

1) Stress

- Meaning & nature of stress
- Types of stress (Stress, Eustress, Distress)
- Physiological response to stress
- General adaptation syndrome
- Transactional theory of stress
- Source of stress (Internal & External & Systematic factors)
- Impact of stress (Physical
Emotional
Behavioural)

2) Coping

- Meaning & definition of coping
- Types of coping styles
 - adaptive & maladaptive
 - adaptive coping styles
 - * confronting coping style
 - * Planful problem solving
 - * seeking social support
 - * accepting responsibility
 - * positive reappraisal
 - maladaptive coping styles
 - * Distancing
 - * Escape avoidance coping
 - * Denial
 - * Mental disengagement

3) Stress Management Techniques

- Managing stress through physical things

- Simple breathing exercises
- Deep breathing
- Exhalation breathing
- Restful sleep
- Pranayam & yoga
- Meditation
- Progressive Relaxation

- Managing stress through mental things

- Guided imagery
- Ventilate your feelings
- Irrational thought control
- Reaching the point of ^{sati} ~~sedi~~ ^{sapitation}
- Thought substitution

- Managing stress through behavioural things

- Smart goals
- Role of positive disposition
- Reorientation to work
- Countering the stress of indecisiveness
- Identification & monitoring of stress

→ The tolerance capacity of stress for everyone is not same so do not compare yourself and your abilities with other.

→ (1) Stress is a state of worry or mental tension caused by difficult situation.

(2) Stress is a natural human response that prompts us to address challenges and threats in our life.

(3) Everyone experiences stress to some degree. The way we respond to stress however makes a big difference to our overall well being.

② Types of Stress:-

- eustress → Positive Stress
- distress → Negative Stress

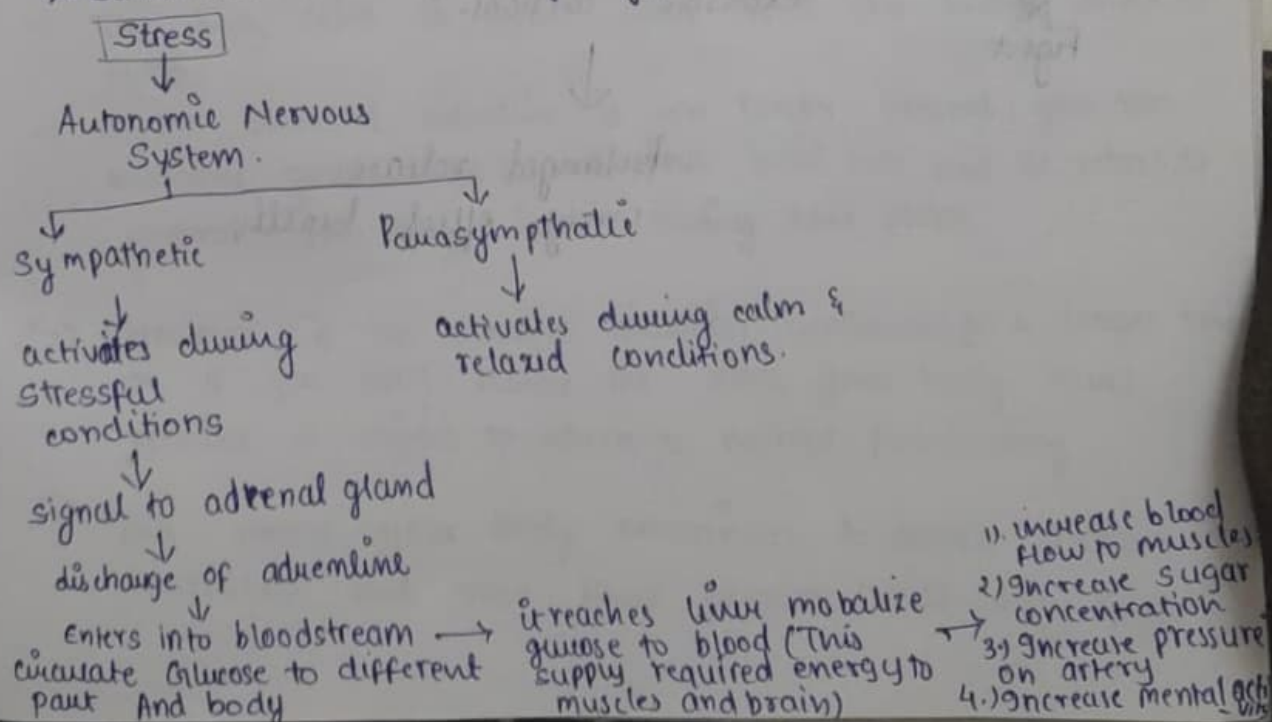
• Eustress we call it as good stress as it brings some good impact or change.

