

Contents

<i>Acknowledgements</i>	v
<i>List of Contributors</i>	ix

Handle with Care: Emotions, Crime and Justice	1
SUSANNE KARSTEDT	

PART I: EMOTIONS IN TRANSGRESSION AND CRIME

1. Forward Panic and Violent Atrocities	23
RANDALL COLLINS	
2. Making Sense of ‘Senseless Violence’	37
WILLEM DE HAAN	
3. Shame, Pride and Workplace Bullying	55
ELIZA AHMED AND JOHN BRAITHWAITE	
4. The Sensual Dynamics of Processes of Personal Reform: Desistance from Crime and the Role of Emotions	81
ADAM CALVERLEY AND STEPHEN FARRALL	
5. Trends in Crime and Fear: Lessons from Chicago, 1994–2003	101
WESLEY G SKOGAN	
6. Moral Indignation in the East Of England: A Youthful Twist on Ranulf’s Ageing Thesis	123
ANNA KING AND SHADD MARUNA	

PART II: EMOTIONAL EXPERIENCES OF JUSTICE

7. Empathy for the Devil: The Nature and Nurture of Revenge	145
LAWRENCE W SHERMAN AND HEATHER STRANG	
8. Reintegrative Ritual: Restorative Justice and Micro-Sociology	169
MEREDITH ROSSNER	
9. Shame, Ethical Identity and Conformity: Lessons from Research on the Psychology of Social Influence	193
NATHAN HARRIS	
10. Procedural Justice, Emotions and Resistance to Authority	211
KRISTINA MURPHY	

**PART III: 'EMOTION WORK' IN CRIMINAL
JUSTICE INSTITUTIONS**

11. Dealing with Defiant Citizens: Building Emotional
Intelligence into Police Work 235
BAS VAN STOKKOM
12. Managing Prisoners, Managing Emotion: The Dynamics
of Age, Culture and Identity 255
ELAINE CRAWLEY

**PART IV: VIOLENCE, RECONCILIATION AND CONFLICT
RESOLUTION: DEALING WITH COLLECTIVE EMOTIONS**

13. Alienation, Love and Hate as Causes of Collective Violence 275
THOMAS J SCHEFF
14. Dealing with Emotions in Peacemaking 295
JOHN D BREWER

PART V: DEMOCRACY AND PENAL SENTIMENTS

15. Divided Sympathies: David Hume and Contemporary
Criminology 317
RICHARD SPARKS
16. The Power and Limits of Populism: An Illustration from
Recent Penal Developments in New Zealand 331
JOHN PRATT
17. Playing with Fire? Democracy and the Emotions of
Crime and Punishment 347
IAN LOADER

Index 363