



STRESS, COPING AND PSYCHOLOGICAL DISORDERS

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Learning Outcomes:

- Define stress, health and coping
- Explain stress regulation and ego defense mechanisms
- Discuss the physiologic and psychosocial basis of stress, anxiety and psychological disorders
- Develop beginning awareness on effective communication, coping strategies, and management of psychological conditions

Stress: Reacting to Threat and Challenge

- Stress is the term used to describe the physical, emotional, cognitive, and behavioral responses to events that are appraised as threatening or challenging. It can show itself in many ways:
 - physical
 - behavioral
 - emotional
 - mental
- Stress-causing events are called **stressors**; they can come from within a person or from an external source and range from relatively mild to severe
- Two kinds of stressors: those that cause **distress** and those who cause **eustress**

Eustress

- Hans Selye originally coined the term eustress to describe the stress experienced when positive events require the body to adapt.
- Researchers now define eustress as the optimal amount of stress that people need to promote health and well-being



Environmental Stressors



Catastrophes



Major life changes



Hassles

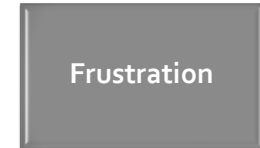
Psychological factors in stress



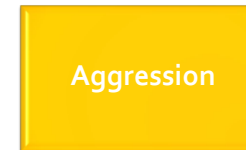
Pressure



Uncontrollability



Frustration

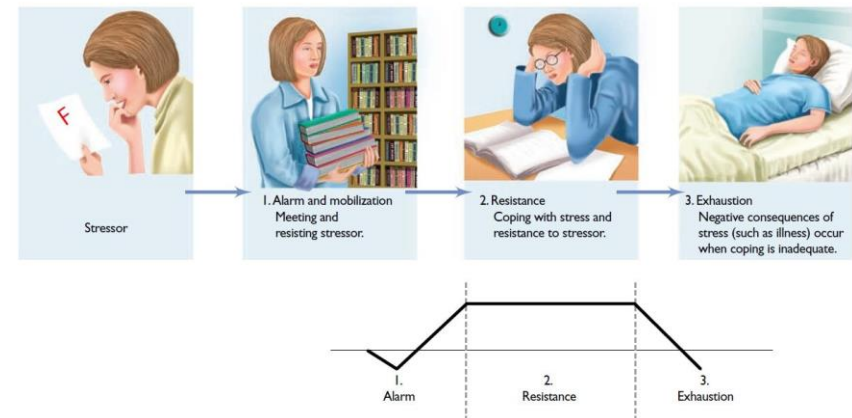
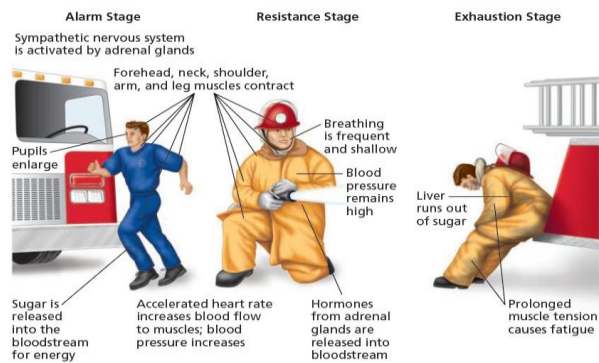


Aggression



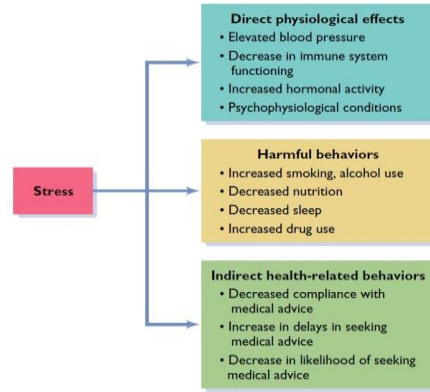
Conflict

Physiological Factors: Stress and Health

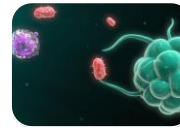


RESULTS OF STRESS

- Direct physiological effects
- Harmful behaviors
- Indirect health-related behaviors



