#06
EMOTIONS

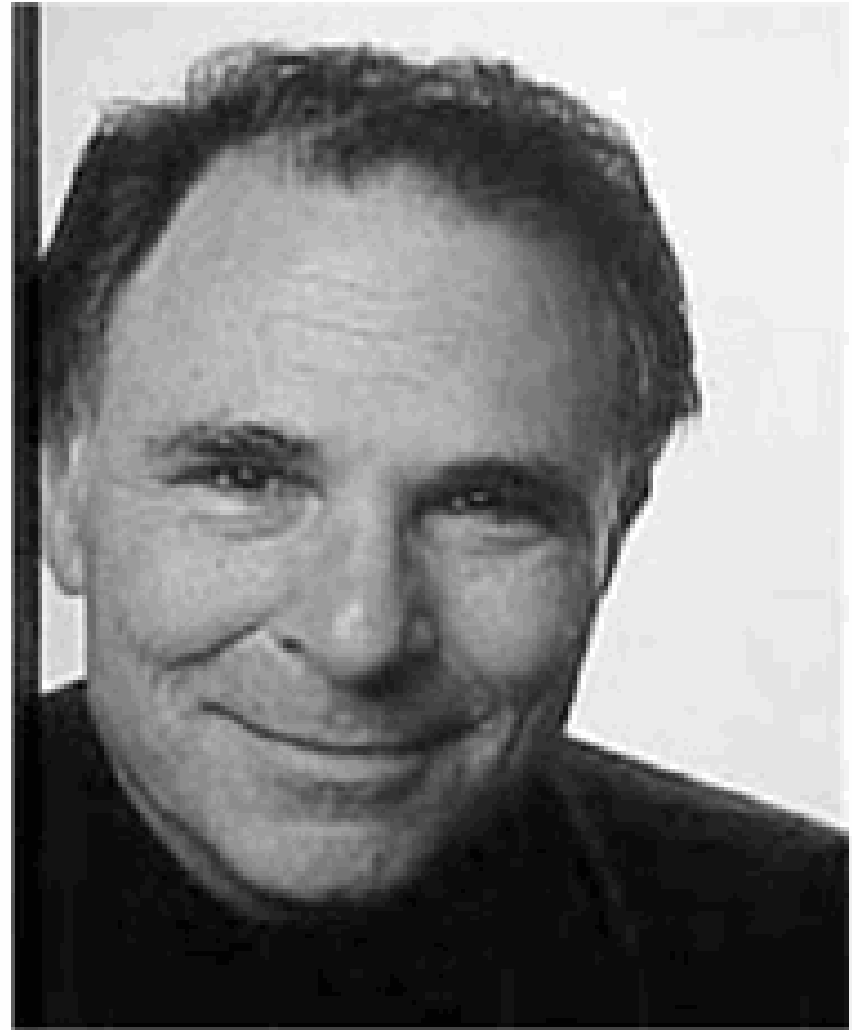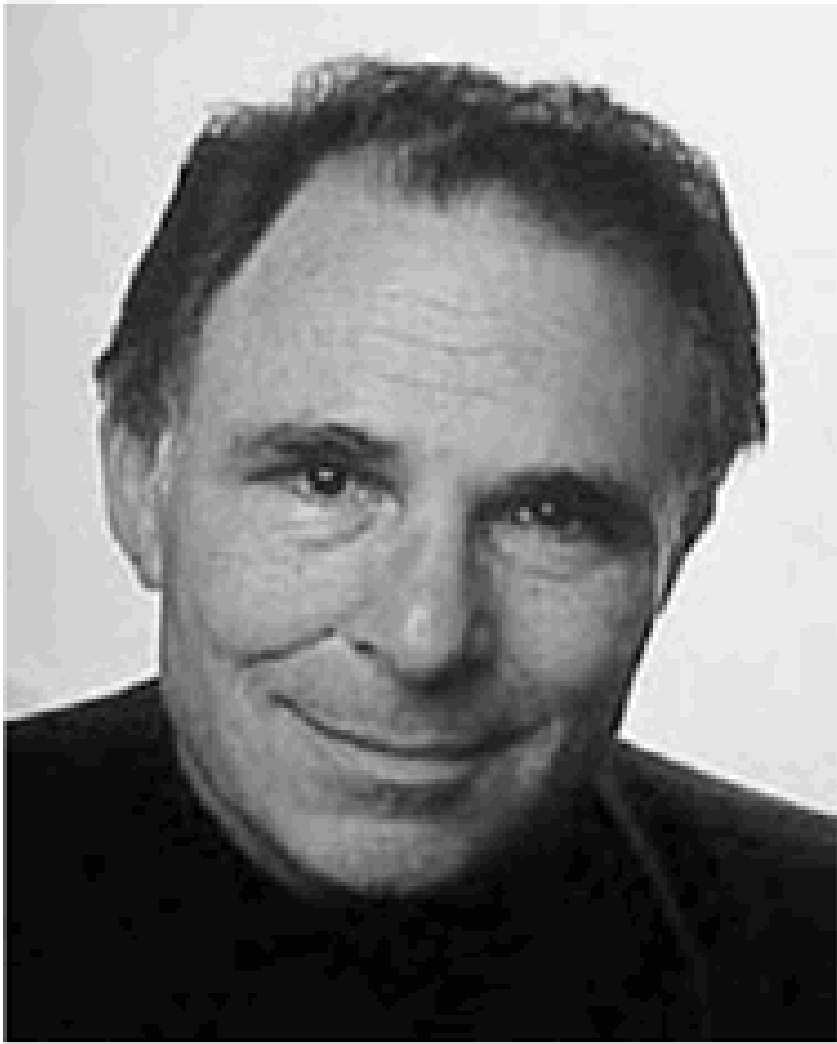There are universality as well as cultural differences in our emotional experiences.

