

Land Acknowledgement (5)

The University of Waterloo is situated on the territory of Attawandaron, Anishnaabeg, and Haudenosaunee people. Time and again, this land has been taken, stolen, colonized, and settled without consent of these people, who have lived on this land since time immemorial. In 1784, the Haldimand tract, spanning 6 miles on either side of the Grand River, 950 000 acres, was given to the Six Nations, who lost their land in territory claimed by America while they were fighting for the British during the American revolution. Today, less than 5% of the original Haldimand tract still belongs to the Haudenosaunee, having been stolen by Canadian settlers via squatting and shady land deals. As an example of continued colonization, the supreme court ruled two weeks ago that the federal government does not need to consult with Indigenous groups when passing laws concerning Indigenous folks and issues.

A land acknowledgement should not just be a passive statement, so we should try to keep in mind how the history of this stolen land is co-constructed with the inequities in emotional labour that we'll be discussing today. For example, educational institutions have a history of reproducing colonial ideologies and actions and continue to do so in the classrooms at University of Waterloo. Dealing with this situation requires disproportionate amounts of emotional labour from Indigenous students, staff, and faculty. This compounds with the need for emotional labour created by other effects like intergenerational trauma and intersecting identities like the fact that Indigenous folks make up a disproportionate amount of first-generation university students.

It should be understood that land acknowledgements are not reconciliation and do not absolve those of us who are settlers of this land. Practicing our understanding of the history and what we learn is more important than preaching it.

As a small step, let's try to be specific in addressing these issues throughout the rest of our conversation.

Pizza

Bianca's family combo delivery special, one peppers/onions/mushroom, one cheese, cool

EL and EBO discussion (1hr)

- 6:05 What is EL? (5)
 - We will define EL as emotional work that is required to be done at a workplace (we will include undergrads in this as well) (emotional work being a more general term).
 - Emotional work that you put in to
 - Arlie Russell Hothschild, who coined the term emotional labour in her book *The Managed Heart: Commercialization of Human Feeling*, defined it as "This labor requires one to induce or suppress feeling in order to sustain the outward countenance that produces the proper state of mind in others . . . This kind of labor calls for a coordination of mind and feeling, and it sometimes draws on a source of self that we honor as deep and integral to our individuality."

- 6:10 What are some positive aspects of emotional labour? (5)
 - We all need care!
 - Holding the social fabric of workplaces together
 - It's a skill, developed over time
- 6:15 How do oppressive systems affect the distribution emotional labour? (15)
 1. What is oppression?

Defined by Patricia Chong in her paper, *Servitude with a Smile: An Anti-Oppression Analysis of Emotional Labour*, as "the consistent and organized domination of one group over another... and as such, it is a systemic problem that require[s] systemic change."
 2. What are the consequences of the effect of oppression?

Emotional work and labour is gendered, racialized, and contextualized within a capitalist setting. These intersections of emotional labour can naturalize the inequalities of these systems.
- 6:30 What are the consequences of doing emotional labour? (5)
 - Doesn't help you advance in the workplace because it goes unnoticed and unappreciated
 - Can take away from doing other labour
 - Can hurt intimate relationships
 - Can prevent advancements in social progression
 - Emotional BO is the affect on psychological well being, the tiredness and stress, that doing this labour can cause. It can also have physical effects
- 6:35 What are situations in academic life (students, profs, etc.) where emotional labour would become necessary? (15)
 - Professors advising and caring for students
 - Student life?
 - According to study, women in academia have to do higher emotional labour than men. What conditions in academia do you think could cause this?
 - Emotional Labor in Academia: The Case of Professors:
 - Gendered reward system: research and administration is more highly rewarded than teaching and service.
 - How are other marginalized groups in academia affected in similar and different ways?
- 6:50 What can we as members of the academic community do in our daily lives to address the systemic issues surrounding emotional labour and burnout rates? (10)
 - "We need money for support resources, diversity centers, victim advocates for survivors of sexual and intimate partner violence, legal advocates for undocumented students, trainings about microaggressions, gender-neutral bathrooms, on-campus child care, and on and on. The money is obviously materially necessary, but it also makes an institutional statement that says, 'Marginalized students, we hear, see and respect you. And faculty emotional laborers, we value the work you do, but the burden should not be shouldered by one compassionate professor at a time.'"

- Nominate your advisor for excellence in advising awards! Agitate for more compensation/recognition of emotional labour!
- (((7:00 Bonus question! What effect does emotional labour and burnout have on the academic goals of knowledge production?)))

Parallel workshop 1: Avoiding burnout in our personal lives (30 min)

- Ask: why is it happening and where? (5)
 - Does it have to do with identity politics and marginalization?
 - Does it have to do with personal relationship dynamics?
 - Does it have to do with mental health and/or physical health issues?
 - Does it have to do with school or job related workload?
 - Is it an intersection of things?
- Ask: what are the effects? (5)
 - Is it emotional?
 - Is it social?
 - Is it physical?
 - Is it mental?
 - Is it performance based?
- Assess: your perspective and goals (5)
 - How might your views on the situation be contributing to your well being? For example, we live in a production based, consumerist, competitive society, how are you participating in that?
 - How might your goals be overworking you?
- Assess: your support system and connections (5)
 - Who can you rely on and spread the emotional labour with?
 - Who can you be genuine with?
 - Who can guide you to be more content?
 - Who might be hurting your well being?
 - How might you limit contact or otherwise approach those who hurt your wellbeing?
- Practice: the basics (food, exercise, water, sleep) (5)
- Practice: customized self-care (immediate and long-term) (5)
 - How can you share the workload?
 - What is self care to you? Short term and long term?

Parallel Workshop 2: Learning emotional labour (30 min)

- 7:00 Discussion question: how to we respectfully and ethically receive emotional labour from someone else? (responses here are from GUTS article) (10)
 - **Consensual:** ask *specifically*, and offer clear out. e.g. “Something upsetting happened at work that I’d like to talk about. If you have the capacity to hear about it let me know, but if not I totally understand.”
 - **Valued:** Do we explicitly express our thanks? Do we give credit for the labor being performed? In professional contexts, is the labor compensated?

- **Reciprocated:** are you returning the favor? Doesn't have to be immediate. Not always possible, this can be a "from as they're able, to as they need" situation. Sometimes reciprocation is covered under "valued," i.e. we pay therapists rather than performing emotional labor in return.
- 7:10 Discussion question: what are things to strive for in our practice of emotional labour? (10)
 - **Active:** "Hey, I noticed you haven't been eating" rather than waiting for someone to ask for support.
 - **Honest engagement:** through active listening etc. Try to listen & understand, rather than just comfort. This doesn't necessarily mean offering advice.
 - **Consent:** Again, make sure you are giving the other party the opportunity to express their informed consent. Make sure to ask what they want from you: i.e. just listening, advice, etc. What if they say they don't want help but are clearly struggling???
- 7:20 Brainstorming: what are concrete ways that we can do some intentional emotional labor/be better about receiving EL tomorrow? (10)
 - Offer to help organize office/department social events
 - Check in with friends
 - Ask folks what EL they want to receive
 - Ask what they already do
 - Little things! Like being considerate & leaving a lab clean

Wrap up