Acute Stress & Chronic Stress → This stress is consistent in its presence. We experience this kind of stress for long period of time.

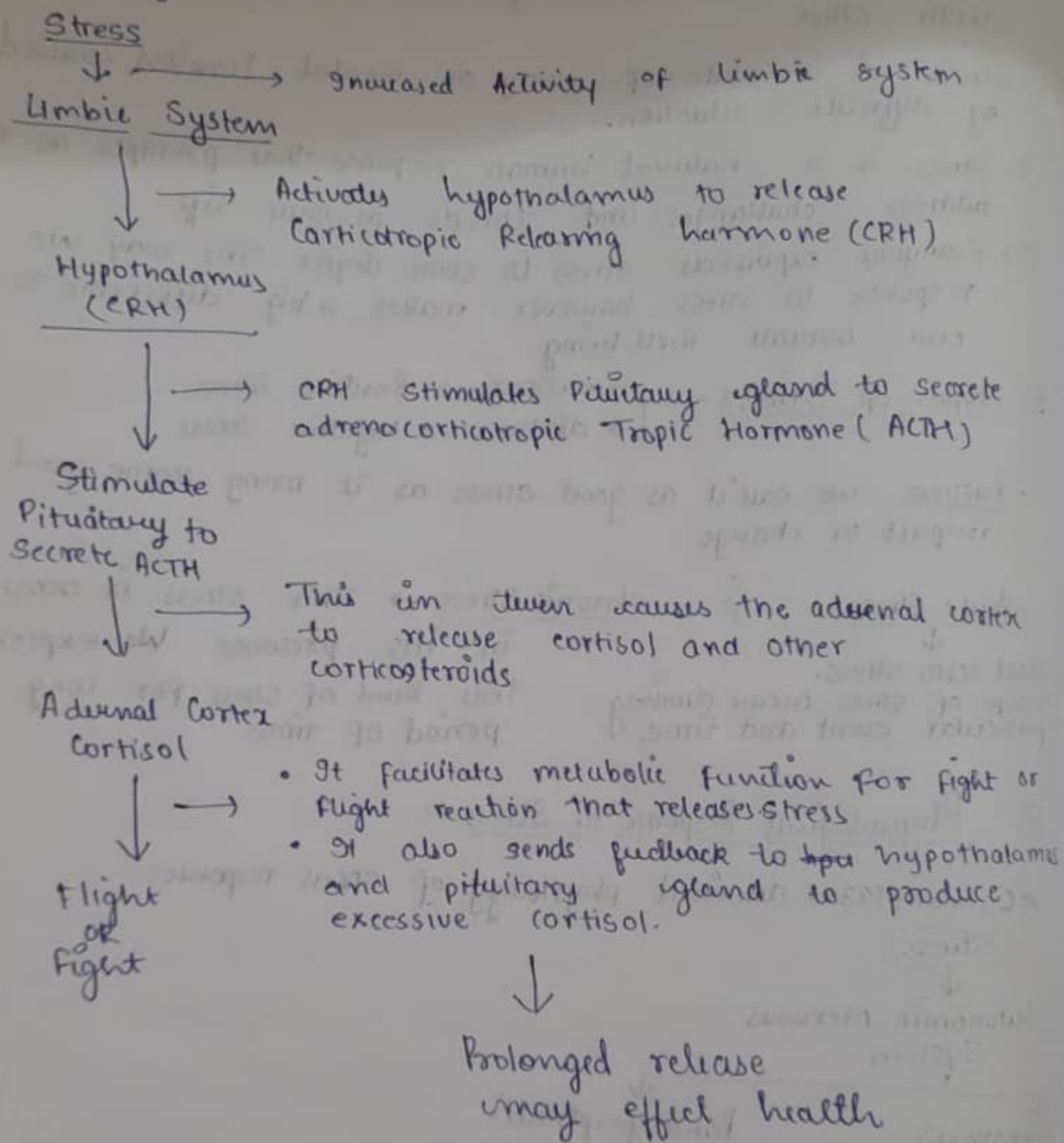
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Short term stress.
This type of stress occurs during a particular event and time.