BASIC EMOTIONS

- Discrete emotion theories
  - There are a limited set of basic emotions that are discrete, have unique physiological and neural profiles, and serve one or more evolutionary functions
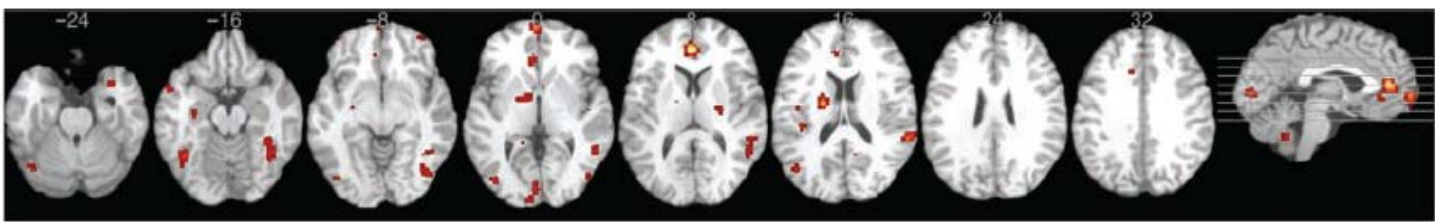 - Happiness, sadness, anger, fear, disgust

Darwin's *The Expression of Emotions in Man and Animals* (1872). Wrinkling your nose and contracting your mouth minimizes the chance you ingest the substance. Sticking our your tongue increases the chance you expel it. By turning your head away you can avoid it. By closing your eyes you can avoid damage to your eyes.
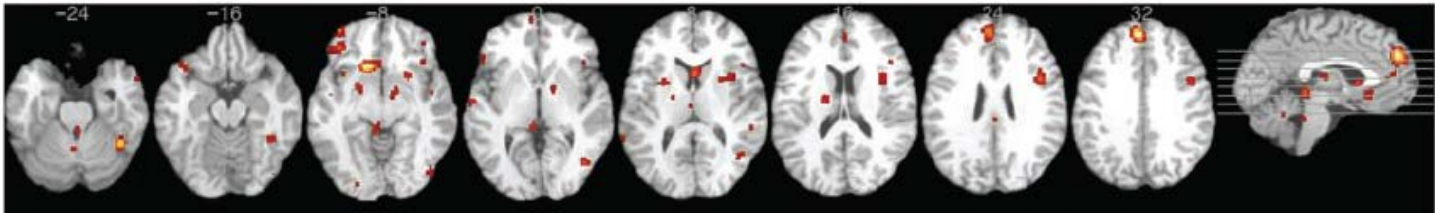
Genuine expression of happiness, a genuine smile or Duchenne smile, can be distinguished from a fake smile. Which is the Duchenne smile? Look for the dropping of the eyelids and a crinkling of the corners of the eyes (Ekman et al., 1990).
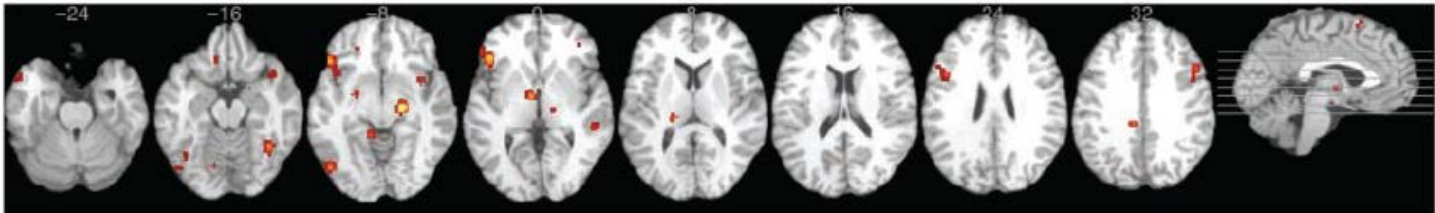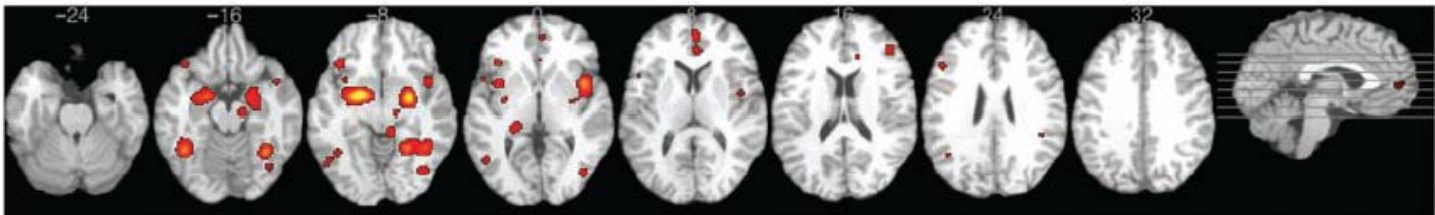
A meta-analysis of 83 PET and fMRI studies revealed that each of the basic emotions was consistently associated with characteristic patterns of regional brain activity (Vytal & Hamann, 2010).

Single-Emotion Judgment Task: Percentage of Subjects Within Each Culture Who Chose the Predicted Emotion

Nation	Happiness	Surprise	Sadness	Fear	Disgust	Anger
Estonia	90	94	86	91	71	67
Germany	93	87	83	86	61	71
Greece	93	91	80	74	77	77
Hong Kong	92	91	91	84	65	73
Italy	97	92	81	82	89	72
Japan	90	94	87	65	60	67
Scotland	98	88	86	86	79	84
Sumatra	69	78	91	70	70	70
Turkey	87	90	76	76	74	79
United States	95	92	92	84	86	81

Participants from 10 cultures showed agreement in identifying which emotion was most intense on a facial expression (Ekman et al., 1987). A meta-analysis of 97 studies (42 different nations and 23 ethnic groups) confirmed that in almost all studies, participants recognized emotional expressions at better-than-chance accuracy (Elfenbein & Ambady, 2002).

Icon	Name	Shortcuts
	Smile	:) :=) :-)
	Sad	:(:=(:-(
	Laugh	:D :=D :-D :d :=d :-d
	Cool	8=) 8-) B=) B-) (cool)
	Wink	;) ;-) ;=)
	Surprised	:o :=o :-o :O :=O :-O
	Crying	;(;-(;=(
	Sweating	(sweat) (:|
	Speechless	:| :=| :-|
	Doh!	(doh)
	Angry	:@ :-@ :=@ x(x-(x=(X(X- (X=(
	It wasn't me	(wasntme)
	Party!!!	(party)
	Facepalm	(facepalm)
	Worried	:S :-S :=S :s :-s :=s
	Mmm...	(mm)
	Nerd	8-| B-| 8| B| 8=| B=| (nerd)

Emoticons are used worldwide (Swiftkey, 2015).

