « piégé.e.s », en particulier, s'inscrit dans une dynamique de vulnérabilisations cumulatives liées aux coûts biographiques de la charge exclusive du soin. Ces coûts sont à la fois sociaux (ruptures conjugales, isolement social), économiques (sortie de l'emploi, appauvrissement) et psychiques (dépression, burn out). Afin de se maintenir dans une relation de soin hautement contraignante et faiblement compensée à leur parent, ces aidant.e.s déploient un travail de régulation émotionnelle invisible que l'article met en lumière.*

Sim S, Reb J.

**Mindful emotion regulation at work.**

Handbook of Emotion Regulation at Work 2025. p. 477-95.

<https://doi.org/10.4337/9781035314607.00036>

Lim H, Jang G-E, Park G, Lee H, Lee SM.

**Moderating role of occupational context in the relationship between emotion regulation and burnout syndrome: A structural equation modeling (SEM) meta-analytic review. 2026.**

<https://pubmed.ncbi.nlm.nih.gov/42475039>

*Emotion regulation (ER) is a central component of emotional labor and a key predictor of burnout. However, empirical findings on the relationship between ER strategies and burnout have been inconsistent, particularly across occupational contexts. To address these discrepancies, we conducted a meta-analysis synthesizing data from 57 studies (65 independent samples; N = 29,053; 351 effect sizes). Drawing on Grandey and Gabriel's (2015) integrated model of emotional labor, we examined whether occupational context moderates the associations between two ER strategies (cognitive reappraisal and expressive suppression) and burnout. We also tested additional moderators, age and gender. Results indicated that the associations between ER and burnout were significantly moderated by occupation settings but not key demographic characteristics. Reappraisal generally exhibited a protective effect, particularly in teaching professions. In contrast, suppression was positively associated with burnout, with stronger links in public safety than in teaching and health care. These findings underscore the importance of occupational context in shaping how ER strategies relate to burnout. The study also offers practical implications for symptoms-based interventions and highlights limitations to guide future research. (PsycInfo Database Record (c) 2026 APA, all rights reserved).*

Umbra R, Fasbender U.

**Moral transgressions, moral emotions, and regulatory behaviours at work: evidence from two studies.**

Eur J Work Organ Psychol. 2026:18.

<https://doi.org/10.1080/1359432x.2026.2664210>

*This paper investigates interpersonal regulation at work across two complementary studies integrating Affective Events Theory (AET) with cognitivist accountability accounts and a content-based perspective on moralization. Study 1 used an intensive repeated-measures dyadic design with 125 German full-time employees reporting 777 weekly interactions with specific colleagues over five weeks. Colleague-perpetrated immorality appraisals were associated with anger towards the offending colleague and punitive regulation, whereas self-perpetrated immorality appraisals were associated with guilt towards the harmed colleague and penitent regulation. Examining moral-content cues via the CAD framework, injustice was the only cue that reliably predicted immorality appraisals across*



*perpetrator loci, with irresponsibility additionally predicting self-perpetrated appraisals. Study 2 replicated the appraisal - emotion - regulation sequence in an experimental vignette study with 302 British full-time employees and provided controlled evidence for the injustice pathway by manipulating injustice as a pre-appraisal cue. Across both studies, moralized workplace events were organized by immorality appraisals that elicited accountability-contingent moral emotions (anger vs. guilt), which in turn related to distinct regulatory responses (punitive vs. penitent). These findings clarify how workplace interactions become moralized and regulated in ongoing dyadic relationships and inform efforts to reduce injustice and support accountability and repair.*

Bindl UK, de Roche I.

**Motivated emotion regulation at work: why individuals manage their own and others' feelings in organizations.**

Handbook of Emotion Regulation at Work 2025. p. 64-83.

<https://doi.org/10.4337/9781035314607.00012>

Cottingham M, Keesman L, Apton C.

**Qualitative advances in research on emotion regulation at work.**

Handbook of Emotion Regulation at Work 2025. p. 389-408.

<https://doi.org/10.4337/9781035314607.00031>

Gabriel AS, Thapa S, Dutli A, Tay L.

**Quantitative advances in the study of emotion regulation at work.**

Handbook of Emotion Regulation at Work 2025. p. 368-88.

<https://doi.org/10.4337/9781035314607.00030>

Tavolucci S, Alessandri G, Eisenberg N, Filosa L, Sommovigo V, Rosa V.

**Regulatory Emotional Self-Efficacy in Managing Negative Emotions at Work: A Validation Study.**

2026.

<https://doi.org/10.1080/00223891.2025.2535609>

*In this article, we present three studies designed to investigate the psychometric properties of the Regulatory Emotional Self-efficacy Scale at Work (RESE-W). In Study 1 (N = 1735), we tested and confirmed a bifactorial structure comprised of one general and two specific dimensions across the six scale items. In Study 2 (N = 211), we investigated the relations of the RESE-W with emotional dynamics at work by estimating its associations with emotional variability, inertia, granularity, and baseline levels. In Study 3 (N = 294), we examined the scale's convergent and external validity, as well as the incremental predictive value of the RESE-W compared to other measures of emotional regulation abilities. Results supported the validity of the instrument and its utility in predicting individuals' emotional functioning within applied settings.*

Εφεντάκη Βασιλική Ι, Efentaki Vasiliki I.

**The Relationship between Self-Compassion, Emotion Regulation, and Occupational Burnout among Mental Health Professionals Working with Children and Adolescents with Neurodevelopmental Disorders: A Systematic Literature Review.**

2026.

<https://dx.doi.org/10.26258/heal.hua.298>

*Professional burnout constitutes a complex and highly prevalent phenomenon in the field of mental health, with increased occurrence among professionals working with children and adolescents with neurodevelopmental disorders. This professional context is characterized by intense emotional demands, a high level of responsibility, and continuous exposure to stressful situations, all of which may adversely affect practitioners' psychological well-being and professional functioning. Within this framework, the present systematic literature review aimed to examine the role of self-compassion and emotion regulation in the development of professional burnout, as well as to evaluate the effectiveness of interventions focused on enhancing these skills. The literature search was conducted in accordance with the PRISMA guidelines. Empirical studies and review articles published between 2015 and 2025*



in Greek and English were included, focusing on mental health professionals working with children and adolescents with ...