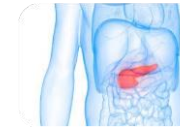
Diseases of Adaptation



Immune System and Stress



Heart Disease



Diabetes



Cancer

Lazarus's cognitive-mediational theory of emotions
suggests an individual's appraisal of a stressor is a major factor in determining how stressful that stressor becomes

- **primary appraisal** involves estimating severity of the stressor and classifying it as a threat, challenge, or loss already occurred
- **secondary appraisal** involves estimation of resources available to cope with stressor

result of appraisal determines level of stress and emotional reaction

Cognitive and Personality Factors

personality differences affect how one assesses a stressor, the coping strategies used, and possible health outcomes

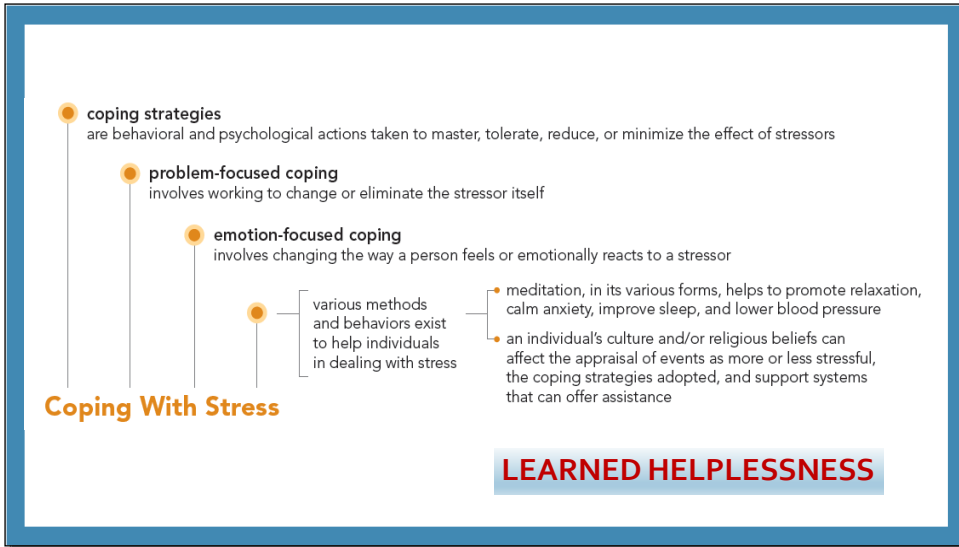
explanatory style
optimists tend to look for positive outcomes, whereas pessimists seem to expect the worst

- Seligman (originally studied concept of learned helplessness) began the positive psychology movement; has suggested that optimism leads to longer life and greater success in life endeavors
- optimism is associated with controlling mood or emotional reactions; can be a learned skill through alternative thinking, relaxation, and correcting faulty thinking

- **Type A:** workaholic, competitive, ambitious, hate to waste time, easily annoyed; more likely to have health issues (e.g., heart disease), especially the more hostile an individual is
- **Type B:** more easygoing, slower to anger, not as competitive or driven; less likely to have health issues
- **Type C:** tend to be pleasant and at peace but find it difficult to express emotions, especially negative ones; associated with cancer
- **"Type H":** hardy personality, appear to be like Type A but less prone to heart disease; appear to thrive on stress due to three factors: sense of commitment, control, and seeing stressors as a challenge

