

Satoris S. Howes, PhD

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Satoris (Tori) Howes is an associate professor of business at Oregon State University. Her research spans several areas, including occupational health, employment selection, performance management, and motivation. Within the realm of occupational health, her focus lies primarily on work-life conflict and facilitation and workplace stress and well-being. Her work has appeared in such journals as the *Journal of Applied Psychology*, *Organizational Behavior and Human Decision Processes*, *Human Relations*, and *Journal of Vocational Behavior*. In addition, Dr. Howes is the coauthor (with Paul M. Muchinsky) of the best-selling I/O psychology textbook, *Psychology Applied to Work*. She has received several institutional teaching and research awards, and is the 2016 recipient of the Society of Industrial and Organizational Psychology's prestigious Distinguished Teaching Contributions Award. She is a fellow of the American Psychological Association (APA) and the Society for Industrial

Organizational Psychology (SIOP). When not working, Dr. Howes enjoys running, curling, and spending time with her family.

Feel This, Do That: The Impact of Daily Emotional Labor on Health and Well-Being

Many occupations require emotional labor, which involves the expectation or requirement to express or suppress specific emotions at work. There is an expectation, for example, that servers appear happy while funeral directors appear somber. But at what cost? Does having to engage in emotional labor take a toll on individuals? Dr. Howes will present the results of a daily diary study that explored relationships between employees' daily emotional labor, physical health, and psychological well-being, and the cumulative effects on burnout of these employees. The goal of this presentation will be to enhance awareness of the relationship between emotional communication expectations and employees' psychological and physical health. Research driven practices will be detailed to ameliorate the negative side effects of emotional labor demands.