SOCIAL EMOTIONS

- Social emotions
  - Emotions that have been evolved to solve adaptive problems in social life
  - Emotions that are aroused by real, imagined, anticipated, or recalled encounters with others
  - Social emotions determine social behavior

Form-function approach

- A central function of social emotions is the recalibration of social evaluations in the minds of self and others (Sznycer et al., 2021)

| Gratitude[a]	Cues that another individual causes you to obtain benefits, attaches a high weight to your welfare, or both (e.g., does you a favor)	Upregulating the value attached to the welfare of the target individual in order to better reflect the target's positive contributions to your welfare	Gratitude is mobilized more intensely when • The target causes you to obtain a high (vs. low) benefit • The target incurs a high (vs. low) cost in order to benefit you (or in order to prevent you from incurring a cost) • The target takes the action knowing the recipient of the benefit would be you (vs. a third party)

(Sznycer et al., 2021)

Anger	Cues that another individual values your welfare insufficiently (e.g., benefits at your expense)	Incentivizing the target to value your welfare more highly	Anger is mobilized more intensely when

Anger is mobilized more intensely when
- The cost imposed on you is high (vs. low)
- The benefit derived by the target is low (vs. high)
- The target takes action knowing the recipient of the harm would be you (vs. a third party)

(Sznycer et al., 2021)

