

Psychology:-

Scientific study of understanding people.

→ Un

- Chill Take time out from an emotional event./step back.
- Drill train your mind to react more positively.
- Build your social network

ID is the primitive and instinctual part of the mind that contains sexual and aggressive drives and hidden memories. The super ego operates as a moral conscience. The ego is the realistic part that mediates b/w the desire of id and super-ego.

→ Conscious :- Contain all of the thoughts, memories, feelings and wishes we are aware of any given moment.

→ Subconscious :- a data bank of previous information, which is not in your conscious mind. It stores ^{your} skill, experience and memory. And the action of person based on these facts.

unconscious is a reservoir of feeling, thoughts and memories that are outside of conscious awareness.

Most of the contents in this is unpleasant and unacceptable, such as feeling of pain, anxiety or conflict.

DEFENSE MECHANISM:-

mechanism to protect self and cope with emotionally painful thoughts, feelings.

→ Denial: refuse reality.

→ Rationalization: A person give any social accepted reason to justify his behaviour.

→ Projection: A person blame another person of his behaviour.

→ Displacement: A person transfer his anger or negative feeling from more threatening object to less.

→ Compensation: A person try to cover his weakness and do hard ^{work} to get success.

→ Reaction formation:- A person express fake emotion opposite to his thinking.

→ Rationalization:- A person avoid the cause Intellectual which produce Anxiety.

→ Sublimation:- Socially unacceptable behaviour convert into socially acceptable.

→ Regression:- Unconsciously try to forget the traumatic event that can cause anxiety.

→ Regression:- A mature person behave like a children after face a problem.

→ Suppression:- Consciously try to forget the traumatic event.

→ Undoing:- Previous unacceptable behaviour convert into accepted behaviour.

→ Humor:- Laughter has been shown to reduce stress. It is very effective means of dealing with overwhelming emotion and taking control of a situation.

→ Minimization:-

Mimimize loss, decrease intensity of loss or situation through comparing with worse.

→ Identification with the good:-

try to adopt other person attribute.

→ Avoidance

refuse the situation that cause distress for better mental or physical health.

ignore → unconscious.

avoidance → conscious.

→ self Anger / self hatred.

→ Self punishment

→ Masochistic provoking.

Provoking someone to hurt him to relive his guilt.

→ Vagueness → might accept now reject.

frustrated and felt feeling

pleasure too.

→ ego melt down

fail while apply defence mechanism.

→ Aggression:- STRESS:-

Recognize stress:-

Workplace stress affect the performance of brain, including functions of work performance, memory, concentration and learning. Stress and stress management is directly related to person well being and specifically to workplace well being.

→ Sign of stress:-

- Poor concentration.
- sleep difficulties.
- Loss of appetite
- anger.
- performance dip.
- anti social behaviour.
- alcohol or drug abuse.
- nervous habit.
- missed deadlines.

Physical symptoms:

- constant tired.
- Lack of appetite.
- Disinterest in sex.
- migraine.
- nail biting.
- Increase reliance on alcohol, cigarettes, sugar, chocolate.
- frequent desire to sweat.
- craving of food when under pressure.
- Your limbs feel heavy.

Mental Symptoms:

- Smile or make joke.
- lack of drive / motivation in your work.
- feeling of being failure.
- Lack of interest in friends.
- Lack of interest in life
- No real interest in future.
- difficulty in decision making.
- feeling of guilt
- feeling of being helpless.
- A feeling of being surrounded by ^{busy} _{new} people.

→ CAUSES OF STRESS:-

- Physical stressors.
- Emotional stressors.
- Social stressors.

→ Physical stress:-

- Poor nutrition:-
- Cause of stress on the body.

Being subjected too much noise or overcrowded condition can often produce stress.

→ We inject too much alcohol, tobacco, caffeine or sugar in body can cause physical stress.

→ Social stress:-

feeling of being alone and loss of purpose. Any kind of rapid change good or bad can create stress.

