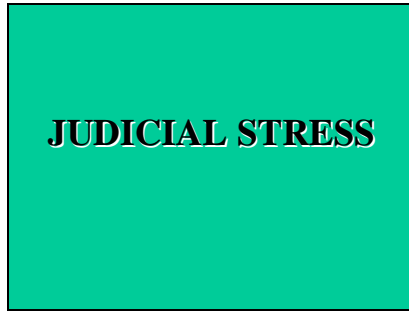
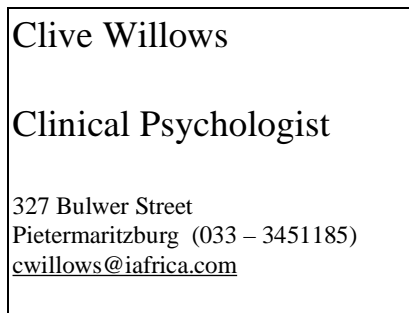


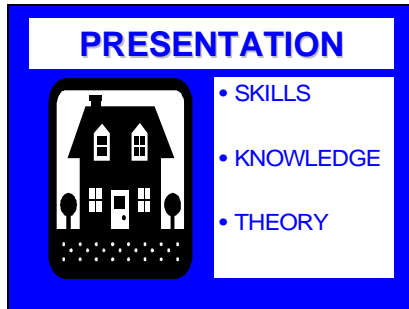
Slide 1



Slide 2



Slide 3



Slide 4

STRESS : Definitions

Hans Selye (1926)
Medical student at Prague

In physics "**stress**" is an external load placed on material which then suffers "**strain**". Stress is external (stimulus), strain is internal (response).

"Lost in translation !"
We tend to refer to stress as the reaction.

Slide 5

Other definitions

- **STRESSOR** – The stimulus that evokes a stress response
- **BIOGENETIC** – Regardless of thoughts or perception. E.G. Coffee, drugs
- **EMOTION** – Display of feeling
- **FEELING** – Private experience
- **MOOD** – Persistent feeling

Slide 6

Developing a
theory to provide
a way of
understanding
human psychology

Slide 7

Basic premise:

- It is not what happens to us that is important, but rather what we THINK about what happens that is important.

Slide 8

PERCEPTION
(FILTER)

Slide 12

Which comes first?

Thoughts or Feelings
Feelings or Thoughts
?

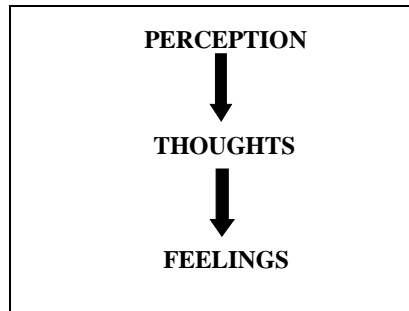
Slide 13

ANGER

We become **ANGRY** because
we **DEMAND** our own way -

And don't get it.

Slide 14



Slide 15

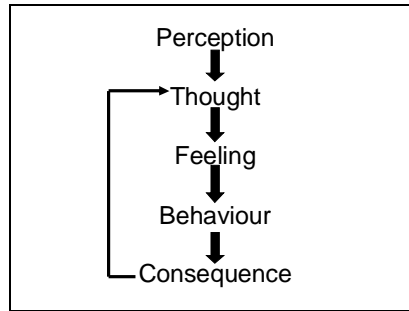
As easy as abc !

A Antecedent (something happens)

B Belief (what we think)

C Consequence (our feeling)

Slide 16



Slide 17

P → T → F → B → C

- **Personality :**
 - § We seek harmony, consistency
 - § Thoughts in place by age 7 years
 - § Identify point of change
 - § Understanding emotional distress and dysfunctional behaviour
 - § Preventing distress
- **Therapy :**
 - § Focus of intervention
 - § Developing emotional well being

Slide 18

THERAPUTIC CHANGE

- **A** Activating event
- **B** Belief
- **C** Consequence
- **D** Disputing assumptions and beliefs
- **E** Efficient, effective new approaches
- **F** Flexibility allows for healthy adjustment (coping)

Slide 19

3 Basic Irrational Beliefs

1. I absolutely *must* perform well and win the love or approval of significant others or I am an *inadequate, worthless person*.
2. You and other people *must* under all conditions and at all times be nice to me and treat me fairly or else you are a *rotten, horrible person*.
3. Because it is preferable to experience pleasure rather than pain, conditions under which I live absolutely *must be* comfortable, safe and advantageous or else the world is a *rotten place, I can't stand it*, and life is *horrible* and hardly worth living.