GROUP-BASED EMOTIONS

- Group-based emotions
  - People experience different emotions when thinking about themselves as members of a group vs. unique individuals or members of another group
  - Group-based emotions drive behavior
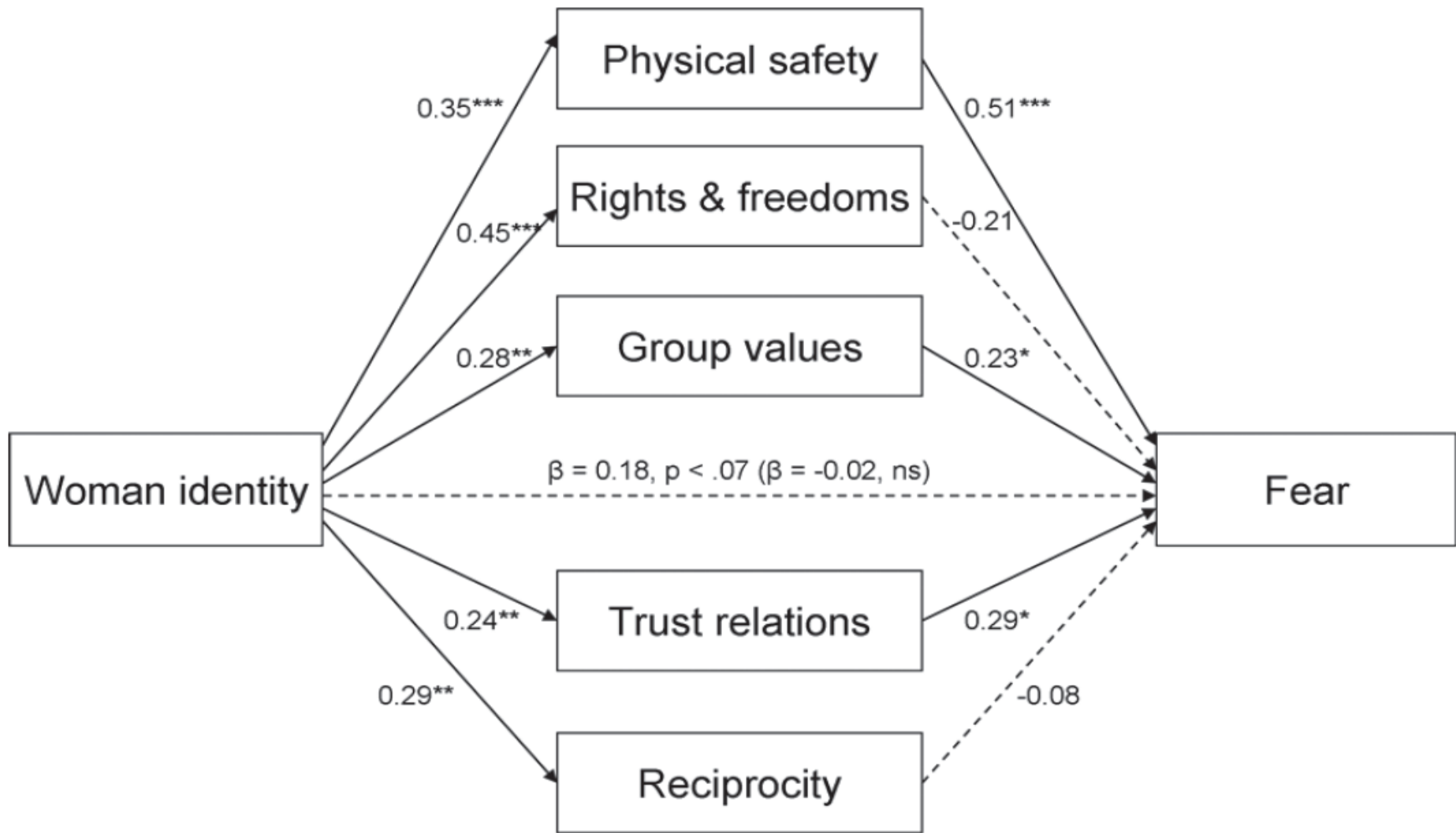
Female Belgian participants experienced different appraisals and emotions toward Muslims when their identity as a woman (vs. student