**Figures**

1.1 Schematic representation of affective space 18  
1.2 Empirical representations of the valence/arousal model 20  
1.3 Empirical representations of the NA/PA model 24  
2.1 Negative affect–escalation relationships as a function of personal responsibility derived from coping (a), depressive realism (b), and cognitive dissonance (c) perspectives 51  
2.2 The negative affect–escalation relationships as a function of personal responsibility revealed in Studies 1, 2, and 3 52  
8.1 A conceptual model of affect, satisfaction, and performance 137  
11.1 A simplified model of emotional traits, emotions and CWB 186  
14.1 Theory of action and job performance: best fit 230  
14.2 Levels within the personality structure 232  
14.3 Percentage improvement of emotional and social intelligence competencies from behavioral measurement of different groups of MBA graduates taking LEAD 240  
16.1 Emotion scripts: a multi-level model 264  
18.1 A model of emotional labour and its outcomes 302  
19.1 Negative feedback loops for prescriptive and contextual emotional display rules 322  
19.2 The circumplex model of emotions with proposed expression management strategies for contextual display rules 327  
23.1 The EASI model 397  
26.1 Dimensions of group emotional competence and GEC norms 446  
31.1 A proposed model for future research 507  
32.1 Interactive, process model of leader and follower emotional interaction 514  
33.1 Positive emotional climates and transformative cooperation 538  
36.1 Conceptualization of a healthy emotional culture 580  
36.2 The emotional learning cycle 582