③ Physiological Response to Stress:-

★ Cannon (1932) described physiology of stress response:-



The second physiological response is through the Pituitary Gland



General Adaptation Syndrome (GAS)

- GAS is a 3-stage process that describes the physiological changes the body goes through when under stress, Hans Selye (1956)

• It has three stages

- (1) Alarm
- (2) Resistance
- (3) Exhaustion

ALARM STAGE

- It is the body's initial response to stress (Fight or Flight Response)
- Sympathetic nervous system will get activated by release of hormones
- When SNS is activated, it triggers adrenal gland to release certain hormones, adrenaline
- Symptoms:-
 1. Dilated Pupil
 2. Increased Heart Rate
 3. Rapid Breathing
 4. Increased Glucose Level

RESISTANCE STAGE

- The body tries to repair itself after the initial shock of stress
- If the stressful situation is no longer present, you can overcome your stress, and your heart rate and BP return to normal pre-stress levels during this phase
- However, if the stressful situation continues for a longer time or if you don't resolve the stress, your body never receives a signal to return to normal functioning
- This means your body continues to secrete stress hormones, and your blood pressure will stay high

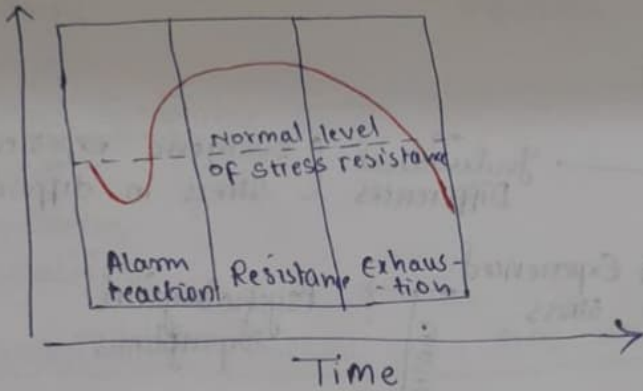
- Prolonged stress can cause disturbance in the immune, digestive, CVD, and sleep.
- You might have symptoms such as
 - Feelings of fear, anger, sadness, worry, frustration, irritability.
 - Changes in appetite, stomach problems, headache, fatigue, sleeplessness, trouble in concentration.
- Prolonged stress that is not resolved leads to the third stage (exhaustion)

EXHAUSTION STAGE

- Prolonged or chronic stress leads to exhaustion
- Enduring stressors without relief drains you physically and psychologically. Tolerance will come down
- Your body is no longer able to cope with stress - it will lead to fatigue, burnout, decreased stress tolerance
- Physical and mental effects of prolonged stress.
 1. Weaken the immune system.
 2. Heart Disease
 3. Hypertension, Diabetes, Depression, Anxiety