identity or personal identity) had been made salient (Kuppens & Yzerbyt, 2012).
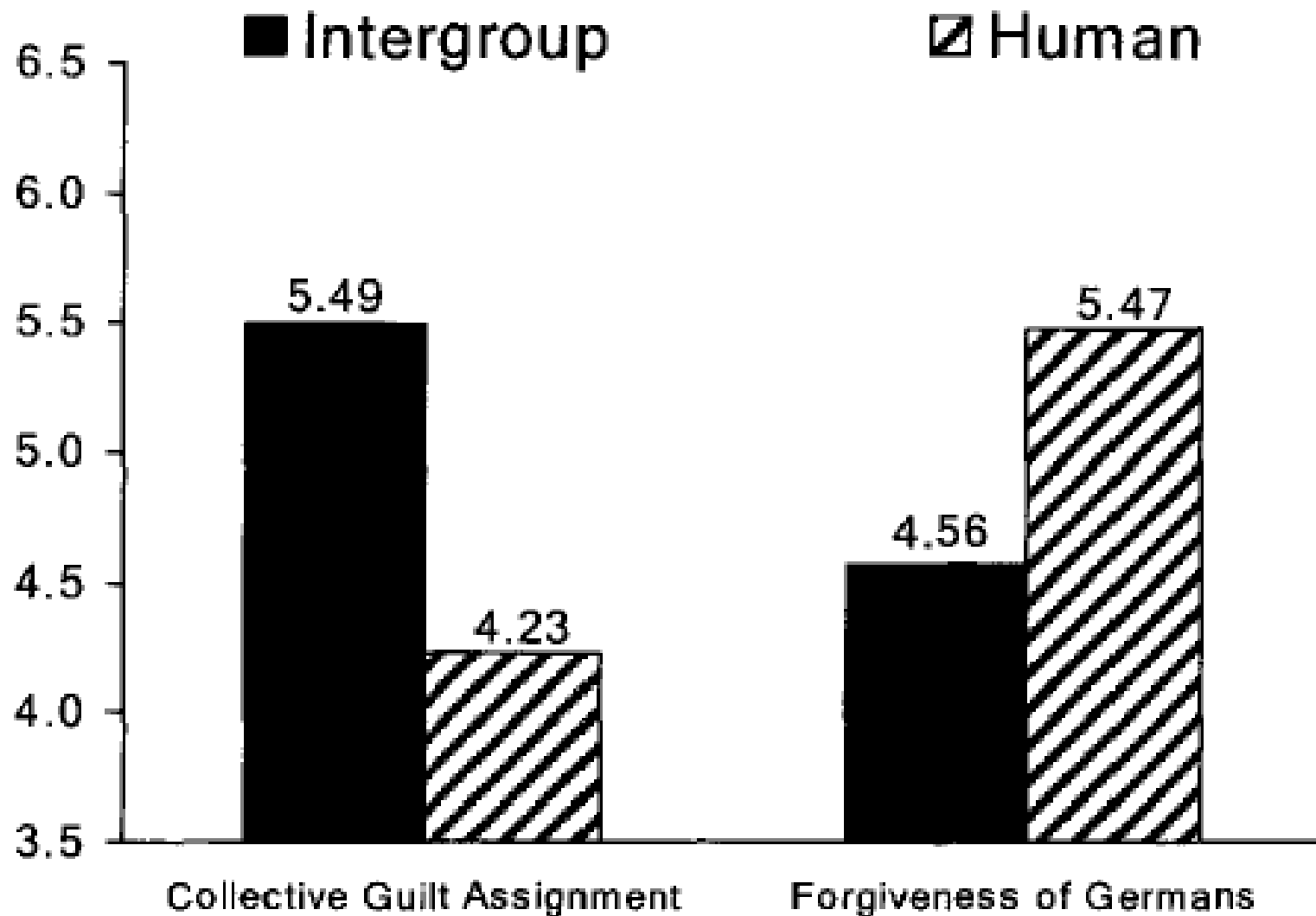
When Holocaust was framed as an event that reflected how humans (vs. Germans) behaved aggressively towards fellow humans (vs. Jewish), North American Jewish participants were more forgiving and desired less social distance from contemporary Germans (Wohl et al., 2006).