- Poverty.
- Unemployment.

-> Emotional stress:-

We feel that we are not good enough. We feel like failure as a person result of our own self talk and self criticism.

-> Most of negative self talk has its roots in negative early childhood programming.

Voice of abusive spouse who tries to control by criticizing.

This creates fear of failure and success.

→ General cause:-

→ Threat:- No response to reduce stress

→ Fear → Threat lead to fear . fear lead to imagined outcome:-

→ Uncertainty:- Not able to predict . and feel we are not able to control.

→ Cognitive dissonance:-

gap between action and thinking.

Dissonance also occur when we cannot meet our commitment .

→ Life cause:-

- Death :- of spouse, family , friend .
- Health :- illness, injury, pregnancy.
- Crime :- Sexual molestation .
- Self abuse → self harm , drug abuse .
- family change :- separation , divorce, new baby
- Environment changes :- school, job, house .
- Responsibility increases :- new dependent
new job .
- New location :- vacation, moving house .

→ Unhealthy ways coping with stress.

→ Smoking

→ Drinking too much.

→ Overeating.

→ Sleeping too much.

→ Withdraw from family, friend and activities

→ Using drugs to relax.

→ Zoning out for hour in front of the TV.

→ Unhealthy methods of relieving stress:

→ change the situation

- Avoid the stressor.

- Alter the situation.

→ change your reaction

- Adapt to the stressor

- Accept the stressor

→ Avoid unnecessary stress:-

→ Learn How to say No.

- Know your limits and stick to them.
- refuse to accept added responsibilities to in personal and professional life.

→ Avoid people who stress you out:-

- if someone consistently causes stress in your life as then limit the amount of time you spend with that person or end the relationship entirely.

→ Take control of your environment -

- if any news make you anxious, then turn it off.
- if traffic got tense take long route.

→ Avoid hot buttons topic:

Avoid conversation that stress you out.

→ Prioritize your list.

- analyze your schedule, responsibility or daily task.
- Distinguish b/w should and must.

2- Alter the situations:-

→ Express feeling instead of bottling up:-

- if someone, something is bothering you, communicate your concern in open and respectful way.

- if you don't voice feeling, resentment will build.

→ Be willing to compromise:-

When you ask someone to change their behaviour willing to do the same.

→ Be more assertive

- Deal with problem, do you best to prevent

- if you have exam to study for and your roommate came told him that you only have 5 minutes to talk.

→ Manage your time better.

Make your time better and manage it to avoid stress of running behind.

→ Adapt to the stressor:-

→ Reframe Problems.

- Try to view stressful situation from a more positive prospective, rather than stressing on it.

→ Look at the big picture:-

- How important it will be in long run?
- Is it worth of getting upset over
- if the answer is no, focus your time and save energy.

→ Adjust your standard:-

- learn to be okay with good enough.
- set standard for yourself.
- stop setting yourself up for failure.

→ Focus on positive.

→ focus on good thing.

- Apprieciate good thing in your life.

→ Accept the situation.

→ Don't try to control uncontrollable:

- Focus on thing you can control.
- Don't focus on thing you cannot control.

→ look for the upside:

- When facing problem (challenges), try to look at them as opportunities.
- Learn more from mistake.

→ Share your feeling.

- Talk to a trusted friend or therapist.
- Express what you are going through.

→ learn to forgive

- Accept the fact that we live in imperfect world and people make mistakes.

- Try to let go of anger.

- free yourself from negative energy by forgiving and moving on.

Make time for fun and relaxation:

- set relaxation time, contact with other.
- do something you enjoy every day.
- keep your sense of humor.