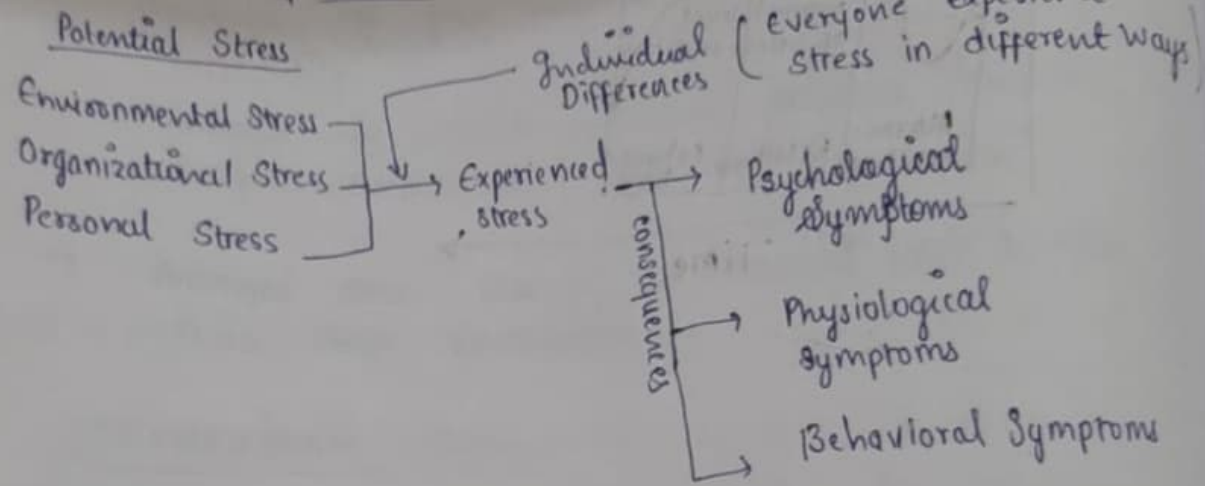
General Adaptation Syndrome

Hans Selye, 1956



Activity 3 - ① Documentary ② Role Play
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have to submit script before mid-sem

A Model of Stress



* Environmental Factors

- Economic Uncertainty
- Political Uncertainty
- Technological Uncertainty

* Organizational Factors

- Role Demands
- Interpersonal Demands
- Task Demands

* Personal Factors

- Economic Problems
- Personality
- Family Problems

Individual Differences

- Perception
- Job Experiences
- Social Support
- Belief in locus of control
- Self-Efficacy
- Hostility

