

MANAGING PROFESSIONAL STRESS, DEALING WITH CRITICISM , RESOLVING CONFLICT.

STRESS

Stress exists when the adaptive capacity of the individual is overwhelmed by events. The event may be an insignificant one objectively considered and even favorable changes (eg. promotion) requiring adaptive behavior can produce stress. For each individual stress is subjectively defined and the response to stress is a function of each person's personality and physiologic endowment.

Stress: Forcibly exerted influence; pressure. The sum of the biological reactions to any adverse stimulus, physical, mental or emotional, internal or external, that tends to disturb the organism's homeostasis; should these compensating reactions be inadequate or inappropriate, they may lead to disorders. Also refers to the stimuli that elicit the reactions.

Any interference which disturbs the functioning of the organism at any level and which produces a situation which is natural for the organism to avoid.

Doctors often define stress in terms of some disease or disorder - something that develops once things have got out of hand, when coping mechanisms have been inadequate and there has been some sort of breakdown in the person's physical or mental stability. Here stress is seen as the result of failure to cope with a build up of tension or strain and is an indication that a destructive breakdown has developed.

What stress is

- a. where it is
- b. individually induced
- c. different signs

Has to do with the meaning of things.

- a. Not what things are - what they were,
move to inspire.
- b. Causal Fallacy.
- c. Ways to deal with stress.

Position from which to deal

1. Dissociation

Use Roller coaster

d. Body involvement.

e. Language indicates -Perspective, etc.

2. REFRAMING-

Not what things are - what they mean

Recipient of a communication can define the meaning

Optimist Pessimist

Other examples if time

What different meaning it could have

What possible positive intention

MOVE TO META LEVEL

SOME GENERAL WAYS-

By defending - define it as attack

Agreement - the reframe

Hard to attack someone who agrees

Once changed - Hard to go back

3. Changing your own

a. fun and learning

“Ain’t no sense in worrying about things you got control over, ‘cause if you got control over them, ain’t no sense worrying. And there ain’t no sense worrying about things you got no control over, ‘cause if you got no control over them, ain’t no sense worrying about them.” Mickey Rivers

Change - Principles of Problem Formation and Problem Resolution by Paul Watzlawick, John H. Weakland and Richard Fisch (Pg. 95)

1. To reframe then, means to change the conceptual and/or emotional setting or viewpoint in relation to which a situation is experienced and to place it in another frame which fits the “facts” of the same concrete situation equally well or even better, and thereby changes its entire meaning.

(Pg. 104)

Successful reframing needs to take into account the views, expectations, reasons, premises-in short, the conceptual framework-of those whose problems are to be changed. “*Take what the patient is bringing you*”. In this approach it is the very resistances to change which can best be utilized to bring it about. In more than one sense this form of problem resolution is similar to the philosophy and technique of judo, where the opponent’s thrust is not opposed by a counter-thrust of at least the same force, but rather accepted and amplified by yielding to and growing with it. This the opponent does not expect; he is playing the game of force against force, of more of the same, and by the rules of his game he anticipates a counter-thrust and not a different game altogether.

(From Pg. 107 - Change)

More than one hundred years later, King Christian X of Denmark found himself in a similar situation, when in 1943 the Germans decided to apply the “final solution” to the Danish Jews, who until then had remained comparatively safe. In his talks with the king, the special Nazi emissary

for Jewish questions wanted to know how the king intended to solve the Jewish problem in Denmark. To this the king is reported to have replied with cold candor: "We do not have a Jewish problem; we don't feel inferior." No doubt this is a good example of reframing-how diplomatic and therefore how successful it was is a very important question. But when some time later the Germans issued an order to the effect that all Jews had to wear the yellow Star of David armband, the king successfully reframed this by announcing that there were no differences between one Dane and another, that the German decree therefore applied to all Danes, and that he would be the first to wear the Star of David . The population overwhelmingly followed the king's example and the Germans were forced to cancel their order.