→ Healthy life style:-

- Exercise regularly / eat healthy food
- reduce caffeine
- get enough sleep.
- Avoid alcohol / drugs / cigarettes

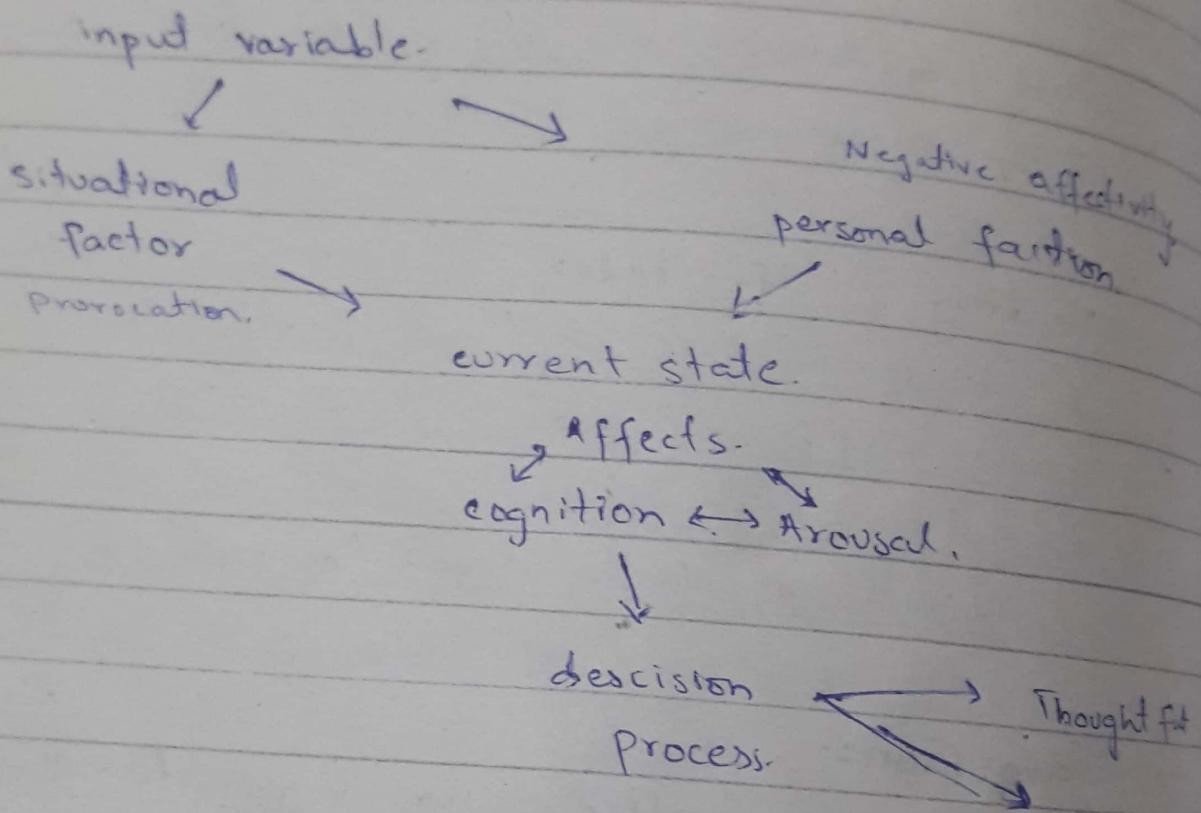
→ Aggression:-

→ Biological perspective: who suggested that aggression spring mainly from an inherited fight instinct.

→ Driven theory: The external condition especially Frustration is strong motive to harm other.

→ Social learning Perspective: This theory explain that human beings not born with large array of aggressive response. They learn aggressive response from social behavior.

→ Aggression Model:-



→ Situation factors:-

- frustration.
- Provocation.
- Negative affect -
- causes of discomfort -

→ Personal factor:-

- Negative affectivity
- Irritability.
- Beliefs about aggression.
- Type A behavior pattern.

(6)

CAUSES :-

→ Social determination of Aggression:-

- words of other people provoke anger annoy, irritation

→ Frustration :-

- Frustrated people always engage in some type of aggression.
- Aggression is result of frustration.

