

# Conflict, Stress, and Coping

Ch 16 part 1

# I. Frustration

- Frustration is when we are blocked or hindered from reaching a goal.
- Most frustrations are minor and can be overlooked over time, but some can grow out of control and begin to negatively affect your life.
- Some can be serious, such as lacking skills or abilities needed for a particular task.



## II. Conflict

- Conflicts are when we have to make a decision between two or more alternatives. The only way to end a conflict is to make that decision.
- There are four main types of conflicts:
  - Approach-approach conflict
  - Approach-avoidance conflict
  - Avoidance-avoidance conflict
  - Double approach-avoidance conflict



## II. Conflict

- Approach-approach conflict is when we have to choose between two things we want to do, but can't do them both.
- Approach-avoidance conflict is when there are both good and bad features to the situation, and you must decide which feature wins out.
- Avoidance-avoidance is when both alternatives are undesirable, but you still must choose one.
- Double approach-avoidance conflict is when there are good and bad features to both choices you must make. This is one we face most often.



## III. Anxiety

- Anxiety is the feeling that something bad is about to happen, or that feeling of dread that a disaster is coming.
- This is usually the result of not resolving a conflict or there is a build-up of frustration.
- When anxiety goes on for long, it can manifest itself physically through panic attacks.



## IV. Stress

- Any changes or demands from the environment causes physical pressure and strain, and that is called stress.
- There is good stress and bad stress, and they both have physical effects on our body and mind.
- Good stress is when the pressure and strain leads to something desirable. This is called eustress.
- Bad stress, or distress, is when the pressure and strain is overwhelming or causes problems.



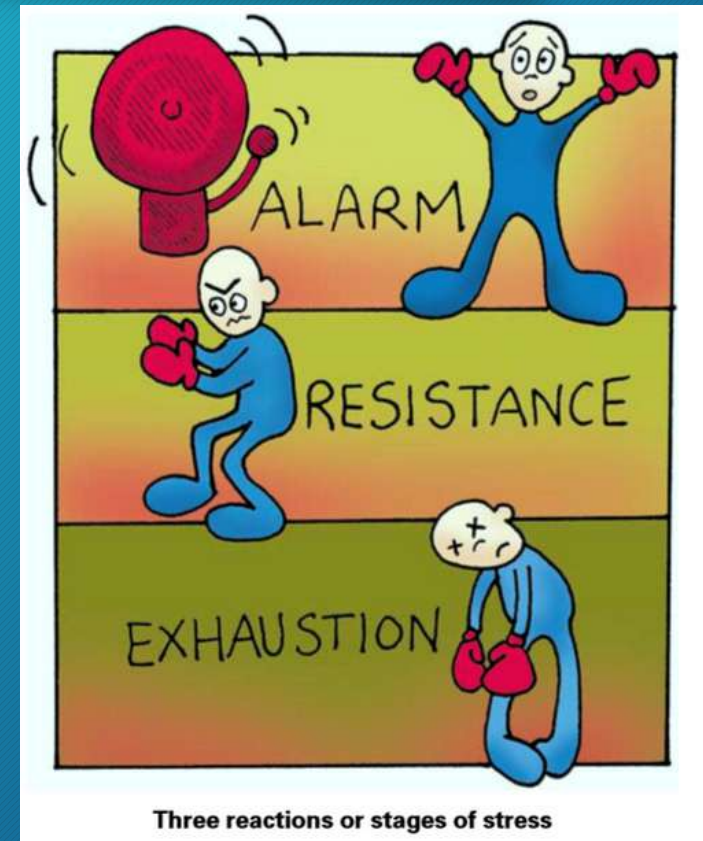
## IV. Stress

- Often times the outlook we have on the situation can affect whether we are experiencing good stress or bad stress.
- The main physical response to stress is the fight or flight response. When faced with a difficult situation, our bodies prepare for battle or escape.
- But we do this in more than just life or death situations. The issues we deal with are just as much mental as physical. Our bodies release stress hormones to deal with the threat, but mental issues may not go away so the hormones continue to be produced.



## IV. Stress

- Stress can build up over time as well. Small things that get us stressed can be added together to create a big problem.
- When we are under prolonged stress we exhibit a sequence of behaviors called the general adaptation syndrome.
- There are three stages in the general adaptation syndrome: alarm reaction, resistance, and exhaustion.





## IV. Stress

- The alarm reaction stage is when the body sends out the emergency signals that prepare itself to react. Adrenalin is produced, heart rate increases, blood pressure rises.
- Resistance is trying to remove the threat either by fighting or by fleeing, and the goal is to restore balance in the body.
- Exhaustion occurs when the threat is not removed and fighting becomes impossible. That means we either lose or quit.



# In your notebook

- Describe a situation where someone experiences the three stages of the general adaptation syndrome. Be specific about what happens at each stage. Half page answer.