Slide 20

Emotional Distress

Caused by conflict between values

E.G. *In order to be successful I have to risk the possibility of failure.*

Therapy - Is the resolution of conflict.

Slide 21

Therefore :

- To resolve the conflict, and achieve success, I have to change the **belief** that failure is bad (terrible, frightening, embarrassing etc).
- Mostly, we try harder to avoid pain than to seek pleasure.

Slide 22

EMOTIONAL INTELLIGENCE

Daniel Graham (1996) :

The ability to perceive and express emotions, to understand and use them, and to manage emotions, so as to foster personal growth.

Slide 23

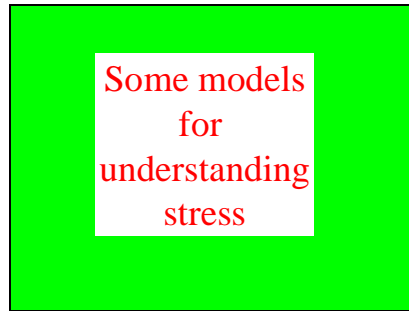
EQ : Abilities in 5 areas

1. Know our emotions
2. Manage our emotions
3. Motivate ourselves
4. Recognise emotions in others
5. Initiate and sustain relationships

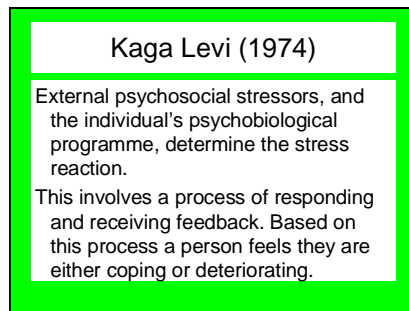
Slide 24

STRESS

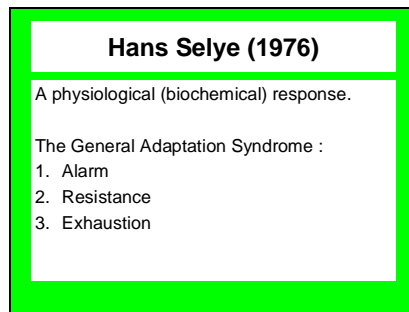
Slide 25



Slide 26



Slide 27



Slide 28

Karasek (1979)

Stress in the workplace :

The strain an individual experiences results from the joint effects of work demands and the degree of decision making freedom (job discretion).

Slide 29



Roy Payne (1979)

Evaluation of 3 work factors :

1. Job demands – require attention and response
2. Job supports – available resources
3. Job constraints – resources are unavailable or restricted

Slide 30

REACTION

FIGHT

OR

FLIGHT

Slide 31

General Adaptation Syndrome

- The ALARM and RESISTANCE phases result in physiological reactions :

1. Digestion slows to release blood for muscles
2. Breathing increases to improve oxygen
3. Heart accelerates
4. Blood pressure rises
5. Muscles prepare for action

Slide 32

Rather than FIGHT
or FLIGHT
“civilised” people
have developed a
new response.

Slide 33



Slide 34

FROZEN ENERGY

WITHOUT Fight
Or
Flight

Energy is stored (frozen).
Stored energy → Break in immune system → Physical illness and mental distress.

Slide 35

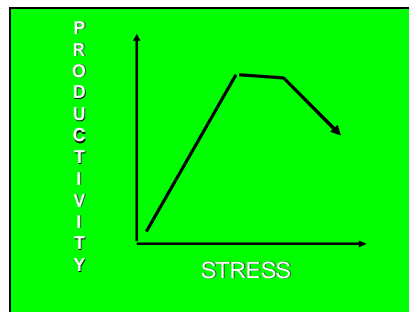
Biophysiological reaction

Under the control of the hormonal system

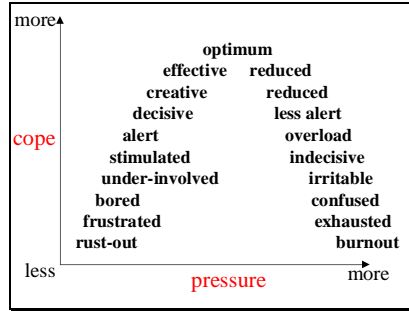
- Adrenaline
- Noradrenalin
- Cortisol

Are secreted to assist the body function.
Prolonged exposure to stress leads to exhaustion

