# Overview of the study:

Torland (2011) aimed to investigate the impact of surface acting and deep acting on the job satisfaction of male and female adventure tour leaders in Australia. Surface acting is verbal and nonverbal displays of emotions that are not genuinely felt by the person performing them. Deep acting, on the other hand, is when individuals consciously generate emotions toward other people in order to experience the appropriate, authentic emotion needed for the interaction. A quantitative online survey was sent to 137 adventure tour leaders (28 female; 109 male) at various adventure organizations across Australia.

**Differences in gender, race, or other social identities that surfaced in the research:**

Because previous literature shows that women tend to have higher levels of emotional intelligence than men, Torland hypothesized that female adventure tour leaders would perform deep acting more than male adventure tour leaders and, therefore, experience higher levels of job satisfaction. However, female adventure tour leaders did not report statistically significant higher levels of deep acting than male tour leaders. Torland suggests that this may be because adventure tour leaders act as “shape shifters” who “draw on the best aspects of masculine and feminine traits in order to adhere to the specific requirements of their job role” (p. 383).

# The challenges associated with this profession:

Adventure tour leaders are required to manage their emotions during challenging and stressful situations, and they are also tasked with keeping their clients calm as they navigate unpredictable natural environments.

# How workers in this profession perform emotion labor in response to the challenge:

Adventure tour leaders frequently perform deep acting as a form of emotion labor within the context of their job. Tour leaders often develop authentic relationships with their clients through their extended time together in unpredictable and challenging contexts.

# The potential toll emotion labor can take on workers in this profession:

Surface acting can negatively impact adventure tour leaders’ job satisfaction. However, the adventure tour leaders surveyed in this study did not report performing this type of labor at high levels.

# Strategies suggested:

Torland suggests that the profession attracts individuals with high levels of emotional intelligence who can naturally perform deep acting. Therefore, the emotion labor aspect of the position could be emphasized on job advertisements to prepare potential workers.

# Discussion questions:

* What challenges do workers in the profession detailed in this case study tend to face?
* How do they perform emotion labor in response to that challenge?
* What toll does emotion labor tend to have on employees in that profession?
* What are the differences in terms of gender, race, ethnicity, or other social identity markers that were identified within the case?
* What strategies for coping for managing emotion labor were suggested by the case study authors?