Hainagiu SM, Dragulinescu AM, Ieee, editors.

**Self-Esteem, Burnout, and Emotional Regulation in Engineering Education: A Pilot Study using Digital Self-Report Platforms.**

17th International Conference on Education Technology and Computers-ICETC; 2025 Sep 18-21 2025; Barcelona, SPAIN: Ieee.

<https://doi.org/10.1109/icetc66579.2025.11387199>

*In recent years, burnout has emerged as a critical issue in higher education, particularly in engineering programs where cognitive overload and emotional neglect are often normalized. Despite growing awareness, few empirical studies focus on how psychological factors such as emotional regulation and self-esteem influence academic burnout in technical students. This paper presents a pilot study investigating the relationship between emotional regulation, self-esteem, and academic burnout among students in engineering education, within the framework of the so-called "engineering stress culture." Conducted at the National University of Science and Technology Politehnica Bucharest, the study involved 49 students from technical programs and a survey as research instrument designed for the study. By multiple linear regression and Pearson/Spearman correlation analyses using R, both global and dimensional relationships across psychological variables were examined. Key findings show statistically significant correlations between burnout and emotional clarity ( $r_s = -0.47$ ,  $p = 0.004$ ), awareness ( $r_s = -0.34$ ,  $p = 0.044$ ), impulsivity ( $r_s = 0.47$ ,  $p < 0.001$ ), and the use of emotion regulation strategies ( $r_s = -0.38$ ,  $p = 0.005$ ). Although regression models did not identify any single variable as a significant predictor of overall burnout, the correlation analyses provided partial support for the hypothesis that self-esteem and emotion regulation difficulties influence the risk of academic burnout. These results suggest that burnout in engineering students is closely linked to deficits in emotional regulation rather than to self-perception alone.*

Ji X, Wang M, Yu H, Zuo Y, Xu Y.

**Supporting data and materials for: Enhancing Occupational Rehabilitation in High-Stress Work: How Recovery Experience Reduces Dysfunctional Attitudes Through Emotional Regulation.**

Figshare; 2026.

<https://dx.doi.org/10.6084/m9.figshare.31302328.v1>

*This dataset contains all supporting materials for the manuscript entitled 'Supporting data and materials for: Enhancing Occupational Rehabilitation in High-Stress Work: How Recovery Experience Reduces Dysfunctional Attitudes Through Emotional Regulation'. It includes: 1) the raw SPSS data file; 2) the cleaned and processed data file after reverse-scoring and computation; 3) a detailed experimental procedure document; 4) a codebook with variable definitions, scales, and scoring criteria; 5) electronic copies of the questionnaires used; 6) original output files from SPSS analyses; 7) all AMOS model and output files for structural equation modeling. These materials are provided to ensure full reproducibility of the analyses reported in the manuscript ...*

Li S, Zhao XY, Jeon L.

**Teacher-Child Relationships and Perceived Stress Among Head Start Teachers: Examining the Moderating Roles of Emotion Regulation and Workplace Support.**

Child Youth Care Forum. 2026;55(2):441-65.

<https://doi.org/10.1007/s10566-025-09891-3>

*Background* High levels of occupational stress among early care and education teachers have significant implications for their well-being and their capacity to effectively support children's development. Understanding the factors associated with teacher stress is critical for reducing teacher stress and promoting teacher well-being. *Objective* This study aims to investigate the association between the quality of teacher-child relationships and teacher-perceived stress, with a particular focus on how emotion regulation strategies and workplace support moderate this relationship. *Methods* We analyzed survey data collected from 132 Head Start teachers who participated in a professional development training program. Using regression analysis, we first examined the associations between teacher-child relationships, emotion regulation, workplace support, and teachers' perceived stress.



Interaction terms were then included in the model to assess the hypothesized moderating roles of emotion regulation and workplace support on the association between teacher-child relationships and teacher-perceived stress. Results Conflictual teacher-child relationships were significantly associated with higher levels of teacher-perceived stress. Additionally, the use of emotion regulation strategies and the availability of workplace support were found to mitigate the association between conflictual relationships and teacher stress. Conclusions The results highlight the importance of strengthening teachers' competence in addressing conflictual relationships with children and effectively using emotion regulation strategies in daily work as a way of addressing their stress. Enhancing workplace support systems would help reduce Head Start educators' stress levels, thereby creating a more sustainable and nurturing environment that benefits both teachers and children.

Bouriche B.

**Travail en Équipe et Partage Social des Émotions : Tensions Dialogiques d'une Représentation Sociale.**

17e Conférence Internationale sur les Représentations Sociales (CIRS); 2025-07-07; Brest, France 2025.

<https://amu.hal.science/hal-05171695>

S'appuyant sur les propositions d'un récent modèle visant à conceptualiser la dynamique des relations émotions-représentations sociales (RS) et sur une approche structurale des RS, en particulier la théorie du noyau central, la recherche examine les impacts d'une expérience émotionnelle impliquant un objet RS sur la construction langagière, en tenant compte du statut (structure et polarité) des éléments composant l'objet, de la valence de l'expérience, et de l'appartenance de genre des locuteurs. Les résultats obtenus à partir de l'analyse des discours recueillis au cours des situations de partage social émotionnel montrent que l'expérience de joie, comparativement à celle de colère, produit un discours consensuel significativement plus argumenté par les éléments centraux. L'expérience de colère, elle, met en évidence un discours socio-régulé impliquant davantage le système périphérique.

Hoover AN, Taylor N, Weeks KP, Rupp DE.

**Understanding the ethics, fairness, and justice of emotion regulation in the workplace.**

2025.

<https://doi.org/10.4337/9781035314607.00037>

Samipour-Biel S, Howardson G, Amoako-Atta D.

**Use of computational modeling in research of emotion regulation at work.**

2025.

<https://doi.org/10.4337/9781035314607.00033>

Richard EM.

**Workplace interventions for improving emotion regulation.**

Handbook of Emotion Regulation at Work 2025. p. 455-75.

<https://doi.org/10.4337/9781035314607.00034>

**Emotions et télétravail**

Matysová K, Volfová J, Brzozowska A.

**Emotional Responses to Telework and International Leadership Implications.**

J East Eur Manag Stud. 2025;30(4):14.

