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### Unit 7

3. Social roles are expectations and behaviors that are assigned by society to specific people. A police officer is expected to protect the public, be friendly, obey the law and know when to use force and when not to. He/she is expected to be calm in all situations and be able to handle medical emergencies if presented with them. A high school teacher is expected to know their subject matter, get along with their students, participate in meetings, engage with the PTA, and organize after-school events. These two roles are very different and yet overlap. A teacher and a police officer would both be expected to assist if an emergency occurred while they were at work. A police officer is held to high expectations of protecting the public; a high school teacher is expected to help students stay in school and pass their classes. Role expectations can change with the current events; if one police officer commits an illegal act, it may reflect on all police officers thus putting stress on them. A teacher plays many roles: one to their students, one to the school board, one to the principal and one to the parents of the students. A police officer will have to answer to his sergeant, his community and, if they make an error, to the news. Following these roles can be very stressful.

4. Groupthink happens when a group makes incorrect decisions for the sake of reaching a consensus. Groupthink will limit others from their own thinking in the group. Individual members' opinions are forfeited for the opinion of the group. In this type of thinking, realistic choices are negated, and usually illogical choices are made to maintain group harmony. As a

result of this type of thinking, the odds are low that success will be achieved. A characteristic of groupthink is believing that all actions are correct regardless of the moral consequences. Other characteristics are: majority vote feels unanimous, the feeling that you are unable to disagree because of the group size, the leader/s of the group will be the ones who take control being vocal, the group being prevented from accessing information that contradicts what they believe in, and some group members will always feel left out. A great example of groupthink is the space Challenger disaster. The contractor that made the O ring warned NASA that the cold weather of the day of launch and the possible damage to the ring. NASA did not want to postpone the launch again and met with members of the contractor. However in a smaller group, the contractors feared that they would lose the contract with NASA, so they agreed on the launch. We all know what happened to the Challenger.

11. Social loafing is the idea that people are prone to exert less effort on a task when they are in a group than if they were working by themselves. This idea is used by a lot of teachers and professors by using the talents of the group to complete the task. In some groups, there are the members who do a lot of work and then you have the ones who do very little work but want the credit. These members also do not go along with the idea of the group but act like they are conforming so the group proceeds and they tag along but also get the good grade. The group dynamic is affected when this occurs. When this occurs, you usually have the “in” group (the members working very hard on the project) and you have the “out” group (those members doing very little work). The work can be affected as the contributing members may lose their motivation on the project because the others are not working as hard. It is also not only about members of the group being “lazy.” If some members of the group feel that their ideas are not being heard, their value of the group will diminish. I have seen this in employees who were

schooled in the U.S. but employees from Asian countries seemed to me to be better in group work. How does a professor prevent social loafing? One method is by building group rapport. If the members of the group know each other, they are more inclined to share responsibilities of the task. Another method is to develop a team contract, where each person's responsibilities are agreed to and measured. Also, another important aspect is to keep group sizes small; if the group size is too big, it will become less manageable.

14. Attitude can be divided into three components: affective, behavioral, and cognitive. The affective component is the emotional response one has toward something. An example of the affective component is a person's fear of flying. The behavioral component is the way one acts when they are subjected to an attitude object. If John is afraid of flying, he avoids flying anywhere and will take other means of transportation. If he went to an airport, he may become very anxious. The third component is cognitive. This is defined as the thoughts and beliefs that one has toward an object. We know John is afraid to fly, so we can assume that his thoughts about flying are that it is not safe. Possibly, John has seen and heard about plane crashes and feels that, if he flies, the plane will crash. Attitudes are composed of ideas, people, objects, or events.

40. The bystanders in this video were not apathetic as they failed to help the other individual. Many just walked by as the woman and man asked for assistance. In times such as this, the bystander often defers the responsibility of helping someone to someone else. The larger the crowd, the less responsibility the bystander will feel. One factor that keeps others from helping is the fear that they could get hurt themselves. Of course, it depends upon the circumstance. Seeing a homeless person exhibiting docile behavior and handing money to them is easier than assisting someone who is flailing their arms and yelling at people. It also depends upon the person and

their attitude toward responding to an emergency. When 9/11 happened, many people froze and could not even walk down a staircase without help from others. I personally did not think about the consequences of my actions but led many down to safety. I did see that an action of helping others sparked something because so many helped after that. A person who wants to help others and is empathetic. Those who are empathetic can look at the situation and know that the person needs help are more inclined to help others than those who think about themselves first or are fearful themselves.