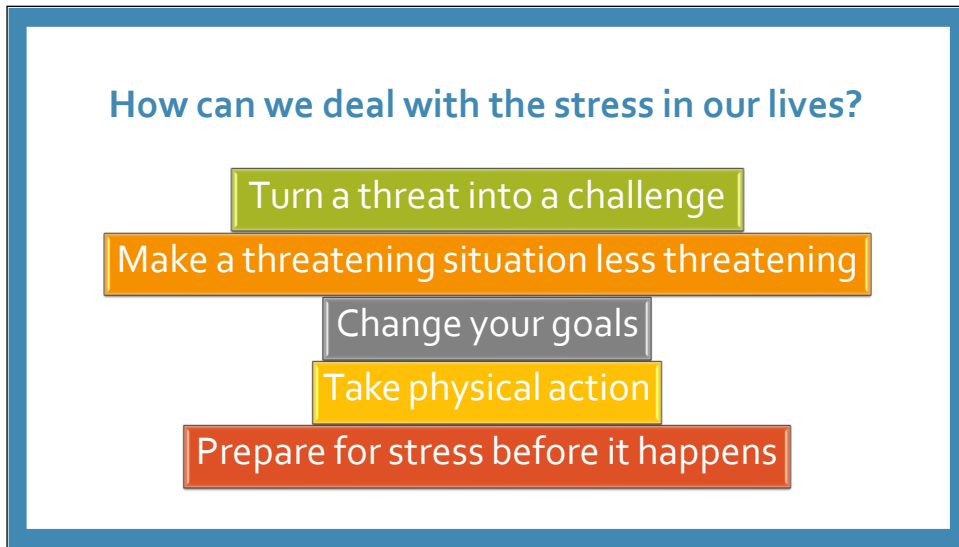
Social Factors in Stress

- **Poverty**
- **Job stress**
 - Burnout - negative changes in thoughts, emotions, and behavior as a result of prolonged stress or frustration, resulting in both mental and physical exhaustion
- **Culture**
- **Social Support**
 - Social support can make a stressor seem less threatening because people with such support know that there is help available. Having people to talk to about one's problems reduces the physical symptoms of stress



The Defense Never Rests: Defense Mechanisms to the Rescue

Defense	Operation	Example
Repression	Person avoids anxiety by simply not allowing painful or dangerous thoughts to become conscious.	An executive's desire to run amok and attack his boss and colleagues at a board meeting is denied access to his awareness.
Denial	Person simply refuses to acknowledge the existence of an external source of anxiety.	You are not prepared for tomorrow's final exam, but you tell yourself that it's not actually an important exam and that there's no good reason not to go to a movie tonight.
Projection	Person attributes own unacceptable impulses, motives, or desires to other individuals.	The executive who repressed his destructive desires may project his anger onto his boss and claim that it is actually the boss who is hostile.
Rationalization	Person creates a socially acceptable reason for an action that actually reflects unacceptable motives.	A student explains away poor grades by citing the importance of the "total experience" of going to college and claiming that too much emphasis on grades would actually interfere with a well-rounded education.
Displacement	Person displaces hostility away from a dangerous object and onto a safer substitute.	After a perfect parking spot is taken by a person who cuts in front of your car, you release your pent-up anger by starting an argument with your roommate.
Intellectualization	Person represses emotional reactions in favor of overly logical response to a problem.	A woman who has been beaten and raped gives a detached, methodical description of the effects that such attacks may have on victims.
Regression	Person retreats from an upsetting conflict to an early developmental stage at which no one is expected to behave maturely or responsibly.	A boy who cannot cope with the anger he feels toward his rejecting mother regresses to infantile behavior, soiling his clothes and no longer taking care of his basic needs.



PSYCHOLOGICAL DISORDERS

Defining Abnormality

- ❑ Abnormality as deviation from the average.
 - ❑ Abnormality as deviation from the ideal.
 - ❑ Abnormality as a sense of personal discomfort .
 - ❑ Abnormality as the inability to function effectively.
 - ❑ Abnormality as a legal concept.
- ✓ **Abnormal behavior** is defined broadly as behavior that causes people to experience distress and prevents them from functioning in their daily lives

Perspectives on Abnormality

- **Medical perspective**
The perspective that suggests that when an individual displays symptoms of abnormal behavior, the root cause will be found in a physical examination of the individual, which may reveal a hormonal imbalance, a chemical deficiency, or a brain injury.
- **Psychoanalytic perspective**
The perspective that suggests that abnormal behavior stems from childhood conflicts over opposing wishes regarding sex and aggression.
- **Behavioral perspective**
The perspective that looks at the behavior itself as the problem.