<https://doi.org/10.31083/JEEMS49267>





Recent crises, including the COVID-19 pandemic, the war in Ukraine, the 2023 active shooter attack at Charles University in Prague, and the 2025 knife attack at the University of Warsaw have significantly influenced preferences regarding the working and teaching environment. This paper outlines emotional responses to telework, coping strategies, and leadership implications in an international academic context. Qualitative primary data were collected through semi-structured interviews with academic staff and students and analysed using content and thematic analysis. A broad spectrum of emotional reactions was observed; verbalisation of emotions is culture-specific. The main stressors identified are a lack of personal contact and a sense of insecurity.

## Emotions et IA

Giorgetti C, Giorgetti A, Pelotti S, Contissa G.

### **AI and shared decision-making: a systematic review.**

AI & SOCIETY. 2026.

<https://doi.org/10.1007/s00146-026-02955-5>

Shared decision-making (SDM) is a collaborative process involving patients, their support networks, and the healthcare team, where patients are given a central role in making decisions about their health through effective communication. Since its introduction in the medical field, artificial intelligence (AI) has been increasingly used to support the SDM process. This systematic review is aimed at assessing the precise relationship between AI systems and the SDM process, highlighting both the potential for improvement as well as flaws. The systematic review followed the PRISMA methodology. Three databases were used to search for relevant literature: PubMed, Scopus (limited to the Medical field), and Web of Science (all fields). Two filtering rounds were performed, one on titles and abstracts, and one on the full-text of the articles. Extracted data included year, medical specialty/field, article type, AI method, developed or analyzed AI, clinical setting, use of AI, biases or limitations, funds, competing interests, ethical concerns, and algorithmic transparency/fairness. The authors also summarized the objective and contribution of each paper. The database search retrieved 927 records after duplicate removal. After the filtering rounds, 66 studies met the inclusion criteria; mostly articles published in 2024 (26.9%). Medical specialties were reported in 61.5% of studies, most frequently oncology (15.3%), orthopedics (7.7%), and cardiology (6.4%). Conceptual papers predominated (38.4%), followed by observational studies (20 reports) and reviews (18 reports). Almost half of the included articles (48.7%) did not specify an AI method. Among those that did, machine learning (28 reports) was most common, followed by others such as deep learning (9 reports) and large language models (6 reports). The objectives and contributions of the papers were distilled and discussed, including topics such as decision aids and conversation support, value consideration in recommender systems, time efficiency and aid in non-clinical tasks, black-box AI, fairness, reliability, and trust, human empathy, training and education, and design. The main risks that AI presents to the SDM process were identified in communication failures, lack of consideration for patient preferences, and absence of co-designing. Nevertheless, AI holds significant promise: it can increase clinical efficiency, contribute to chronic disease management, and enable patients to engage in self-monitoring and treatment adherence, thereby supporting sustained participation in their care. AI can also act as a decision aid and enrich patient-clinician dialog by clarifying options and aligning recommendations with individual values, ultimately fostering more collaborative decision-making. AI shall not be framed as a “negative” force for SDM, but rather should be harnessed for the opportunities it presents. Research and education should focus on overcoming the identified obstacles.

Hovenga EJS.

### **AI Supporting Nursing Documentation, Workflows and Patient Care.**



In: Hübner UH, Rubeis G, Delaney CW, Ball MJ, editors. Bridging Artificial and Human Intelligence: Implementation Strategies and Case Studies in Healthcare. Cham: Springer Nature Switzerland; 2026. p. 135-53.

[https://doi.org/10.1007/978-3-032-11938-4\\_9](https://doi.org/10.1007/978-3-032-11938-4_9)

*This chapter covers some of the fundamental functionalities of various AI technologies. The importance of data quality and interoperability is identified and need to be considered as pre-requisites to the safe, efficient and effective use of AI technologies. These concepts are described in terms of known relationships between data, information, knowledge and information system technologies within any digital health ecosystem. Risk mitigation strategies to be considered prior to AI adoption to support nursing practice at any point of care need to be explored. It is argued that AI adoption, including the use of robots, has the potential to reduce nursing time spent on documentation and workflow inefficiencies. The chapter concludes with a discussion about patient care and ethical considerations associated with the use of AI technologies.*

Marassi S.

**Artificial Intelligence and health and safety at work: The regulation of emotion recognition technologies.**: Routledge; 2026.

<https://doi.org/10.4324/9781042003266-6>

*The deployment of AI emotion recognition technologies in the workplace raises significant concerns regarding the protection of workers' fundamental rights, particularly the right to health and safety at work. At the same time, these technologies may offer benefits in high-risk sectors, where detecting workers' affective states could contribute to preventing accidents and saving lives. In response to growing research, commercialization, interest, and criticism of such technologies, the recently adopted AI Act prohibits them, while also providing an exception for 'medical or safety reasons'. Against this backdrop, this chapter examines how the AI Act balances the occupational health and safety risks associated with AI emotion recognition at work against its potential benefits.*

Lee U, Lee D, Park E, Lim H.

**Artificial intelligence for emotion regulation at work.**

Handbook of Emotion Regulation at Work 2025. p. 409-35.

<https://doi.org/10.4337/9781035314607.00032>

*Artificial intelligence (AI) technologies have the potential to revolutionize workplace health, well-being, and productivity by augmenting human capabilities. This chapter focuses on how AI can support emotion regulation in work contexts. Building on the foundations of affective computing, which enables machines to understand and respond to human emotions, the chapter introduces a new AI-assisted emotion regulation framework that integrates multimodal sensing, emotional state mapping, and tailored intervention strategies. By reviewing theoretical foundations, showcasing practical applications, and discussing design, ethical, and practical considerations, this chapter demonstrates how AI can contribute meaningfully to improving employee well-being by supporting emotion regulation.*

Mantello P, Ho M-T, Nguyen M-H, Vuong Q-H.

**Bosses without a heart: socio-demographic and cross-cultural determinants of attitude toward Emotional AI in the workplace.**

AI & SOCIETY. 2023;38(1):97-119.