Slide 36



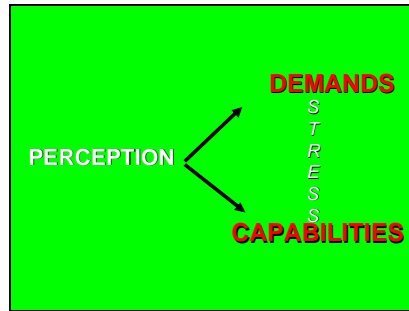
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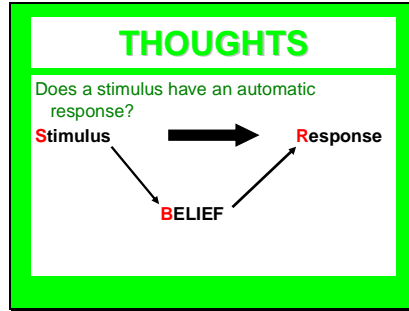
Slide 38

- Stages**
1. Stage one – Recognising potential external pressure/demand
 2. Stage two – Appraisal, Does demand exceed ability ?
 3. Stage three – If threat is perceived, psychophysiological response activated
 4. Stage four – reappraisal of response on demand
 5. Stage five – Impact of action on pressure. Either improved or chronic stress

Slide 39



Slide 40



Slide 41

Psychology of stress

- To **perceive** a wide discrepancy between **demands** and **abilities**
- Causing a person to **think** they are unable to cope
- **Perceptions** can be affected by many factors :
Amount of support. Views of the world, self, others. Personality. Reactive styles.

The complex block is enclosed in a green border. It has a title 'Psychology of stress' in bold black text. Below the title are three bullet points, each starting with a red dot. The text is in black.

Slide 42

Personality : Type A

- Friedman and Rosenman (1959). Looked for link between personality and hearts:

Driven, high goals, competitive, aggressive, urgency, easily aroused, reactive, impatient, irritable, long hours, no relaxation, adventure "holidays", free floating hostility, restless, dominating.

The complex block is enclosed in a green border. It has a title 'Personality : Type A' in bold black text. Below the title is a bullet point starting with a red dot. The text is in black.

Slide 43

Other important features. . .

1. **ROLES** : Role conflict Role ambiguity
Role overload
2. **LOCUS OF CONTROL** : External loc
leads to distress and mood disturbance.
Importance of job discretion.
3. **NEGATIVE AFFECTIVITY** : General
perception of the world as threatening.

Slide 44

SUMMARY

- Type A personality, with little internal control, or decision ability, with poor social support and a negative outlook, perceiving the demands as far outweighing the ability, and having inadequate resources.
- Biophysiological reaction and resulting physical symptoms

Slide 45

UNDERSTANDING EMOTIONS

1. **BIOLOGICAL** – Neurological
programming
2. **PSYCHODYNAMIC** –
Feelings shaped by early experience
Residing in the unconscious
Use of defences
3. **COGNITIVE APPRAISAL** – The meaning ascribed to
the event
4. **SOCIAL CONSTRUCT** – Cultural interpretation and
learning. Use of scripts.

Slide 46

CHECK YOUR STRESS

- Are you under stress?
- Physical signs.
- Mental signs.
- Signposts

```
graph TD; A[Signposts] --> B[Critical event]; B --> C[Relationship break];
```

Slide 47

BURNOUT

- After chronic stress and usually with a critical event. A persistent feeling of not coping.
- SYMPTOMS :

1. Affect – depressed, exhausted
2. Cognition – poor concentration, hopeless
3. Physical – poor sleep and energy
4. Behavioural – poor work performance
5. Motivational – loss of ideals

Slide 48

(cont)

- Most vulnerable – Those in people-focused occupations.
- Loss of ideals. Feel hopeless, futile
- Lack of reciprocity – no recognition, or acknowledgement
- Lack of control over circumstance

Slide 49

CONTROL

- BANDURA (1982)

To the extent to which one can prevent, terminate or lessen the severity of aversive events, there is little reason to fear them

Slide 50

BUT. Is it about work ?