Perspectives on Abnormality

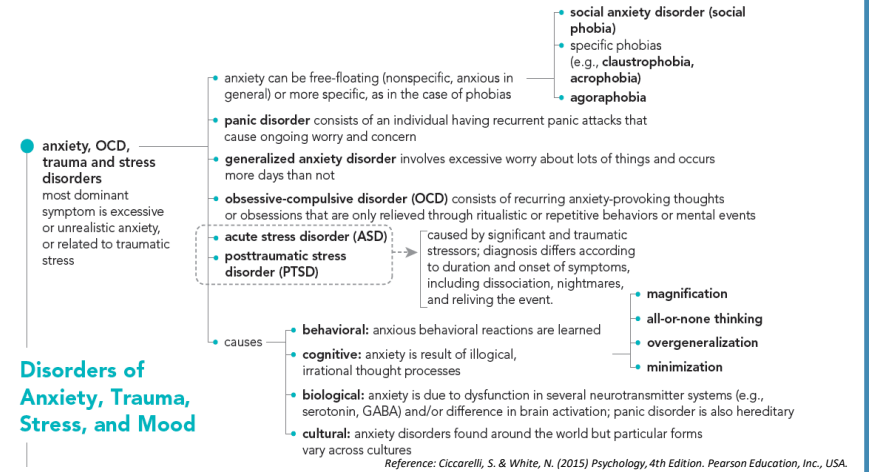
- **Cognitive perspective**
The perspective that suggests that people's thoughts and beliefs are a central component of abnormal behavior.
- **Humanistic perspective**
The perspective that emphasizes the responsibility people have for their own behavior, even when such behavior is abnormal.
- **Sociocultural perspective**
The perspective that assumes that people's behavior—both normal and abnormal—is shaped by the kind of family group, society, and culture in which they live.

Criteria when determining abnormal psychological functioning or behavior

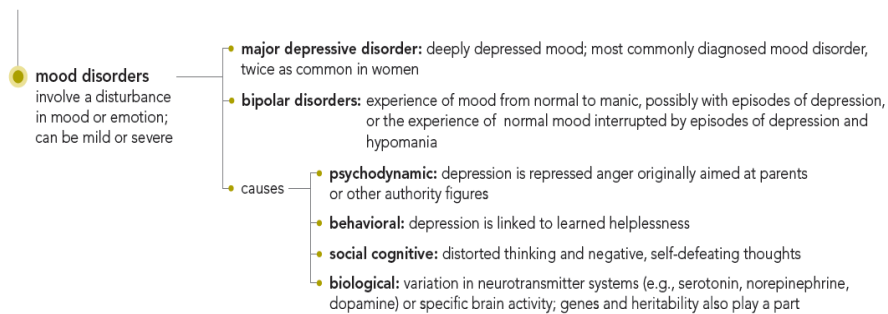
1. Is the thinking or behavior unusual, such as experiencing severe panic when faced with a stranger or being severely depressed in the absence of any stressful life situations?
2. Does the thinking or behavior go against social norms?
3. Does the behavior or psychological function cause the person significant subjective discomfort?
4. Is the thought process or behavior maladaptive, or does it result in an inability to function?
5. Does the thought process or behavior cause the person to be dangerous to self or others, as in the case of someone who tries to commit suicide or who attacks other people without reason?

Psychological Disorder

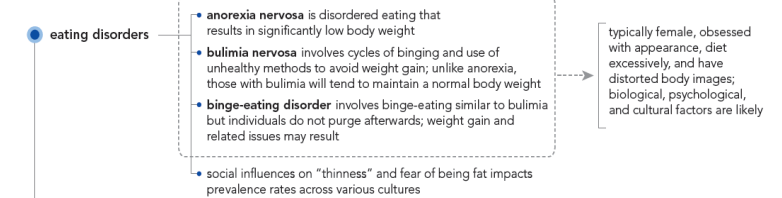
- Any pattern of behavior or psychological functioning that causes people significant distress, causes them to harm themselves or others, or harms their ability to function in daily life.
- The **Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition (DSM-5)** is a manual of psychological disorders and their symptoms.



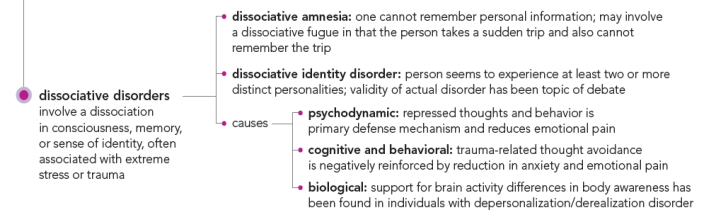
Disorders of Anxiety, Trauma, Stress and Mood



Reference: Ciccarelli, S. & White, N. (2015) Psychology, 4th Edition. Pearson Education, Inc., USA.