<https://doi.org/10.1007/s00146-021-01290-1>

*Biometric technologies are becoming more pervasive in the workplace, augmenting managerial processes such as hiring, monitoring and terminating employees. Until recently, these devices consisted mainly of GPS tools that track location, software that scrutinizes browser activity and keyboard strokes, and heat/motion sensors that monitor workstation presence. Today, however, a new generation of biometric devices has emerged that can sense, read, monitor and evaluate the affective state of a worker. More popularly known by its commercial moniker, Emotional AI, the technology stems from advancements in affective computing. But whereas previous generations of biometric monitoring targeted the exterior physical body of the worker, concurrent with the writings of Foucault and Hardt, we argue that emotion-recognition tools signal a far more invasive disciplinary gaze that exposes and makes vulnerable the inner regions of the worker-self. Our paper explores attitudes*



towards empathic surveillance by analyzing a survey of 1015 responses of future job-seekers from 48 countries with Bayesian statistics. Our findings reveal affect tools, left unregulated in the workplace, may lead to heightened stress and anxiety among disadvantaged ethnicities, gender and income class. We also discuss a stark cross-cultural discrepancy whereby East Asians, compared to Western subjects, are more likely to profess a trusting attitude toward EAI-enabled automated management. While this emerging technology is driven by neoliberal incentives to optimize the worksite and increase productivity, ultimately, empathic surveillance may create more problems in terms of algorithmic bias, opaque decisionism, and the erosion of employment relations. Thus, this paper nuances and extends emerging literature on emotion-sensing technologies in the workplace, particularly through its highly original cross-cultural study.

Bruno T.

**Camille Alloing : "Le levier émotionnel est survalorisé par les réseaux sociaux."**

Archimag. 2025;360:44-5.

<https://www.archimag.com/veille-documentation/2023/01/13/camille-alloing-levier-emotionnel-survalorise-reseaux-sociaux>

Camille Alloing est professeur au sein du Département de communication sociale et publique de l'Université du Québec à Montréal, directeur du Labfluens et chercheur au LabCMO. Il est le co-auteur avec Julien Pierre d'une note de recherche sur le travail émotionnel numérique.

Bruno T.

**Claire Lauzol et Régis Rossi : "l'intelligence émotionnelle peut être un contrepoids face à l'IA".**

Archimag. 2026;392:44-5.

<https://www.archimag.com/vie-numerique/2026/03/16/claire-lauzol-regis-rossi-intelligence-emotionnelle-peut-etre-contrepoids>

Claire Lauzol et Régis Rossi sont les auteurs (avec Didier Noyé) de l'ouvrage "Les pouvoirs de l'intelligence émotionnelle", dont la deuxième édition a été publiée aux Éditions Eyrolles en mars 2026. Selon eux, l'intelligence émotionnelle devient un véritable levier de performance durable, de qualité relationnelle et de santé psychologique. Entretien.

Zhou X, Wang Z, Zhan M, Wang J.

**Digital transformation promotes employee thriving at work through job crafting while positive emotions strengthen this relationship.** 2026.

<https://pubmed.ncbi.nlm.nih.gov/42270794>

Amid accelerating digital transformation, organizational work patterns and employee competencies are undergoing systemic changes, making it crucial to understand how employees can thrive at work. Drawing on conservation of resources theory, this study proposes a moderated mediation model in which job crafting mediates the relationship between digital transformation and thriving at work, while positive emotions serve as a moderator. A three-wave time-lagged survey was conducted with 326 employees. Data were analyzed using structural equation modeling and bootstrap techniques to test the hypothesized relationships. Digital transformation significantly promotes employees' thriving at work. It also facilitates job crafting behaviors, which partially mediate the effect of digital transformation on thriving. Furthermore, positive emotions significantly moderate this relationship-employees with higher positive emotions experience a stronger positive impact of digital transformation on thriving. These findings elucidate the mechanism by which digital transformation enhances employee thriving. The study highlights the importance of encouraging job crafting and supporting emotional well-being through flexible work design and personalized task assignment. These strategies can strengthen employees' intrinsic motivation and engagement, ultimately promoting sustainable workforce development in digitally transforming organizations.

Patil S, Patil R.

**EEG-EmotionActivityNet: a deep learning approach for emotion and human activity classification.**

International Journal of Information Technology. 2025.

<https://doi.org/10.1007/s41870-025-02986-z>



Accurate recognition of human emotions and mental activities is essential for affective computing, healthcare, and human-computer interaction. This study introduces EEG-EmotionActivityNet, a deep learning framework that simultaneously classifies emotions and human mental activities from EEG signals. A novel Convolutional Neural Network (CNN) extracts discriminative spatial-temporal EEG features, while an ensemble classifier combining Transformer and Bidirectional Long Short-Term Memory (Bi-LSTM) captures both global and sequential patterns for robust classification. The EEG-EmotionActivityNet was trained and tested on the DEAP dataset. The findings demonstrate that EEG-EmotionActivityNet achieved better results for emotion classification (Valence: 92.1%, Arousal: 92.5%, Dominance: 91.5%, Liking: 93%) and for human activity classification across High Arousal High Valence (HAHV), High Arousal Low Valence (HALV), Low Arousal High Valence (LAHV), and Low Arousal Low Valence (LALV) tasks. In conclusion, EEG-EmotionActivityNet provides a unified and effective solution, bridging the gap between human emotion and activity classification.

Yakushev A, Kashevnik A, editors.

**EffiAtt-Emotion: A Lightweight Emotion Recognition Model for Adaptive Human-Robot Interaction in Collaborative Robotics.**

Interactive Collaborative Robotics; 2026 2026; Cham: Springer Nature Switzerland.

[https://doi.org/10.1007/978-3-032-11903-2\\_1](https://doi.org/10.1007/978-3-032-11903-2_1)

*Effective and safe interaction in collaborative robotics hinges on the robot's ability to adapt its behavior to the human's cognitive and emotional state. This paper introduces EffiAtt-Emotion, a lightweight deep learning model for facial emotion recognition designed specifically for resource-constrained onboard robotic systems. With only 13.3 million parameters, the model demonstrates a high and balanced performance, achieving an accuracy of 80.6% and a macro F1-score of 0.806 for eight distinct emotion classes. We present a framework for integrating EffiAtt-Emotion into a collaborative robot's (cobot's) control loop, enabling real-time adaptive behavior. A use case on a collaborative assembly line is detailed, where the cobot adjusts its speed, provides assistance, or enters a safe stop mode in response to the human operator's recognized emotions, such as confusion, frustration, or fear. This approach directly addresses documented challenges in HRI, where human factors like stress and fatigue contribute to decreased performance and safety risks. By making the robot aware of the operator's state, our system aims to enhance task efficiency, ergonomics, and critically, to improve safety in line with the human-centric principles of Industry 5.0.*

Ge MZ, Bangui H, Rossi B, Blanco JM, Ieee, editors.