Physiological Symptoms:- Psychological Symptoms:-

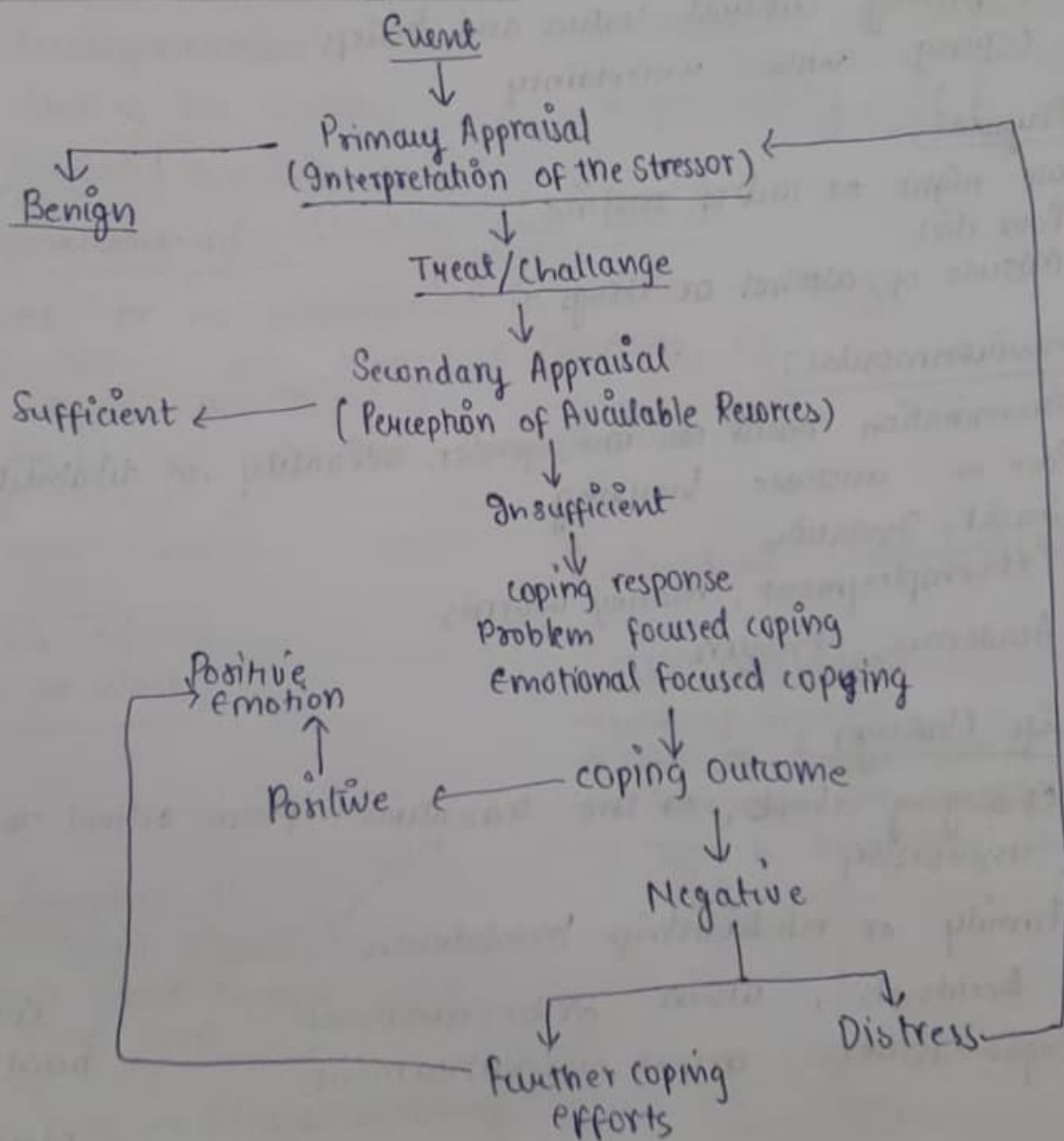
- High BP
- Heart disease
- Headache

- Decrease in Job Satisfaction
- Anxiety
- Depression

Behavioral Symptoms:-

- Turnover
- Absenteeism
- Productivity

Transactional Theory of Stress and Coping:-



Individual Differences

Sources of Stress :- Stress is the body's response when it senses danger. We all experience stress and need it to function. But when stress interferes with our lives, it becomes a problem. Too much stress, for ~~all~~ too long, can make us ill.

Emotional :-

- Peer pressure, including on social media
- Abuse or bullying (online or in person)
- Conflicting cultural values and beliefs
- Coping with uncertainty

Physical :-

- Late night or lack of routine
- Poor diet
- Misuse of alcohol or drugs

Environmental :-

- Discrimination based on race, gender, sexuality, or disability.
- Poor or unstable housing
- Social isolation
- Unemployment, money worries
- Academic Pressure

Life Changes :-

- Changing schools, or the transition from school to university
- Family or relationship breakdown
- Accidents, illness or bereavement
- Legal issues, arrest, or imprisonment.

Coronary
Heart disease

Mental &
ill health

Sources of Stress at Work

Intrinsic to Job :-

- Poor Physical working condition.
- Work overload.
- Time pressure
- Physical danger, etc.

Role in organization :-

- Role ambiguity
- Role conflict
- Responsibility for people
- Conflicts and organizational boundaries (internal & external, etc)

Career Development :-

- Overpromotion
- Underpromotion
- Lack of Job security
- Thwarted ambition, etc.