→ Instrumental:

some people get aggressive because of instrument ~~reason~~ reason to get what they want

→ Exposure to Media violence

- media shows and promotes violent content
- in many countries which lead to aggression,

→ Desensitization to violence:- // less sensitive

- As a result of broadcasting a large amount of violence content in television programs, films, video games, the violence is desensitized for an individual.

→ Violence Pornography:-

Mixture of sex and violence contained in such pornography is dangerous.

→ Culture factor in Aggression:-

Aggression root from culture factor, belief, norms and expectation in given culture suggesting that aggression is appropriate.

→ Culture of Honour.

In cultures, strong norms indicate that aggression is appropriate response to disgrace someone in name of honor.

Ex girl/boy engaged in relation.

→ Sexual jealousy:-

Unfaithfulness with sexual partner. Infidelity by wife is viewed as insult to male's honor, so aggressive action viewed as the right response.

→ Personality And Aggression:-

some people are prime for aggression by their personal characteristics.

→ Sensitivities to provoking situations:-

Aspects of personality works in ~~threshold~~ threshold like manner, only strong situational factor can influence their behaviour.

→ Sensitivities to various situations:-

Even weak provocation can stimulate for aggressive reaction.

→ Personality Type A:-

Very competitive n

- Extremely competitive, always in hurry.
- React directly. They play hostile aggression → inflicting some kind of harm to victim.

→ Personality type B :-

Not highly competitive, relaxed, remain calm, not fighting.

They play instrumental aggression → to get their goals aside ~~to~~ from harming the victim.

such as child abuse (indirect reaction)

→ Sensation seeking:-

gets bored easily, seeks a lot of new experiences • Emotion easily aroused / hostile aggression.

→ Ego thresholds-/narcissism,

→ obsessed with own self.

→ consider themselves infallible.

→ situational determination of Aggression:

→ Heat and aggression:-

Temperature rise and uncomfortable condition that prone aggression.

→ Alcohol lower the threshold:-

Over consumption of alcohol lead to several kind of aggression.

→ Work place aggression:-

Aggression to harm other in their work places.

→ Obstructionism:-

Interfere in activities.

→ Incivility:-

Violation of work place norms for mutual respects. example : sending rude email.

→ Overt-aggression:-

Attack colleagues or their bosses.

→ Abusive Supervision:-

Senior shouting, in irritating mood, predicting work in unfair manner.

→ Control of Aggression:-

→ Punishment:-

- Large fines
- Put in prison
- Physical punishment.
- solitary confinement.

→ Self-Regulation

should keep positive behavior

- Nonaggressive models.

Being with people who show
resistant even in strong provocation.

- Training.

Anger Management.

- Prepare for provocation:- (don't take seriously)
- Confrontation:- their is not point to get
- Coping with arousal^{mad}: Time to take
a deep breathing, negative led to ~~evc~~

→ Forgiveness:-

Punishment.

→ Social skill.

→ Empathy:-

→ Benefit of word letters.

→ Emotional Intelligence :-

Our brain are physically divided into two halves by corpus callosum.

• Left.

- sequential
- logical
- digital
- objective.
- abstract
- linear
- symbolic
- systematic
- analytical.
- look at part.

• Right.

- subjective.
- Emotion
- causal
- Random.
- visual
- sensory
- look at wholes
- concrete.
- Holistic
- Non verbal,

Intelligence:-

Global or aggregate capacity of individual to act purposefully, to think rationally and to deal effectively with his environment.

Seven Points OF EQ.

- Verbal → the ability to use word.
- Visual → the ability to imagine thing in your mind
- Physical → the ability to use body in various situations
- Musical → the ability to use and understand music
- Mathematical → The ability to apply logic to system and number.
- Introspective:- The ability to understand your inner thought.

Interpersonal: The ability to understand other people and relate well to them.