Eating and Dissociative Disorders



Reference: Ciccarelli, S. & White, N. (2015) Psychology, 4th Edition. Pearson Education, Inc., USA.

schizophrenia
psychotic disorder involving a break with reality and disturbances in thinking, emotions, behavior, and perceptions

- primary symptoms are often classified as positive (in excess or in addition to normal functions) or negative (absence or decrease in normal functions)
 - delusions:** false beliefs about the world (e.g., delusions of persecution, delusions of grandeur, delusions of reference)
 - disturbed or disorganized thoughts:** often lacking structure or relevance, most often displayed through disorganized speech
 - hallucinations:** can occur in any sensory modality but auditory hallucinations are most common
 - changes in mood:** including flat affect (displaying little or no emotion)
 - disorganized or odd behavior:** ranging from periods of immobility to odd gesturing or facial grimaces; wildly excessive movement or total lack thereof is called catatonia
- causes
 - positive symptoms appear to be associated with overactivity of dopamine areas of brain; negative with lower dopamine activity; related to dopamine hypothesis
 - genetics and brain structural defects have been implicated
 - biological roots supported by universal lifetime prevalence across cultures of approximately 7–8 people out of 1,000; genetics supported by twin and adoption studies
 - stress-vulnerability model:** suggests people with genetic markers for schizophrenia will not develop the disorder unless they are exposed to environmental or emotional stress at critical times in development

Schizophrenia and Personality Disorders

Reference: Ciccarelli, S. & White, N. (2015) Psychology, 4th Edition. Pearson Education, Inc., USA.

Schizophrenia and Personality Disorders

personality disorders
involve excessively rigid and maladaptive patterns of behavior and ways of relating to others

- antisocial personality disorder:** minimal to no regard for value of others' rights or feelings; more common in men
- borderline personality disorder:** relationships with others that are intense and unstable; often moody, manipulative, and untrusting of others; more common in women
 - psychodynamic:** inadequate resolution of Oedipus complex
 - cognitive-behavioral:** specific behaviors learned over time, associated with maladaptive belief systems
 - genetic factors play a role, with many showing increased rates of heritability
 - variances in stress tolerance and disturbances in family relationships and communication have also been linked to personality disorders

Reference: Ciccarelli, S. & White, N. (2015) Psychology, 4th Edition. Pearson Education, Inc., USA.

Bio-psychosocial Interventions



EXPRESSING EMPATHY



Empathy

- Feeling empathy involves tuning in eyes, ears, heart and soul—to really hear a person’s feelings and needs.
- Expressing empathy involves acknowledging these needs and feelings through words and nonverbal behavior.

Empathy

- Empathic responses sound like this:
 - “You sound so frustrated. Are you?”
 - “It sounds like a really stressful time for you.”
 - “I’m so sorry you’re going through this.”
 - “I feel for you. It sounds maddening.”
- From habitual responding to intentional empathy

Nine Things that may Result to Ineffective Communication

1. Failure to listen
2. Conflicting verbal and nonverbal messages
3. A judgmental attitude
4. Misunderstanding because of multiple meanings of words
5. False reassurance
6. Giving advice rather than encouraging client to make decisions



Nine Things that may Result to Ineffective Communication

7. Disagreeing with or criticizing a person who is seeking support
8. The inability to receive information because of a preoccupied or impaired thought process
9. Changing the subject if one becomes uncomfortable with the topic being discussed



**POINTERS ON NONVERBAL
COMMUNICATION**

If your verbal and nonverbal messages don't match, people believe your nonverbal messages.



**POINTERS ON NONVERBAL
COMMUNICATION**

If you don't tune in to the nonverbal signals of the people you serve, you'll miss really important information and respond in ways that appear insensitive or uncaring.



**POINTERS ON NONVERBAL
COMMUNICATION**

People's nonverbal signals are often not about you.



Thank You!