47. Post traumatic stress is known as PTSD. Some characteristics include the presence of intrusive thoughts, avoiding similar situations or traumatic events, and the deterioration of thoughts and mood. PTSD has always been present but it may have been called by other names in the past. In the Civil War, when the soldiers came home with PTSD symptoms, it was called “soldier’s heart.” In World War I, it was known as “shell shock.” Symptoms of PTSD were also present in soldiers returning from the Vietnam War. This is not only limited to war; one can also suffer from PTSD from being a victim of a mugging or surviving a natural disaster. When the brain encounters these dangerous events, the fight or flight reaction kicks in. It is the body overreacting to the situation. Someone suffering from PTSD does not want to be reminded of these causal events so they will avoid anything that may remind them of it. When 9/11 occurred, we had many employees who had to be transferred out of Manhattan as they could not work in that borough anymore. Treatment for PTSD consists of helping the person obtain better quality sleep, as well as Cognitive Behavior Therapy which will concentrate on thought patterns. One technique I read about was trying to change the situation if you dream about a traumatic event. If you have war dreams and wake up, try to go back to sleep and see yourself coping with the situation. If you were mugged, imagine yourself fighting back.

53. Job burnout happens to everyone. You experience it when it is Sunday night and you can't sleep because here comes Monday. When Monday arrives, you are tired already because you were not able to sleep. You get to work and you are grumpy and not motivated. Job burnout is job-related stress. It affects you physically and mentally. Human Resource managers need to be aware of this in employees. At the workplace there is loss of worker productivity, errors will occur, employee morale will be low, the absentee rate will be high and there will be many disagreements at the workplace. Job burnout occurs when the employee feels overwhelmed. For example, there could be a workplace bully, or the employee may not understand the task/s they have to complete. Also, having a very demanding manager can contribute to burnout. How do we assist employees who have job burnout? I believe that managers need to reflect on their treatment of their employees. Are my expectations of the employee too high? Is the employee overwhelmed? Did someone assign too many tasks at once? Does the employee require more training? Did the employee have the correct equipment? Managers need to set an example with enthusiasm for the job. Also, so many managers do not take the time to talk to each employee. I have often found that when a manager would tell me about an employee, they would have difficulty because they never talk to them. For example, find out what they are interested in! Matching the employee with a skill they have gets the job done and you have a happy employee. See what is going on in their lives; if it is serious, perhaps recommending some employee counseling through the employee assistance program. In my unit, we always recognize everyone's birthday with a cake and coffee. This is a small act but everyone talks about it and looks forward to it—"it" being the cake and coffee, not getting older!

68. I have known a few social workers and attended meetings with them. This is a very demanding job. They are assigned many cases and expected to keep track of each one. Notes must be meticulous, and recommendations must be substantiated. A social worker needs to have a priority system and let their supervisor know if they are taking on too much. They also need to realize that they are doing a great job; although it would be nice help everyone, not everyone wants or accepts help. Also, an activity of meditation each day or an exercise program would help to relieve the stress of the job. Talking with other social workers and seeing that the problems and situations they are experiencing are the same as others can also help. Also, social workers need to limit the time they are working; most have a 35 hour/5 days a week work schedule. They need to make sure that they do not take on more hours and work 40 to 50 hours. Most of this time would be on their own time. This time will take away from their family, friends and self-care.

75. The video demonstrated that those women who practiced relaxation and imagery in conjunction with chemotherapy and/or surgery lived longer. The study showed that the white cells increased and attacked the cancer cells. Psychologists can promote using relaxation therapy and psychotherapy to assist in mental illness symptoms. I believe that there needs to be a strong belief in the mindfulness/relaxation techniques for it to work. At the present time, this is still new and more research needs to be done. Also, I feel that better training in mindfulness/relaxation techniques need to be given to everyone who wants to learn this technique. If monks can raise their body temperature, I wonder what other great cures we can have with this. We need to be careful not to use this as the only cure for serious illnesses as the disease can progress very quickly. Some people may want to avoid all the side effects from chemotherapy and only try this holistic approach but it will definitely shorten one's life.

81. Stress management by using relaxation/meditation is very effective. Using the calming technique taught on the video or repeating a mantra, one can reduce blood pressure, relax their body, and improve their sleep. Mindfulness Meditation can also be used to assist with pain management. This was also proven on MRI scans; after practicing meditation, the pain appeared less present. There is more research today being done on brain and body connection. We can clearly see that trained monks can take a cold sheet and wrap it around their body and in five minutes their body temperature is so high the sheet is dry. Meditation is also being used for patients with cancer and other diseases. Other effective ways to reduce stress is through exercising: from working out with weights, aerobic exercise, dance, tennis, and more. To start, just replacing the stressful thoughts with an activity can calm someone.