→ Gender difference in EQ:

Most studies show that there are no significant differences, some argue that each gender has distinct differences in brain structure that result in subtopics of intelligence and problem solving

Emotion:

- A subjective experience associated with personality, temperament, disposition, and mood
- A complex feeling state with physical, somatic and behavioral behavioral components that are related to affect mood.

→ Emotional Intelligence:

Abilities to accurately perceive emotions, to access and generate emotion so as to assist thought, to promote emotional and intellectual growth

It concern the improvement of thinking via emotion and emotional knowledge.

→ Emotionally Intelligent people:-

- Able to recognize and express their emotion.
- Who potential capacities and lead happy lives.
- They are able to understand the way others feels and are capable of making relationships.
- They are optimistic, flexible and realistic.
- Maintaining mutually satisfied and responsible inter personal relationships without becoming dependent.
- Successful in solving problems, coping stress, without losing control.

Interpersonal + Intrapersonal:-

- Understanding other and the feeling
- Understanding your self, intention, goal, behavior and

→ Domain OF EMOTIONAL INTELLIGENCE.

① → Self Awareness: Knowing one's emotion.

Aware of his own and other's feeling and emotions in order to have accurate info about world around him

Ability to monitor feelings from movement to movement

② → Managing and controlling emotion:

Must be able to monitor, discriminate and label feeling accurately, can improve or modify by how feeling, able to handle uncomfortable feelings

Motivating oneself:-

True motivation and confidence is a key for achievement,

To motivate oneself for any achievement

requires clear goal and "can-do" attitude

→ Emotions of other / Empathy:-

Realize others emotion like weather system
able to sense them accurately.

→ Handling relationship:- Social skills

People who excel in these skills do well
at anything that relies in interacting smoothly
with others. EI gives ability to act
with courage like communication, leadership,
conflict management, collaboration etc.

→ ATTITUDE:-

→ Expression for approval or disapproval

→ like / dislike.

Favourable or unfavorable reaction to issue, idea situation, object, or entire social group is called attitude.

Some are stable and some are not.

1- Attitude Format by Association learning:

- situational interaction (behaviour observation).

classical conditioning:- it is very important implication in attitude formation. in this process unconditional and condition stimuli involve to produce the pre responses. This process not only affect consumer preferences but also social attitude.

2- Instrumental learning (reward for right):

→ reward and punishment also format or developed our attitude. we may be aware that different groups, we belong to will reward or punish us for expressing support for the particular attitude. --- Religious, political issues, social view

3) By Observational learning (exposure):

- Individual acquires attitude by observing others, most of us are doing as we watch television.
- Adapt attitudes of other.

4) By culture influences: (valentine's)

Dominant culture have great influence to shaping attitude of other culture holder, adapting attitude of other nation.

→ Attitude behavior Correspondence:

→ both are subjective:

Attitude could be major by observing behaviours and behavior could be predict by measuring attitude -

- Health related practice,
- jogging benefits.

→ COMPONENT OF ATTITUDE:

- Affect → feeling that something evoked.
- behavior → Tendency to act in certain ways toward something.
- Cognitive → our thoughts, beliefs and ideas about something.
- Attitude = blend of values
- Behavior = attitude

- Prejudice :- An attitude that is resistance to change
- Stereotyping :- A component of prejudicial attitude
 - ↓ shared conception of peoples.

→ Factor Affecting Attitudes:

• Environment

Home, school, work,
cultural background.

Religious background,

Traditions and like
beliefs, social

Political.

• Education

Not only
how to make

aliving but

how to alive.

• Experience

Behaviour changes
according to people
and events in
our life

-: Attitude Based:-

→ based on beliefs :- just info about the product
so we might hold on belief attitude that it is good

→ based on feelings :- A lot of attitude toward other
people are based on these emotional reactions
so we ~~might~~^{may} not know very much about
person but have a very strong emotional
response to that person.

→ based on behavior :- Attitude are largely developed
through experience. Identify factor that form
attitude if it is based on false info then it
is prejudice.