**Emotion Recognition in Robotic Healthcare: A New Approach to Mitigating Professional Burnout Syndrome.**

2025 International Conference on Systems Man and Cybernetics-SMC-Annual-Navigating Frontiers: Smart Systems for a Dynamic World; 2025 Oct 05-08

2025; Vienna, AUSTRIA.

<https://doi.org/10.1109/smc58881.2025.11342585>

*Professional Burnout Syndrome (PBS) among healthcare professionals has been considered a threat to both staff wellbeing and patient safety, especially in a high-stress medical environment. While robotics and AI have been increasingly integrated into healthcare, their impact on PBS has not been explored in detail yet. Therefore, this paper proposes a real-time PBS detection framework for healthcare professionals using emotion recognition. This framework includes a deep learning-based emotion detection system for humanoid companion robots, which then correlates emotional trends with the Circumplex model to identify burnout risk. Our experimental evaluation results across five deep learning architectures, MobileNet, RegNetY, Swin Transformer, ConvNeXt V2, and EVA-02, show a highest accuracy of 74.05% on a public emotion dataset. These results demonstrate the feasibility of integrating such systems into healthcare workflows for early PBS warnings. Also, this work suggests a human-in-the-loop diagnostic model, where robotic emotion detection complements clinical expertise by providing proactive support, strengthening workforce resilience, and maintaining the quality of patient care.*

Starcevic A, Karpiel I, Kluza M, Starcevic F, editors.

**Emotions and App-Supported Artificial Intelligence as a Helpful Tool in Psychiatry. Position Paper.**





Artificial Intelligence and Soft Computing; 2026 : Cham: Springer Nature Switzerland.

[https://doi.org/10.1007/978-3-032-03711-4\\_24](https://doi.org/10.1007/978-3-032-03711-4_24)

*Emotion regulation is one of the most complex psychological functions and its dysregulation is central to a wide range of psychiatric disorders. Advances in artificial intelligence (AI) and machine learning (ML) offer remarkable potential for understanding and treating these disorders and also unique possibilities for its improvement and a more personalized approach. This position paper refers that AI-powered tools, particularly those integrated with multimodal neuroimaging and app-supported platforms, can and may transform and significantly impact diagnostics and treatment in psychiatry by enabling precision psychiatry. We advocate for the implementation of AI in clinical practice to enhance early detection of specific neuroanatomical biomarkers of psychiatric pathology, and personalized treatment, while addressing ethical and privacy concerns.*

Khanfar AA, Kiani Mavi R, Iranmanesh M.

**Employee adoption of artificial intelligence systems in the electrical and electronics industry: a hybrid PLS–fsQCA analysis.**

Cognition, Technology & Work. 2026.

<https://doi.org/10.1007/s10111-025-00852-3>

*Artificial intelligence (AI) is transforming how organisations operate, yet many implementations fail due to limited employee acceptance. While prior research has focused primarily on organisational and managerial determinants, less is known about the factors shaping employees' behavioural intentions toward AI systems, particularly in technology-intensive industries. This study investigates the determinants of AI adoption among employees in the Electrical and Electronics (E&E) industry across South, Southeast, and Western Asia. Drawing on the Unified Theory of Acceptance and Use of Technology (UTAUT) and Task–Technology Fit (TTF) frameworks, the model integrates individual (personal innovativeness, resistance, job replacement anxiety), social, and technological factors. Using data from 208 employees, a hybrid analytical approach combining Partial Least Squares Structural Equation Modelling (PLS-SEM) and Fuzzy-set Qualitative Comparative Analysis (fsQCA) was employed. PLS-SEM results show that performance expectancy, task–technology fit, social influence, and personal innovativeness positively influence adoption intentions, while resistance to use exerts a negative effect. The fsQCA findings reveal nine distinct configurations leading to high intention to use AI systems, highlighting behavioural heterogeneity and multiple sufficient adoption pathways. The study advances theory by integrating symmetric and configurational perspectives and offers practical insights for fostering responsible AI adoption in digitally advanced manufacturing environments.*

Xiao N, He L, Chen L, Liu S, Xiang Q, Wang P.

**Evidence on artificial intelligence-assisted clinical documentation and healthcare workers' emotional wellbeing at work: a scoping review.**

2026.

<https://doi.org/10.3389/fpsyg.2026.1840884>

*Objective This scoping review mapped evidence on artificial intelligence-assisted clinical documentation for healthcare workers' emotional wellbeing at work, including tool types, reported favorable, adverse, or mixed findings, and evidence gaps. We also considered how these tools may shape documentation-related work demands, autonomy, clinical voice, patient connection, and broader occupational wellbeing. Methods We searched PubMed, Web of Science, Embase, CINAHL, and PsycINFO from database inception to March 16, 2026, to identify studies. The review was conducted in accordance with the Joanna Briggs Institute methodological framework and reported following the Preferred Reporting Items for Systematic Reviews and Meta-Analyses Extension for Scoping Reviews guidelines. Two reviewers independently conducted study selection and data extraction. The findings were synthesized using descriptive and narrative approaches, and the included studies were critically appraised using the Mixed Methods Appraisal Tool 2018. Results Thirty-five studies met the inclusion criteria. The evidence base was highly concentrated: 31 of the 35 studies were conducted in the United States, and 30 evaluated ambient artificial intelligence scribe tools. Overall, 23 studies reported predominantly favorable findings, while 12 were classified as reporting mixed findings. The most frequently reported benefits included reduced documentation burden, decreased cognitive load, improved work satisfaction, and better perceived patient*



connection. Outcomes related to burnout were highly variable. Mixed findings were primarily associated with implementation barriers, the need for editing, accuracy concerns, and challenges related to preserving clinical voice and professional autonomy. Conclusion Current evidence indicates that artificial intelligence-assisted clinical documentation is mainly associated with clinician-reported relief in documentation-proximal strain, especially perceived documentation burden and cognitive load. However, the evidence ...

