





Norms/ Expectations

Cultural Norms • Intensity/ role



• Gender Norms

Situational Norms

- · Women: relationship enhancing & low power emotions
- Men: high power emotions
- (the power of these expectations is diminishing, Timmers, 2003)

• Workplace norms

• Suppression of negative emotion

Emotional Intelligence

- Access & express internal emotional states
- Appraise the determinants of emotional states
- · Generate states that enhance performance
- · Perceive other's accurately
- Manage emotions in yourself and others
- Bad example

Freud's Ea Ego Defense Mechanisms	arly Theory	E.
Adapted	Inhibited	Distorted
Intellectualization	Fantasy	Denial
Focus on logical	Daydreaming to fulfill desires	Refuse to accept reality
Suppression	Reaction formation	Projection
Not think about a disturbing event	Adopt opposite attitudes	Attribute own attributes to someone else
Sublimation		Displacement
Express unacceptable desires in acceptable fashion		Direct emotion/ action to alternative target
		Repression
		Forget/ block memory
Most mature	j	