THE ROLE OF CULTURE

- Cultural differences
  - There are cultural differences in how emotions are expressed and recognized
  - Display rules: cultural norms that dictate emotional displays depending on social circumstances (Ekman & Friesen, 1969)
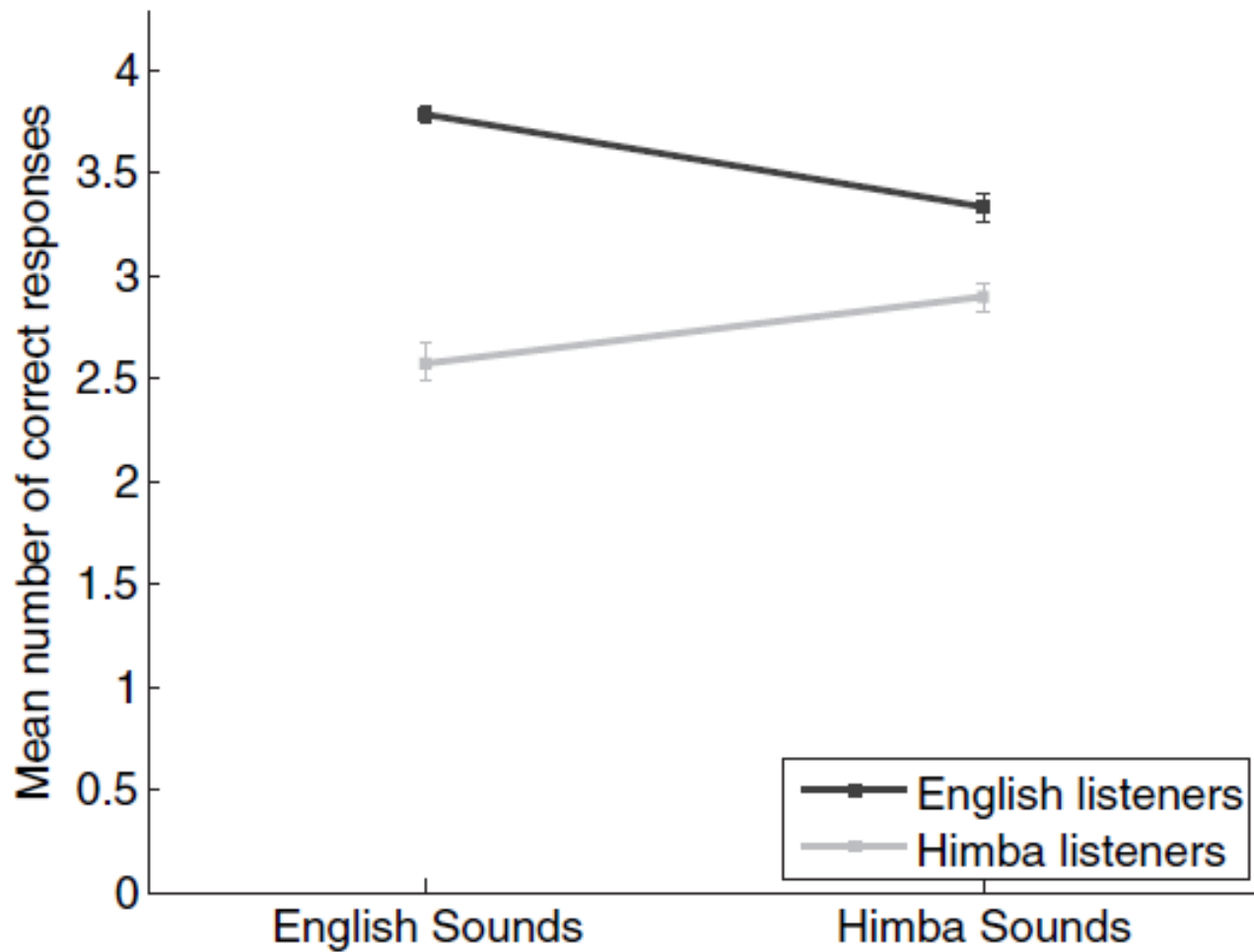
People tend to be more accurate in recognizing emotions in cultural ingroup vs. outgroup members (Sauter et al., 2010).