- Holmes and Rahe (1967)

Measure of Life Change Units (LCU)
Impact on physical health
Considering mediating and moderating factors

- Those life events which are considered most stressful. . .

Slide 51

STRESS INDEX

• Death of spouse	100
• Divorce	73
• Marital separation	65
• Jail term	63
• Death, close family	63
• Personal injury, illness	53
• Marriage	50

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STRESS INDEX (cont)	
• Fired at work *	47
• Marital reconciliation	45
• Retirement *	45
• Poor health, close family	44
• Pregnancy	40
• Sexual difficulties	39
• New family member	39

Slide 53

DEPRESSION

Slide 54

DIAGNOSIS

- DEPRESSED MOOD
- LOSS OF INTEREST
- WEIGHT LOSS OR GAIN
- INSOMNIA OR HYPERMOMNIA
- AGITATION OR RETARDATION
- FATIGUE, LOSS OF ENERGY, LIBIDO
- WORTHLESSNESS
- POOR CONCENTRATION
- THOUGHTS OF DEATH

Slide 55

Strategies
for
managing stress
and
preventing burnout

Slide 56

The
stress *response*
is dependent
on how
we
perceive and **think**
about the
stimulus.

Slide 57

REDUCING STRESS

COGNITIVELY :

- Re-evaluate demands realistically
Can they be reduced?
- Re-evaluate capabilities realistically
Can they be increased?
- Find the locus of control
How much can be internal?

Slide 58

Disputing irrational beliefs (1)

1. What irrational beliefs can be disputed ?
2. Can this belief be rationally supported ?
3. What evidence exists for the falseness of this belief ?
4. Does evidence exist for the truth of the belief ?

Slide 59

Disputing irrational beliefs (2)

5. What worst thing could actually happen to me if my initial experience (event) does not end favorably ?
6. What good things could I make happen even if my initial experience does not end favorably ?
7. (Refer to examples of irrational thinking)

Slide 60

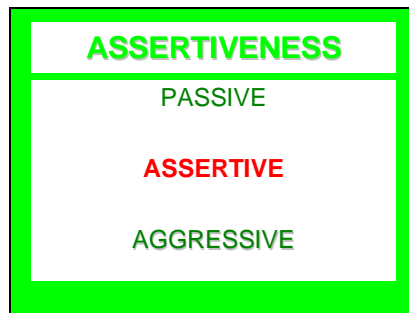
TAKING CONTROL

- Time management
- Decision making
- Relaxation rest and sleep
- Diet
- Exercise
- Assertiveness
- Relationships
- Clarify priorities

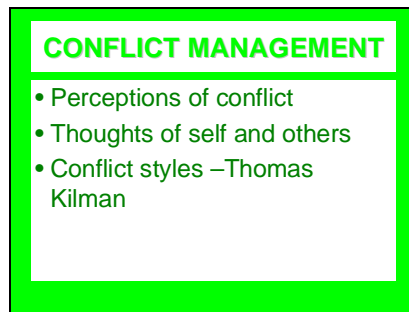
Slide 61

U R G E N T	YES	Priority	Delegate?
	NO	Self care	Why?
		YES	IMPORTANT NO

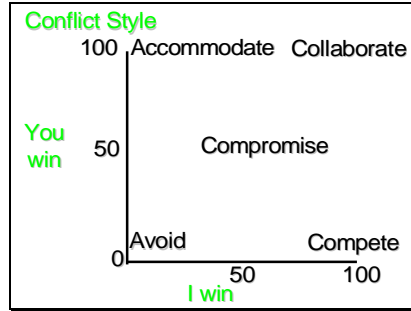
Slide 62



Slide 63



Slide 64



Slide 65

MANAGING CONFLICT (2)

- Don't personalize : self or others
- Describe the issue or action
- Look for truth in the other – agreement
- Develop the relationship
- Define the problem as mutual
- Define problem details
- Assert own feelings – “I” and “it” not “you”
- Identify how you maintain the conflict

Slide 66

FACING ACCUSATIONS

IS IT TRUE ?
If it is bad, acknowledge with thanks
If not bad, explain and forget