→ Attitude change:-

While attitude can have powerful effect on behaviour. There are some influences that leads to attitude formation can also create attitude change.

Learning theory:-

- Classical conditioning:- can be used to create +ve emotional reaction to an object, person or event by associating +ve feeling with the target object.
- Operant conditioning:- can be used to strengthen weaker desirable attitude and weaken undesirable ones.
- Observing - Re by observing the behaviour of other.

Elaboration Likelihood :-

- motivated to listen and think about the msg.
- influenced by characteristics of speaker. / Thirst worthy

→ Dissonance Theory:-

People can change their attitude when they have conflicting beliefs about a topic.

..: Forming Attitude :..

- Parents, teacher, friends
- Mass media.

↓ Increase feeling of self worth.

- Be mindful, stop -ve talk
- Avoid comparing..
- channel your inner rock star.
- Exercise.
- Forgiveness.
- Do unto others.

• Remember that you are not your circumstances.

→ Cancellling:-

- Attending, Active listening
- Process.
- Responding
- Teaching.

1). Attending :-

- Paraphrasing.
- Reflection of feeling.
- Summary.

③

• Express Empathy.

④ • Probing / elaborate more

• Interpreting.

• Silence.

encourage client
for sharing

validate idea
determining msg

ii) teaching new skills.

- practise → encourage

- give a clear rationale / why it helps

- Monitoring and encouraging ↗

- Use of assignments.

→ Phobia :- Fear :-

fear is an emotion. It is generally induced when the subject perceive threat.

→ Phobia is an excessive or unreasonable fear of object, situation / place.

→ Diff b/w fear and phobia :-

The main difference lies in the intensity and severity of emotion experienced in fear and phobia.

TYPE:-

→ Simple Phobia :- mainly include fear of object like insects or situation such as fear of flying.

→ Social Phobia:

Public speaking / performance situation.

→ Social Anxiety Disorder or Social Phobia:

→ Many people get nervous or self conscious on occasion like giving a speech or interviewing for new job. But social anxiety disorder or social phobia is more than just shyness or situational nerves. With social anxiety disorder, your fear of embarrassing yourself is so short intense that you avoid situations that can trigger it.

→ Social Phobia or anxiety disorder is the fear of being judged / scrutinized and embarrassed in public. You may think that people think badly of you and you would not measure up in comparison to others.

And even though you ^{probably} realized that your fear of being judged are at least somewhat irrational and overblown.

→ Trigger Point:

- Meeting new people.
- Eating in public.
- Presentation.
- Performance on stage.
- Public speaking.
- Attend social gathering.
- Taking exam.

→ Signs and Symptoms:-

→ interfere with your normal routine
and cause tremendous distress.

→ Emotional Symptoms:-

- Excessive anxiety in every day social situation.
- Fear of being judged by others
- Intense worry for day, weeks or even month before an upcoming social situation
- Fear that others notice that you are nervous.

→ Avoid eye contact

: Treatment :-

→ Challenge negative thought :-

The first step is to identify the negative thought that underline the fear of social situations.

→ Second step is to evaluate them logically and replace with positive and realistic thoughts.

Mind reading Assume you know what people think

Fortune telling Predicting the friend's future.

Catastrophizing Blowing things out of proportion.

Personalizing Assume that people focusing on you in a negative way.

→ PEACE ::

Peace education::

Is the process of acquiring the value, the knowledge and developing the attitude skill and behavior to live in harmony with oneself, with others and with the natural environment.

→ Some of the skills need to be developed are:

- Reflection.
- Critical Thinking and analysis.
- Decision making.
- Communication.
- Skills.
- Imagination.
- Conflict resolution.
- Empathy.

Level of Peace

Personal Level:

inner peace is the development of inner harmony characterized by such quality as self respect, self confidence, ability to cope with negative feeling (like anger, fear and shyness) and develop positive attitude such as cheerfulness and optimism.