Wang p.

**Impact of AI-assisted clinical documentation on healthcare workers' emotional well-being at work: a scoping review.** 2026.

<https://dx.doi.org/10.17605/osf.io/3srge>

*This project is a scoping review examining the impact of AI-assisted clinical documentation on healthcare workers' emotional well-being at work. AI-assisted clinical documentation includes technologies such as ambient scribes, digital scribes, speech recognition systems combined with natural language processing, large language model-assisted note generation, and other tools designed to support the production, summarization, or automation of clinical notes. The purpose of this review is to map the existing evidence on how these technologies influence healthcare workers' emotional well-being in clinical practice. The review focuses on healthcare professionals involved in documentation tasks and examines outcomes such as burnout, emotional exhaustion, stress, psychological distress, well-being, job satisfaction, work engagement, turnover intention, and related qualitative experiences. A scoping review methodology has been selected because the field is still developing and the available studies are likely to ...*

Claire Lauzol RR, Didier Noyé.

**Les pouvoirs de l'intelligence émotionnelle. Utiliser la puissance des émotions pour développer confiance, engagement et coopération.**

2e éd. ed: Eyrolles; 2026.

*Nouvelle édition augmentée pour mieux comprendre les émotions à l'ère de l'intelligence artificielle. Les émotions ont longtemps été considérées comme de signes de faiblesse n'ayant pas leur place dans le milieu professionnel. Or, les recherches récentes en neurosciences ont permis de montrer leur contribution dans un système très fin qui nous permet d'évaluer chaque situation et d'agir. Mobiliser son intelligence émotionnelle, c'est développer sa capacité à percevoir ses émotions et celles des autres, et à les intégrer dans sa communication et dans sa prise de décision. Les enjeux sont majeurs : qualité des relations, efficacité collective, coopération et engagement, gestion des tensions, qualité du service, leadership... Cet ouvrage permettra aux managers et aux collaborateurs de développer leur agilité émotionnelle et de la mettre au service de la performance : comprendre et accueillir ses émotions sans se laisser submerger ; comprendre les émotions des autres afin d'entretenir de meilleures relations ; porter un nouveau regard sur soi, réinterroger ses pratiques ; savoir exprimer son ressenti, réguler les émotions ; renforcer son intelligence émotionnelle pour révéler ses talents.*

Kelleci SÇ, Mertoğlu B, Engin M.

**The mediating role of emotional intelligence in the adoption of technologies used in occupational health and safety.**

2026.

<https://pubmed.ncbi.nlm.nih.gov/41223334>

*Objectives. This study evaluated occupational health and safety prevention and control technologies (OHS-PCTs) within the scope of the unified theory of acceptance and use of technology-2 in the context of preventing occupational accidents and diseases and supporting safe behavior changes. Methods. The data collected from this study using OHS-PCT tools, which included 607 employees, were analyzed using descriptive statistics, normality tests, item analyses, correlation analyses, confirmatory factor analysis, reliability analysis and mediation methods. Results. The findings revealed that emotional intelligence (EQ) partially mediated the effects of the sub-dimensions of the OHS-PCT tool acceptance and use models, such as performance expectancy, effort expectancy, social influence, facilitating conditions, hedonic motivation, price value and habituation, on behavioral intention. The effective adoption and use of OHS-PCT tools in reducing workplace risks depended on their technical features and employees' attitudes, intentions and behaviors. Conclusions. The study*



reveals the role of EQ, which interacts with psychological and emotional processes in the workplace, in enhancing OHS-PCT acceptance and safety performance. This study fills an important gap in the existing literature on the role of EQ in adopting OHS-PCT to prevent occupational accidents and diseases. This provides a new and holistic perspective to this field.

Estagnasié C, Vásquez C.

**Observer le travail depuis n'importe où à l'ère du tournant numérique : une méthode entre mouvement et émotion.**

2026.

<https://hal.science/hal-05655669>

*International audience ; The aim of the paper is to discuss the contributions and limitations of using shadowing for studying hybrid work practices, more specifically, "work from anywhere." Drawing on the ethnographic fieldwork of the first author, we revisit and extend three key characteristics of shadowing: mobility, the researcher-participant relationship and fieldwork duration. The fieldwork was designed in two stages. First, the first author conducted a series of interviews with 56 corporate nomads to identify those who would be relevant to follow and create a relationship of trust with these people, and to elaborate the main themes for the analysis. Then, she followed 8 corporate nomads among the interviewees in various locations, during their remote working times. For this paper, we have focused on this second stage of the research design. Findings Mobility: Dislocated shadowing understands mobility as the flexibility to make oneself available to shadowees and to "what the situation calls for," as well as the agility to understand their work practice both offline and online. Research-participant relation: Dislocated shadowing understands the intimate relation between shadowers and shadowees as complicit reflexivity. This allows the shadower to capture not only actions and practices, but also the subject's sensitive and embodied experiences. Continuity and duration: In dislocated shadowing, the shadower ensures continuity in discontinuity by following the trajectories of the shadowees and the narratives they themselves make of their "work from anywhere" on social media platforms. The paper offers a renewed conception and application of shadowing, what we coin "dislocated shadowing," which emphasizes flexibility, diversification of methodological techniques and ongoing negotiation between researcher and participants and proposes to think of shadowing in hybrid fieldwork as a method-in-(e)motion. ; L'objectif de cet article est de discuter des apports et des limites du shadowing pour l'étude des pratiques de ...*

Xiao N, He L, Chen L, Liu S, Xiang Q, Wang P.

**Table 1\_Evidence on artificial intelligence-assisted clinical documentation and healthcare workers' emotional wellbeing at work: a scoping review.**

2026.