IF NOT TRUE
Agree to disagree

Slide 67

DANGERS IN HELPING

- **THE FAMILY**
Others come first
Emotional leftovers
Few emotional resources
Others needs seem more urgent

Slide 68

(CONT)

- **THE WORKER**
Compassion fatigue – burn out
Balancing home demands
Not assertive – Self worth
Guilt when relaxing
Avoid supervision – don't talk

Slide 69

(CONT)

- **THE WORK**
Endless
At times hopeless
Not many solutions
High expectations
Sense of inadequacy

Slide 70

STRATEGIES

- Deal with conflict – assertive
- Live in harmony with values
- Continually review perceptions & thoughts
- Control time and priorities
- Plan for crises
- Boundaries between home and work
- Recreation = Re create
- Relax without guilt
- Develop a team work culture

Slide 71

TRAUMA

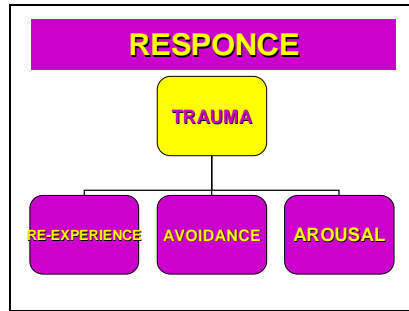
*POST
TRAUMATIC
STRESS
DISORDER*

Slide 72

TRAUMA

- Greek word = Wound
- Experienced or Witnessed
- Actual or Threatened
- Injury or Death
- Self or Others

Slide 73



Slide 74

- RE-EXPERIENCING**
- INTRUSIVE IMAGES – VIVID
 - DREAMS – FEAR, HELPLESS
 - FLASHBACKS
 - RELIVING
 - REACTION TO TRIGGERS
 - OBSESSIVE THOUGHTS

Slide 75

- AVOIDANCE**
- CONVERSATIONS
 - TRIGGERS
 - PLACES
 - LOSS OF INTEREST, ENERGY
 - DETACHED, ASOCIAL
 - AVOID FEELINGS
 - NO HOPE
 - AMNESIA

Slide 76

AROUSAL

- HIGH ALERT, VIGILANT
- STARTLE RESPONSE
- POOR SLEEP
- OUTBURSTS, IRRATABILITY
- POOR CONCENTRATION

Slide 77

**Judicial Stress –
An Unmentionable Topic**

The Hon Justice
Michael Kirby

June 1995

Slide 78

STRESS in the JUDICIARY

LAW	STRESS
<ul style="list-style-type: none">• Governed by reason• Male dominated	<ul style="list-style-type: none">• Emotional• Vulnerable

Slide 79

2 TYPES OF STRESS	
TRAUMA Exposure to conflict, dispute and argument. Exposure to inhumane Gruesome verbal detail (vicarious trauma)	STRESS Perception of demand and competence Responsibility and public scrutiny Volume of work and pressure

Slide 80

Demands vs Competence
“the sting of humiliation when sentences are overturned by the court of appeal”

Slide 81

- CAUSES**
1. Loneliness and isolation
 2. No specific training for judges
 3. Role expectation – containing emotion
 4. Change of income
 5. Lack of feedback
 6. Workload without simple solutions
 7. Can't delegate

Slide 82

“To be anxious about something over which the judicial officer can, and should, have no control or influence, is pointless”

Slide 83

Signs of Judicial Stress

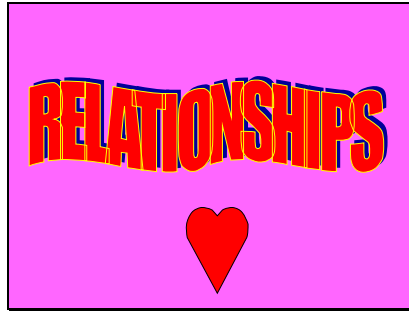
- Personal stress compounds work stress
- Loss of temper – procrastination – indecisiveness
- Poor concentration
- Lack of interest
- Physical symptoms

