

1. In the 1990s, the idea that “emotional intelligence”—a person’s ability to be
 2. aware of and understand their emotions—may correlate to workplace
 3. effectiveness began to take hold in the United States. While the theory itself is
 4. still controversial, a greater sensitivity to emotional behavior has certainly
 5. emerged in corporate America. One might suppose, then, that people are now
 6. (26) expressing emotions at work. A recent study by author Anne Kreamer
 7. found that open displays of emotion have indeed become commonplace. At the
 8. same time, though, many people still consider such behavior in the workplace
 9. inappropriate.

10. (26) 1 being punished for 2 more comfortable with
 11. 3 trying to resist 4 less tolerant of colleagues



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24. 3 no scientific explanation 4 gradually become stronger

Further Questions

25. 3) What physical responses are triggered by anger?
 26. *Anger triggers increased heart rate and blood flow.*
 27. 4) Why did anger evolve in humans?
 28. *It evolved in humans because as a response to natural threats, it provided a*
 29. *significant advantage.*
 30. 5) Do psychological threats provoke the same responses as natural threats?
 31. Why?
 32. *Yes, they do, because the physical responses have been hard-wired in humans now.*

33. Despite the physical nature of emotional behavior, Kreamer found that people
 34. tend to judge it from a psychological standpoint. Crying, for example, is largely
 35. physiological: The production of tears is stimulated by a hormone, and women
 36. tend to cry more than men primarily because they produce more of this