When viewing a stressful video, Japanese participants tended to mask the expression of negative emotions (e.g., disgust, fear) when the experimenter was present, although they freely displayed those emotions when alone (Friesen, 1972).
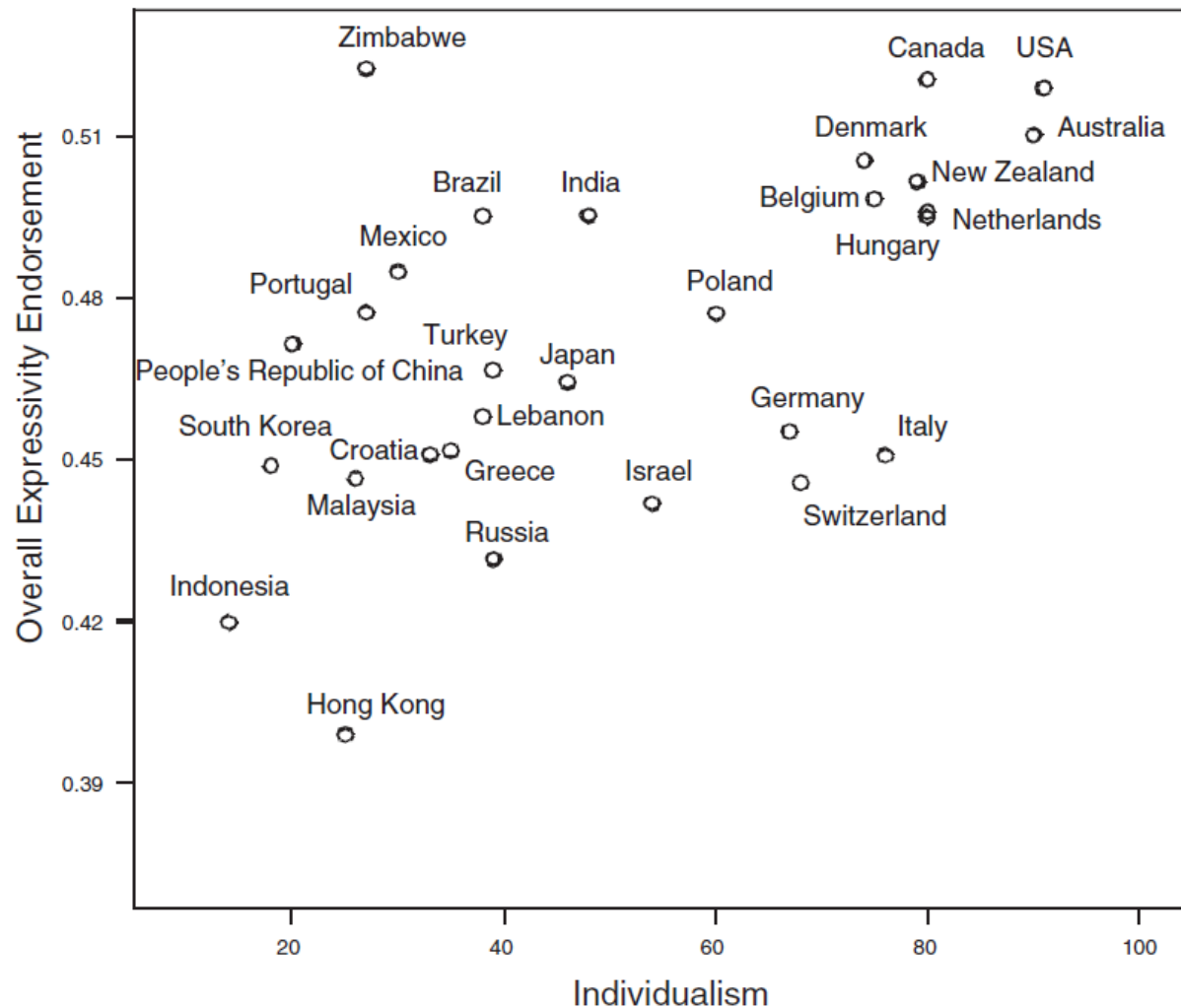
Respondents from 32 countries indicated to what extent they should express or hide their emotions in different contexts (e.g., private vs. public) with different interactants (e.g., family, friends). Individuals from individualistic cultures tend to endorse expression of emotions more (Matsumoto et al., 2008).