<https://dx.doi.org/10.17605/osf.io/3srge>

*Objective This scoping review mapped evidence on artificial intelligence-assisted clinical documentation for healthcare workers' emotional wellbeing at work, including tool types, reported favorable, adverse, or mixed findings, and evidence gaps. We also considered how these tools may shape documentation-related work demands, autonomy, clinical voice, patient connection, and broader occupational wellbeing. Methods We searched PubMed, Web of Science, Embase, CINAHL, and PsycINFO from database inception to March 16, 2026, to identify studies. The review was conducted in accordance with the Joanna Briggs Institute methodological framework and reported following the Preferred Reporting Items for Systematic Reviews and Meta-Analyses Extension for Scoping Reviews guidelines. Two reviewers independently conducted study selection and data extraction. The findings were synthesized using descriptive and narrative approaches, and the included studies were critically appraised using the Mixed Methods Appraisal Tool 2018. Results Thirty-five studies met the inclusion criteria. The evidence base was highly concentrated: 31 of the 35 studies were conducted in the United States, and 30 evaluated ambient artificial intelligence scribe tools. Overall, 23 studies reported predominantly favorable findings, while 12 were classified as reporting mixed findings. The most frequently reported benefits included reduced documentation burden, decreased cognitive load, improved work satisfaction, and better perceived patient connection. Outcomes related to burnout were highly variable. Mixed findings were primarily associated with implementation barriers, the need for editing, accuracy concerns, and challenges related to preserving clinical voice and professional autonomy. Conclusion Current evidence indicates*



*that artificial intelligence-assisted clinical documentation is mainly associated with clinician-reported relief in documentation-proximal strain, especially perceived documentation burden and cognitive load. However, the evidence ...*

Xiao N, He L, Chen L, Liu S, Xiang Q, Wang P.

**Table 2\_Evidence on artificial intelligence-assisted clinical documentation and healthcare workers' emotional wellbeing at work: a scoping review.**

2026.

<https://doi.org/10.3389/fpsyg.2026.1840884.s003>

*Objective This scoping review mapped evidence on artificial intelligence-assisted clinical documentation for healthcare workers' emotional wellbeing at work, including tool types, reported favorable, adverse, or mixed findings, and evidence gaps. We also considered how these tools may shape documentation-related work demands, autonomy, clinical voice, patient connection, and broader occupational wellbeing. Methods We searched PubMed, Web of Science, Embase, CINAHL, and PsycINFO from database inception to March 16, 2026, to identify studies. The review was conducted in accordance with the Joanna Briggs Institute methodological framework and reported following the Preferred Reporting Items for Systematic Reviews and Meta-Analyses Extension for Scoping Reviews guidelines. Two reviewers independently conducted study selection and data extraction. The findings were synthesized using descriptive and narrative approaches, and the included studies were critically appraised using the Mixed Methods Appraisal Tool 2018. Results Thirty-five studies met the inclusion criteria. The evidence base was highly concentrated: 31 of the 35 studies were conducted in the United States, and 30 evaluated ambient artificial intelligence scribe tools. Overall, 23 studies reported predominantly favorable findings, while 12 were classified as reporting mixed findings. The most frequently reported benefits included reduced documentation burden, decreased cognitive load, improved work satisfaction, and better perceived patient connection. Outcomes related to burnout were highly variable. Mixed findings were primarily associated with implementation barriers, the need for editing, accuracy concerns, and challenges related to preserving clinical voice and professional autonomy. Conclusion Current evidence indicates that artificial intelligence-assisted clinical documentation is mainly associated with clinician-reported relief in documentation-proximal strain, especially perceived documentation burden and cognitive load. However, the evidence ...*

Xiao N, He L, Chen L, Liu S, Xiang Q, Wang P.

**Table 4\_Evidence on artificial intelligence-assisted clinical documentation and healthcare workers' emotional wellbeing at work: a scoping review.**

2026.

<https://doi.org/10.3389/fpsyg.2026.1840884.s004>

*Objective This scoping review mapped evidence on artificial intelligence-assisted clinical documentation for healthcare workers' emotional wellbeing at work, including tool types, reported favorable, adverse, or mixed findings, and evidence gaps. We also considered how these tools may shape documentation-related work demands, autonomy, clinical voice, patient connection, and broader occupational wellbeing. Methods We searched PubMed, Web of Science, Embase, CINAHL, and PsycINFO from database inception to March 16, 2026, to identify studies. The review was conducted in accordance with the Joanna Briggs Institute methodological framework and reported following the Preferred Reporting Items for Systematic Reviews and Meta-Analyses Extension for Scoping Reviews guidelines. Two reviewers independently conducted study selection and data extraction. The findings were synthesized using descriptive and narrative approaches, and the included studies were critically appraised using the Mixed Methods Appraisal Tool 2018. Results Thirty-five studies met the inclusion criteria. The evidence base was highly concentrated: 31 of the 35 studies were conducted in the United States, and 30 evaluated ambient artificial intelligence scribe tools. Overall, 23 studies reported predominantly favorable findings, while 12 were classified as reporting mixed findings. The most frequently reported benefits included reduced documentation burden, decreased cognitive load, improved work satisfaction, and better perceived patient connection. Outcomes related to burnout were highly variable. Mixed findings were primarily associated with implementation barriers, the need for editing, accuracy concerns, and challenges related to preserving clinical voice and professional autonomy. Conclusion Current evidence indicates*





*that artificial intelligence-assisted clinical documentation is mainly associated with clinician-reported relief in documentation-proximal strain, especially perceived documentation burden and cognitive load. However, the evidence ...*

Xiao N, He L, Chen L, Liu S, Xiang Q, Wang P.

**Table 5\_Evidence on artificial intelligence-assisted clinical documentation and healthcare workers' emotional wellbeing at work: a scoping review.**

2026.

<https://doi.org/10.3389/fpsyg.2026.1840884.s005>

*Objective This scoping review mapped evidence on artificial intelligence-assisted clinical documentation for healthcare workers' emotional wellbeing at work, including tool types, reported favorable, adverse, or mixed findings, and evidence gaps. We also considered how these tools may shape documentation-related work demands, autonomy, clinical voice, patient connection, and broader occupational wellbeing. Methods We searched PubMed, Web of Science, Embase, CINAHL, and PsycINFO from database inception to March 16, 2026, to identify studies. The review was conducted in accordance with the Joanna Briggs Institute methodological framework and reported following the Preferred Reporting Items for Systematic Reviews and Meta-Analyses Extension for Scoping Reviews guidelines. Two reviewers independently conducted study selection and data extraction. The findings were synthesized using descriptive and narrative approaches, and the included studies were critically appraised using the Mixed Methods Appraisal Tool 2018. Results Thirty-five studies met the inclusion criteria. The evidence base was highly concentrated: 31 of the 35 studies were conducted in the United States, and 30 evaluated ambient artificial intelligence scribe tools. Overall, 23 studies reported predominantly favorable findings, while 12 were classified as reporting mixed findings. The most frequently reported benefits included reduced documentation burden, decreased cognitive load, improved work satisfaction, and better perceived patient connection. Outcomes related to burnout were highly variable. Mixed findings were primarily associated with implementation barriers, the need for editing, accuracy concerns, and challenges related to preserving clinical voice and professional autonomy. Conclusion Current evidence indicates that artificial intelligence-assisted clinical documentation is mainly associated with clinician-reported relief in documentation-proximal strain, especially perceived documentation burden and cognitive load. However, the evidence ...*

Xiao N, He L, Chen L, Liu S, Xiang Q, Wang P.