Slide 84

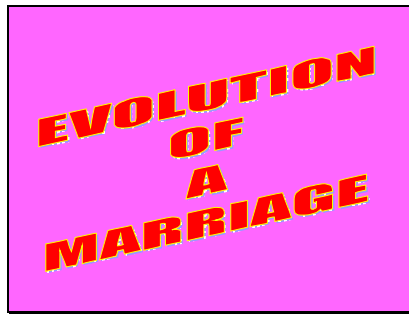
Coping with Judicial Stress

- Personality factors
- Acknowledge and admit - share
- Deal with the source
- Time management – lifestyle changes
- Diet
- Exercise
- Improve facilities
- Improve competence

Slide 85



Slide 86



Slide 87



Slide 88

YOUTH	
HE	SHE
WORK- Acknowledgement Recognition Worth Progress	SUPPORTIVE- Home Children Tired Lonely

Slide 89

Conflicts unresolved Less affection Resentment Hurt Feeling of needs not met Destructive communication Sexual tensions


Slide 90

MIDDLE AGE	
HE	SHE
Seeks comfort at work Avoids home and conflict Seeks affirmation elsewhere	Turns inward with depression Resentment Seeks affirmation in children and elsewhere

Slide 91

Children grow up and away
Couple lose their last remaining
common focus
Patterns of poor communication
Store of resentments and blame
Drifted apart
Accumulated negative attributions

Slide 92

OLD AGE	
HE	SHE
More aware of emotional needs	Tired of waiting
More keen to invest emotional energy	Found independent fulfillment
More sensitive	Resolved own needs, resentful

Slide 93

WHAT
RESEARCH
SUGGESTS

Slide 94

PERCEPTION OF PARTNER	
DISTRESSED NEGATIVE BEHAVIOUR SEEN AS STABLE TYPICAL ENDURING POSITIVE BEHAVIOUR SEEN AS FLEETING SITUATIONAL UNSTABLE	HAPPY NEGATIVE BEHAVIOUR SEEN AS FLEETING SITUATIONAL UNSTABLE POSITIVE BEHAVIOUR SEEN AS STABLE TYPICAL INTERNAL

Slide 95

ATTRIBUTIONS	
DISTRESSED MORE, ESPECIALLY NEGATIVE INCREASE IMPACT OF NEGATIVE ACTIONS UNCONFORMING ACTIONS IGNORED MAINTAIN LEVELS OF DISTRESS	HAPPY FEW, MOSTLY POSITIVE MINIMISE IMPACT OF NEGATIVES THOUGHTS ENHANCE THE RELATIONSHIP BY HIGHLIGHTING POSITIVES

Slide 96

AFFECT	
DISTRESSED AN ABSORBING STATE CHAINS OF NEGATIVE RECIPROCATION SUPPRESSION OF POSITIVES CAN'T EXIT NEGATIVE STATE	HAPPY GENERAL CLIMATE OF AGREEMENT FREQUENT VALIDATION METHODS OF EXITING AND NOT RECIPROCATING NEGATIVES

Slide 97

REPAIRING	
DISTRESSED AFFECT REACTION TO NON-VERBALS CAN'T EXIT RIGID PATTERN OF INTERACTION REPAIR EFFORTS CAN ENHANCE DAMAGE	HAPPY POSITIVE CONTENT PREDOMINATES VARIETY OF WAYS OF EXITING VARIETY IN INTERACTION REPAIR EFFORTS ENHANCE RELATIONSHIP

Slide 98

THE 4 HORSEMEN
<ol style="list-style-type: none">1. CRITISM - FOCUS ON THE PERSON NOT THE PROBLEM2. CONTEMPT - CONVEYS DISGUST AND REJECTION, MORAL STATUS3. DEFENSIVENESS - ESCALATES CONFLICT, "What about you?"4. STONEWALLING - ESCAPE FROM EMOTIONAL FLOODING
John Gottman

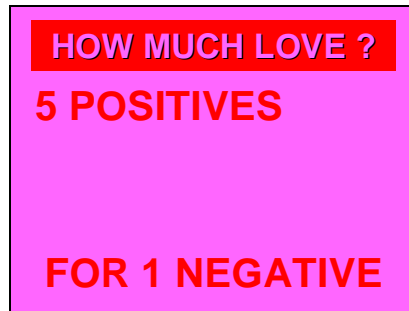
Slide 99

What is love ?
WE LOVE THAT PERSON WHO HAS, OR DOES, OR WILL MEET OUR DEEPEST NEEDS

Slide 100



Slide 101



Slide 102