When asked to judge the emotions from the facial expression of the central figure, Japanese, more than Westerners, incorporated information from the social context (i.e., facial expressions of people at the background) (Masuda et al., 2008).

EMOTIONAL INTELLIGENCE

Emotional intelligence

- Emotions are information that help people make sense of and navigate the social environment
- The ability to understand our emotions and those of others and to apply this information to our everyday lives (Goleman, 1995)

- Four branches (Mayer & Salovey, 1997)
  - Perceiving (recognizing emotions in faces, music, stories, etc.)
  - Understanding (describing feelings)
  - Managing (knowing how to express emotions in varied situations)
  - Using (using emotions to adapt to situations and solve problems)

INSTRUCTIONS: How much is each feeling expressed by this picture?

	1	2	3	4	5
1. Happiness					
2. Sadness					

Measuring the skill of perceiving emotions

Tom felt anxious, and became a bit stressed when he thought about all the work he needed to do. When his supervisor brought him an additional project, he felt ____.

a) Overwhelmed

b) Depressed

c) Ashamed

d) Self Conscious

e) Jittery

Measuring the skill of understanding emotions

1. Debbie just came back from vacation. She was feeling peaceful and content. How well would each action preserve her mood?

Action 1: She started to make a list of things at home that she needed to do.

Very Ineffective..1.....2.....3.....4.....5..Very Effective

Action 2: She began thinking about where and when she would go on her next vacation.

Very Ineffective..1.....2.....3.....4.....5..Very Effective

Action 3: She decided it was best to ignore the feeling since it wouldn't last anyway.

Very Ineffective..1.....2.....3.....4.....5..Very Effective

Measuring the skill of managing emotions

What mood(s) might be helpful to feel when meeting in-laws for the very first time?

	Not Useful			Useful	
a) Tension	1	2	3	4	5
b) Surprise	1	2	3	4	5
c) Joy	1	2	3	4	5

Measuring the skill of using emotions

Emotional intelligence allows partners to understand each other's needs better, express their needs better, and negotiate over conflicts more effectively. Couples with both partners low on emotional intelligence showed lowest scores on support and relationship quality, and highest scores on conflict (Brackett et al., 2005).

Emotional labor occurs when employees must alter their emotional expressions in order to meet the display rules of the organization. Emotional intelligence determines how well a person performs emotional labor. Indeed, emotional intelligence predicts job performance, particularly for jobs with high emotional labor (Joseph & Newman, 2010).