→ Interpersonal Level:-

relationship with one another

→ Assertiveness:-

The capacity of an individual to express one's view and right without being aggressive (injuring or violating the rights of other or submissive (denying one's own view or right -

→ Respect: to recognize the worth of others without regardless of difference in social position, culture, origin or gender.

→ Concern for others: an awareness and understanding their feelings, needs and condition.

→ Cooperation: The capacity and willingness to work with other to achieve a common goal.

→ Open mindedness: The willingness to approach difficult source of information, people and event with a critical but open mind.

→ **Humility**: The virtue to accept or recognize that other may have ability similar or maybe less more than you have and the recognition enables you to accept your own limitation.

→ **Social / National level**: it is concerned with addressing issues that affect society and its social, economic and political component.

→ **Social responsibility**: an awareness of one's responsibility for the common welfare and willingness as well as readiness to work for it.

→ **Interdependence**: an awareness of the impact of their decision and action of an individual or group to another.

→ **Social justice**: an awareness and recognition of the civil, social, political and cultural rights and willingness to promote and defend them.

→ Global Level::

It is concerned with attaining related issues that have global impact or scale.

→ Respect for the Environment: The value of

recognizing the importance of resources in the environment as indicated by the act of preserving and conserving them.

→ Unity of the Oneness of humankind::

The value of recognizing the values important of being ~~baarakaa~~ one with other human as a semblance of God's power and love.

→ Religious Appreciation: The ability to respect and appreciate the presence of people and recognize other person with religious beliefs other than his own.

→ Culture Appreciation: a recognition of

the presence of different culture and such different culture give us opportunity to learn from one another.

→ Addition:

when a person losses ~~hope~~ control over time, place and quantity upon some abusing habit and his life is derived by the craving of some for that habits, the person is said to be addicted.

Non chemical Addiction:

- sex • chatting • Gambling • Power, money, fame, eating

chemical Addictions:

- Heroin • char. Medicine • Alcohol • sleeping pills.

① Genetic Cause:

When father use drug his behavior is transfer to his next generation

15% chance that son of an addict will become an addict.

② Environmental cause:

- family, friend, company, Availability

③ -Physiological cause:

- illness • Biochemical factor • Operation • Accident

④ Personality -Cause:

- Personality trait • Antisocial character traits
- Revenge • jealousy • weak ego • low confidence
- Loose hope • feeling of insecurity,

→ Social Causes:

- family conflict • Death • Divorce, anger
- status symbol • Unemployment • Resentment
- separation

Prevention OF Addiction :-

→ Motivation.

→ Interpersonal relations

→ Problem solving skills.

→ Addiction resistance skills.

→ Replace activities with.

→ Motivate people for changes-

→ increasing their awareness of their needs
and helping them in the stage of change.

Positive approaches is more effective than
confrontation.

Pre-contemplation: is ~~an~~ stage of awareness
about habit, attitude and its harm effect.

Contemplation: is unable to decide whether
or not to change.

- Determination: is the stage of decision making that how to change.
- Action: is the stage of need help it is a process of change.
- Maintenance: is the stage of maintain change.
- Relapse: is not failure as its part of again stand up.

② Interpersonal relations:

Right interpersonal relation can greatly improve chances of successful recovery. Being around people who support recovery, individual will be benefit from social support. challenges will be faced with support.

Conclor, family friend and colleague who support.

③ → Problem Solving skills:

1) Problem recognition:-

Determining that a problem exist.

2) Problem identification:-

Gather info, being concrete as possible.

check accuracy of info define nature of problem

5) Replace Activities with addictive habits:

We all have mix of good or bad habits.
We should release the energy captured by
bad habits and transfer this ^{over} process to
liberating good habits.

- Engage in activities related to health, work, relationships or hobbies.
- Avoid everything that associated with bad habit as a single thought or visual image can stimulate craving.
- Affirmation: think tve.
- Support: People who support our spiritual goal friend and family associated with our bad habits, often try to pull us back. When ^{we move forward} they take seriously change your environment: change the place