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## **Emotion Management in Crisis Situations**

**Abstract:** In this paper I try to clarify and systematize some contributions with regard to (a) the main aspects of crisis situations that impose the management of emotions, (b) the correlation of certain social emotions with the factors that trigger them and their related tendencies to act, (c) the essential elements of emotional experience, (d) the differentiation of appropriate emotional reactions to a crisis situation from the inappropriate ones; (e) the instances in which emotions can be managed, and (f) the balance between rationality and affectivity in the organization's response to the risks or crises which it faces. By means of logical correlations I arrived at the following conclusions. Regardless of the social sphere in which the crisis makes itself felt, regardless of its type, phase or damage control strategies, the rational control of emotions contributes significantly to overcoming the crisis situation. Beyond the specificities, crises involve digressions from the norms of rightful conduct, breaches of the social norms that support institutions (as spontaneous order structures) and maladaptive reactions to reality. They can be corrected through a good management of emotions, with the caveat that we are not dealing with a problem of knowledge, but rather with one of will and character. All people can identify the adaptive emotional responses to a crisis situation, but only a few prefer them and train assiduously to use them.

**Keywords:** crisis, (social) emotion, norm, rightful conduct, adaptive vs. maladaptive reaction