**Table 6\_Evidence on artificial intelligence-assisted clinical documentation and healthcare workers' emotional wellbeing at work: a scoping review.**

2026.

<https://doi.org/10.3389/fpsyg.2026.1840884.s006>

*Objective This scoping review mapped evidence on artificial intelligence-assisted clinical documentation for healthcare workers' emotional wellbeing at work, including tool types, reported favorable, adverse, or mixed findings, and evidence gaps. We also considered how these tools may shape documentation-related work demands, autonomy, clinical voice, patient connection, and broader occupational wellbeing. Methods We searched PubMed, Web of Science, Embase, CINAHL, and PsycINFO from database inception to March 16, 2026, to identify studies. The review was conducted in accordance with the Joanna Briggs Institute methodological framework and reported following the Preferred Reporting Items for Systematic Reviews and Meta-Analyses Extension for Scoping Reviews guidelines. Two reviewers independently conducted study selection and data extraction. The findings were synthesized using descriptive and narrative approaches, and the included studies were critically appraised using the Mixed Methods Appraisal Tool 2018. Results Thirty-five studies met the inclusion criteria. The evidence base was highly concentrated: 31 of the 35 studies were conducted in the United States, and 30 evaluated ambient artificial intelligence scribe tools. Overall, 23 studies reported predominantly favorable findings, while 12 were classified as reporting mixed findings. The most frequently reported benefits included reduced documentation burden, decreased cognitive load, improved work satisfaction, and better perceived patient connection. Outcomes related to burnout were highly variable. Mixed findings were primarily associated with implementation barriers, the need for editing, accuracy concerns, and challenges related to preserving clinical voice and professional autonomy. Conclusion Current evidence indicates*



*that artificial intelligence-assisted clinical documentation is mainly associated with clinician-reported relief in documentation-proximal strain, especially perceived documentation burden and cognitive load. However, the evidence ...*

Huang X, Lai C, Song H, Sun M.

**Unpacking teachers' engagement in generative AI-facilitated workplace learning: insights from the AIDUA model.**

Education and Information Technologies. 2026.

<https://doi.org/10.1007/s10639-026-13901-9>

*Although generative AI is increasingly integrated into education, little is known about what factors influence teachers' adoption of generative AI for workplace learning. This study therefore investigates the factors influencing teachers' engagement in generative AI-facilitated workplace learning (GenAI-WL), an emerging domain of professional development. Guided by the Artificial Intelligence Device Use Acceptance (AIDUA) model, the study employed a cross-sectional survey design. Survey data were collected from 225 primary school teachers in mainland China who had experience with GenAI-WL. Six constructs were examined: social influence, hedonic motivation, anthropomorphism, performance expectancy, effort expectancy, and emotion. Structural equation modelling revealed that hedonic motivation was the strongest predictor of GenAI-WL, followed by performance and effort expectancy. Emotion mediated the influence of motivation and expectancy on engagement. While anthropomorphism had a negative direct effect, it also exerted positive indirect effects through expectancy beliefs. These findings contribute to the scholarship on teacher technology adoption behaviours and carry practical implications: education programmes should purposefully guide teachers to leverage GenAI in their daily workplace learning, foster sustained engagement by drawing on hedonic motivation, and employ scaffolded approaches that manage anthropomorphism and reduce effort expectancy.*

McStay A. Wearables-at-work : quantifying the emotional self. PRIVACY LAWS & BUSINESS 2017 March 2017.

Singh V, Samadi M, Ergün G, Polikovskiy S.

**When Avatars Offend: Emotional and Behavioral Responses To Microaggressions In Human-AI Interaction At Work.:** AIS Electronic Library (AISeL); 2026.

[https://aisel.aisnet.org/ecis2026/resp\\_AI/resp\\_AI/1](https://aisel.aisnet.org/ecis2026/resp_AI/resp_AI/1)

*Employee perceptions of microaggressions in AI-mediated workplace interactions, including those involving avatars, remain underexplored. This study examines how individuals perceive and respond to microaggressions perpetrated by humans versus avatars in hybrid work environments. We propose a controlled laboratory experiment in which participants interact with human and avatar aggressors of different genders, while collecting multimodal behavioral data (facial expressions, gaze, posture) and self-reported emotional and cognitive responses. Contrary to expectations, no significant differences emerged between human- and avatar-delivered microaggressions regarding emotional or physiological responses. Participants reacted similarly across conditions, and the gender of the aggressor did not produce consistent effects. The study contributes to IS research by highlighting the complexity of social meaning attribution in human-AI interactions and by informing the design and governance of responsible workplace technologies, including avatar-based training and bias-aware communication systems.*

Urquhart LD, Laffer A, Miranda D.

**Working with Affective Computing: Exploring UK Public Perceptions of AI enabled Workplace Surveillance.**

ArXiv. 2022;abs/2205.08264.

<https://doi.org/10.48550/arXiv.2205.08264>

*This paper explores public perceptions around the role of affective computing in the workplace. It uses a series of design fictions with 46 UK based participants, unpacking their perspectives on the advantages and disadvantages of tracking the emotional state of workers. The scenario focuses on mundane uses of biometric sensing in a sales environment, and how this could shape management approaches with workers. The paper structure is as follows: section 1 provides a brief introduction; section 2 provides an overview of the innovative design fiction methodology; section 3 explores wider*



*shifts around IT in the workplace; section 4 provides some legal analysis exploring emergence of AI in the workplace; and section 5 presents themes from the study data. The latter section includes discussion on concerns around functionality and accuracy of affective computing systems, and their impacts on surveillance, human agency, and worker/management interactions.*