Relationship at Work :-

- Poor Relations with boss, subordinates, or colleagues
- Difficulties in delegating responsibility, etc.

Organizational Structure and climate :-

- Little or no participation in decision-making.
- Restrictions on behaviour (budgets, etc.)
- Office politics.
- Lack of effective consultation, etc.

Individual characteristics

Sources of Stress at Work

The individual

- Level of anxiety
- Level of neuroticism
- Tolerance for ambiguity
- Type A behavioral pattern.

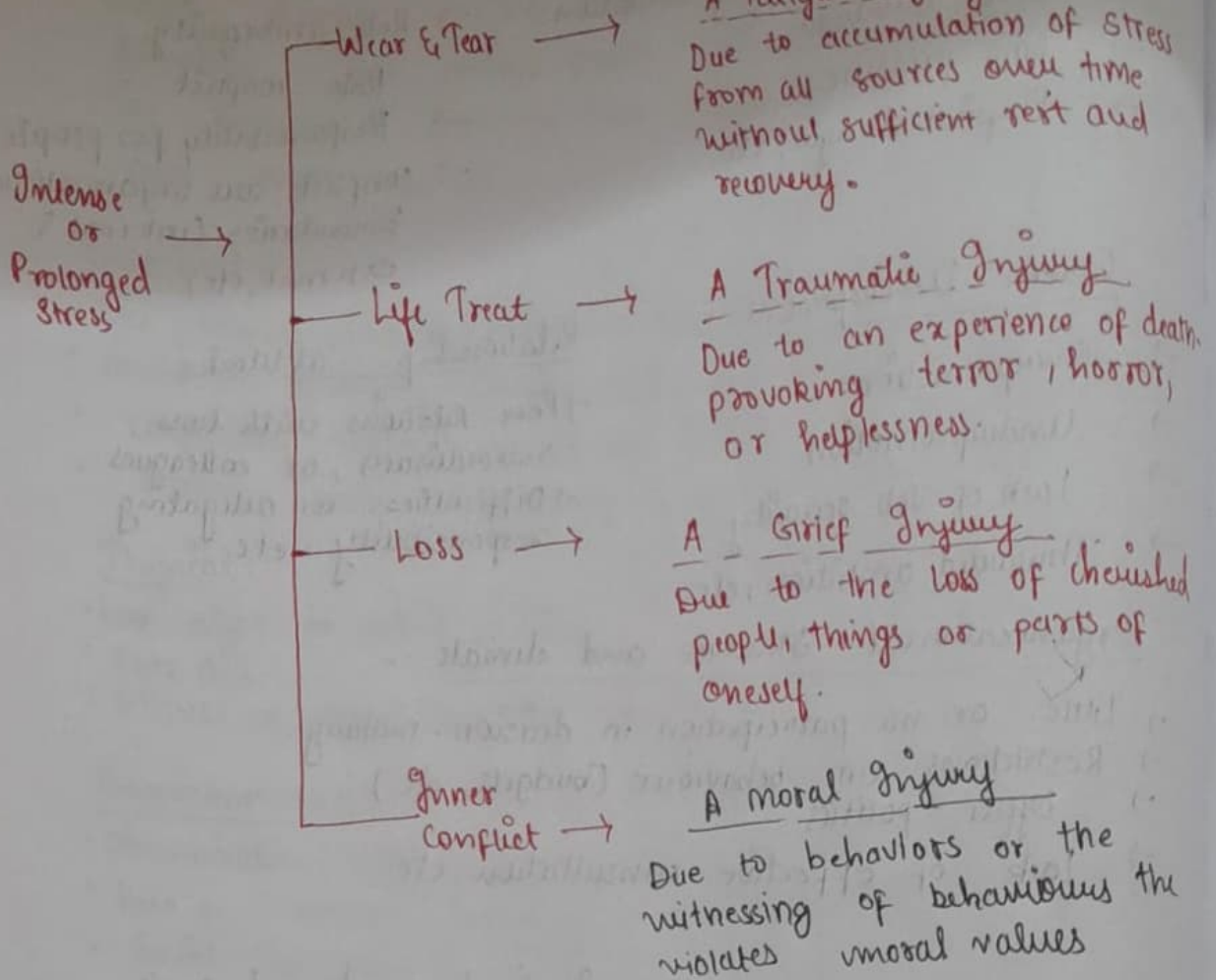
Symptoms of occupational illhealth

- Diastolic Blood Pressure
- Cholesterol Level
- Heart Rate
- Smoking → Escapist drinking
- Depressive mood
- Job dissatisfaction
- Reduced Aspiration, etc.

Extra-Organizational Sources of Stress

- Family problems
- Life crises
- Financial difficulties etc.

Four Sources of Chronic Stress:-



Impact of Stress on Body:-

Physical Symptoms:-

- Headache
- Digestive Disorders
- Muscle Tension/Pain
- Asthma
- Reproductive problems
- Dizziness/Light-headedness
- Fatigue/Lack of Energy
- Hair Loss
- High Blood Pressure
- Skin Problems
- Immune System Suppression
- Weakness
- Weight gain or loss
- Chest pain/Irregular Heart Beat
- Periodontal Disease
- Chills
- Fever

Impact of stress on feelings:-

- Sudden Mood Shifts
- Lowered interest in fun and hobby
- Anger/Resentment
- Unwanted Jealousy
- Frustration

Impact of Stress on cognition:-

- Problem with memory
- Difficulty in Decision Making
- Inability to concentrate
- Shortened Attention span
- Repetitive Thoughts
- Lack/Loss of interest in things
- Confusion
- Loss of objectivity
- Poor judgement
- Misunderstanding of others communication
- Inability to slowdown thought process

Impact of Stress on Behaviour:-

- Eating more or less
- Sleeping more or less
- Staying away from Workplace
- Isolating themselves from others

What is coping:-

Coping in simple terms defined as the ways in which an individual tries to deal with the stress experienced by him/her.

- Lazarus and Folkman (1980): defined coping as efforts to deal with demands
- Hann (1993): explained coping as an effort directed towards using the resources to overcome the difficulties
- From the above definitions, it is clear that coping is an effort to deal with stressors.
- The coping may aim at dealing with the problem that is the cause of any distress in the individual or negative emotions experienced by him/her.

Adaptive Coping :- Contribute to resolving the stress response

Maladaptive Coping :- Strategies that cause further problems. Makes things easy now but worse in long run.

ADAPTIVE COPING :-

- People will be concentrating on their efforts on doing something about the situation they are in.
- They are thinking what are the different sources available, emotional support and instrumental support - use of emotional support.
- They look at the situation from a different perspective and make it seem more positive - positive reframing.
- They accept the reality that has happened - acceptance.

Adaptive coping :-

- Problem Solving
- Reaching out for support
- Changing expectations

Emotional :- Reducing stress related emotions

Behavioral :- Taking actions to reduce stress such as Breathing Techniques

Cognitive :- Changing the way we think about stressors

Maladaptive coping:-

- Denial → I have been saying to myself it is not real.
- Substance Abuse:- We engage in unhealthy behavior to get through
- Behavioral Disengagement:- Giving up trying to deal with
- Self Distraction:- I have been turning to work or other activities to take my mind off things
- Self Blame:- I have been Blaming for the things that Happened.

ADAPTATION AND COPING

- Adaption and coping are processes that can be explained in the context of our environment.
- Both refer to cognitive and emotional involvement aimed at restoring equilibrium or homeostasis that is disturbed because of stress.
 - Adaptation can be explained as a process of adjustment to the demands of the environment.
 - Here, environment forms the 'stimulus' and adjustment is the 'response'.
- coping and adaption process:-

