



- **Unit 2: Frustration and Conflict :**
 - Frustration definition and causal factors.
 - Conflict definition and kinds.
 - Management of Frustration and conflict.
 - Psychological Defense Mechanisms.



2020- 2021

Psychology for Nurses

Doctor: Ali Ahmed Kadhim AL-Hatab

University of Babylon/ College of Nursing



LEARNING OBJECTIVES

At the end of this lecture, learners will be able to:

- 1. Describe the differences between frustration and conflict**
- 2. Understand how these two concepts influence each other .**
- 3. Identify the etiologies and the human responses for frustration.**
- 4. Understand the right strategies to cope with frustration and conflict**



Frustration and Conflict



Frustration

Understanding Frustration

Frustration is an emotional that occurs as response to circumstances that block a person from reaching personal goal or a desired outcome.

Frustration is comparable to anger and disappointment.

Frustration produces provocation to a number of different types of responses, such as some form of aggression .



Frustration video



- **Frustration tolerance** is one's ability to resist becoming frustrated when facing difficult tasks.
 - **Low level of frustration tolerance**
 - **Higher level of frustration tolerance**



Causes of Frustration

- ❑ Individuals experience frustration whenever the results (outcomes) they get do not seem to fit the expectation or the efforts they made.
- ❑ Frustration is usually experienced as the result of two types of goal blockage:
 - Internal sources of frustration.
 - External sources of frustration



Internal Sources of Frustration

- It usually involves the disappointment that is developed when we cannot have what we want (real or imagined deficiencies). E.g. lack of confidence or fear of social situations.
- Frustration occurs when a person has competing goals that interfere with one another (conflict)



External Sources of Frustration

External causes of frustration involve conditions outside the person.

Example: The frustration caused by the perception of wasting time.



When you're standing in line at a bank, in traffic, or on the phone watching your day go by when you have got so much to do, that's one big frustration that lead to conflict



Human Response to Frustration

1. Anger:

- ❑ Anger is expressed toward the object perceived as the cause of the frustration.
- ❑ Anger can be a healthy response if it motivates us to positive action.



2. Giving Up:

- Giving up (quitting or being apathetic) is another form of giving in to frustration.



3. Loss of Confidence:

- Loss of confidence is a frequent side effect of giving up and not fulfilling personal goal.



4. Stress:

- Stress is the (wear and tear) that our body and mind experience as we respond to frustrations.



5. Depression:

- Depression is a response to repeated frustration and can affect the way we eat, sleep, and the way we feel about ourselves.



6. Drug abuse and alcohol addiction:

- Substance abuse is self-destructive and usually unsuccessful attempt to deal with frustration.



Characteristics of Frustrated Behavior

1. Indifference:



2. Destructive Behavior:

- Destructive aptitude or aggression tendency is another common symptom of frustration.



3. Regression:

- Sometimes a frustrated person act like a child.



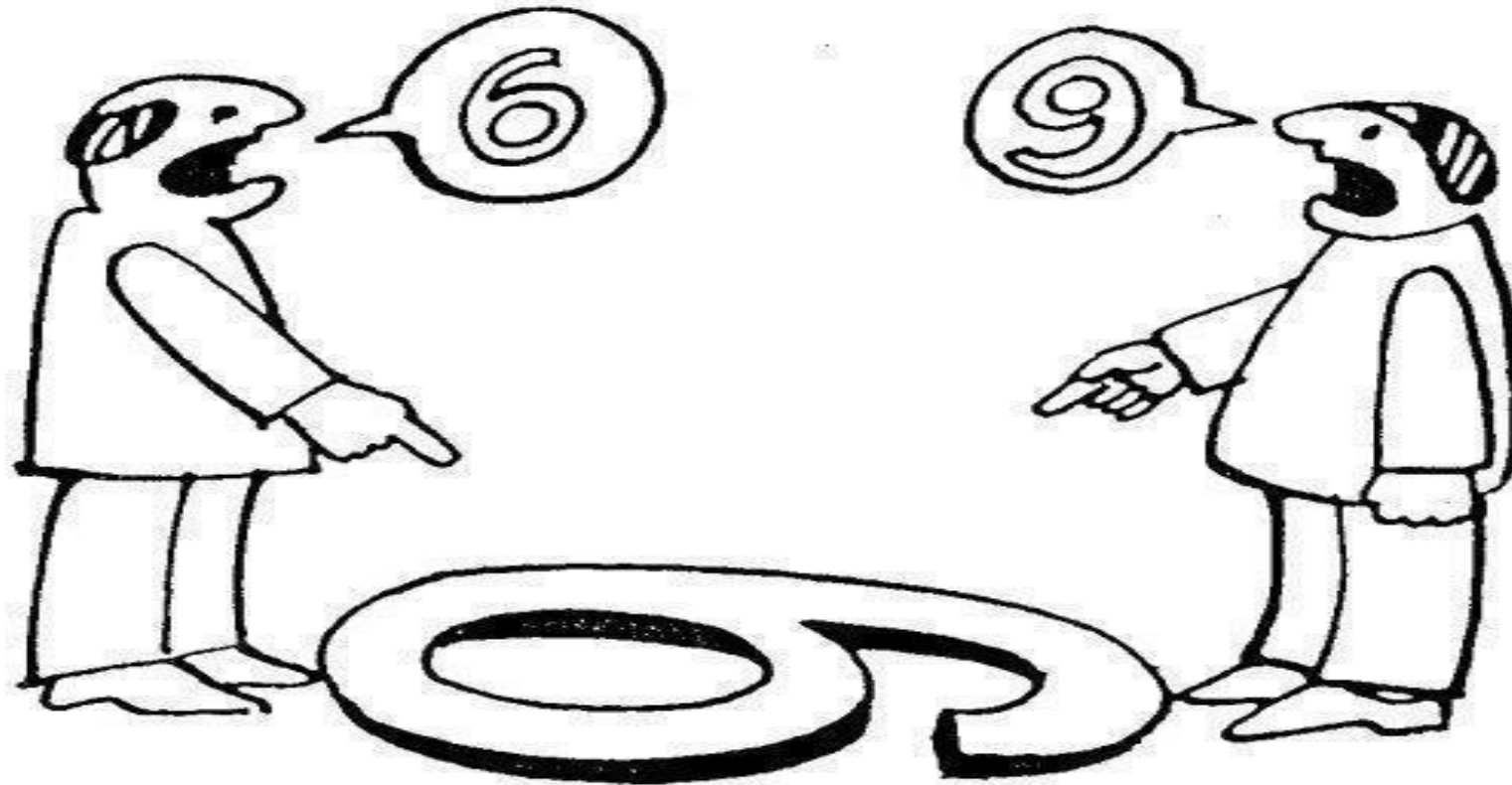
4. Projection:

- Projection describes the behavior of transferring one's own guilty to other persons.



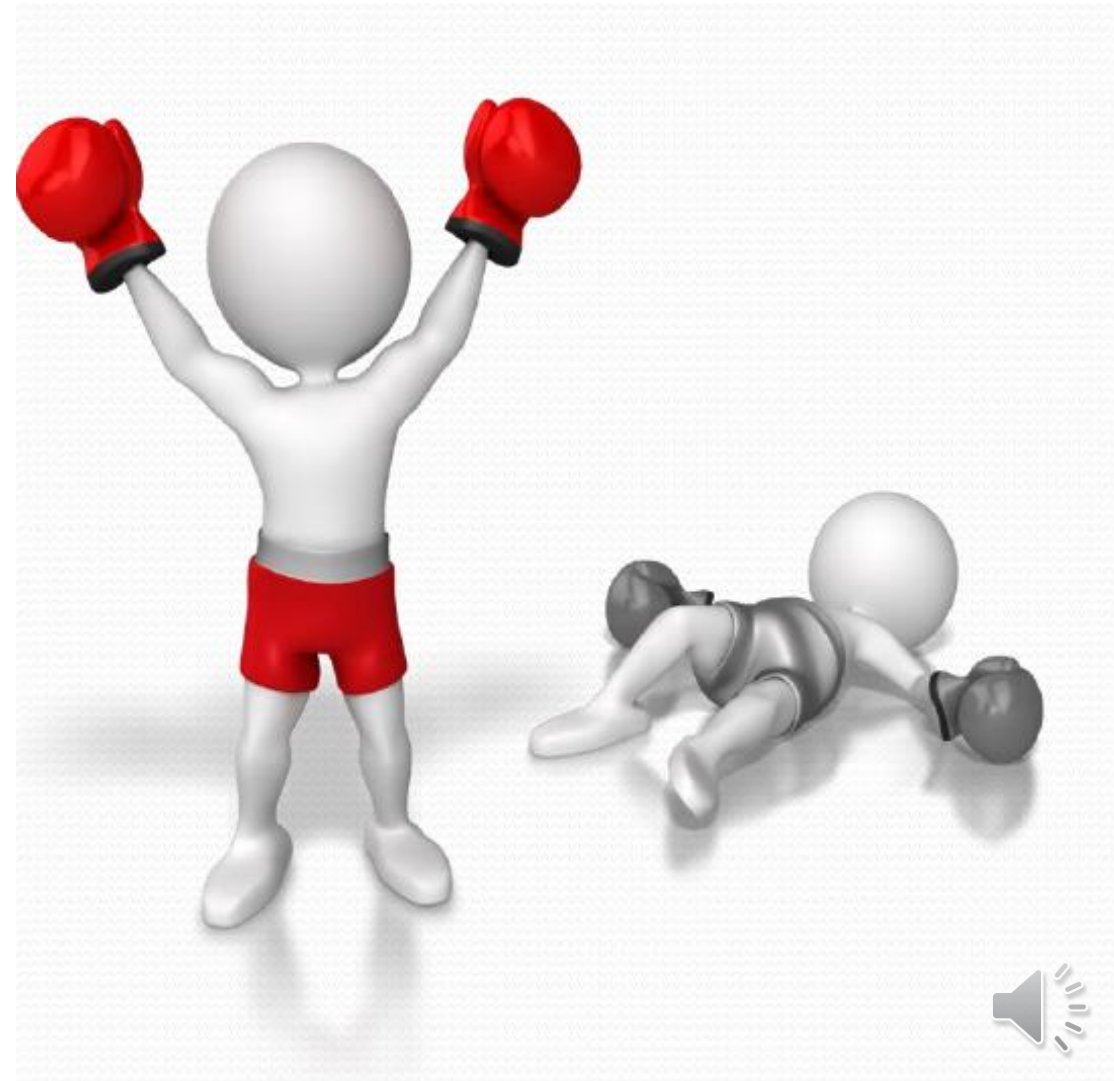
Conflict

Understanding Conflict



Types of Conflict

1. Approach –approach
2. Avoidance –avoidance
3. Approach –avoidance
4. Double/multiple



1. Approach –Approach

This type of conflict occurs when the individual has to decide between two attractive choices.



2. Avoidance –Avoidance

This type of conflict occurs when there are two undesirable situations but cannot avoid one without encountering the other.



3. Approach–Avoidance

The person is attracted to a goal that has both positive and negative values.

$$P \pm G$$



4. Double/multiple

The individual is attracted to two or more positive goals, but each one has negative alternatives.

Job Offer ← P → Job Offer



Defense Mechanisms



Defense Mechanisms

Personality Theories



List of Defense Mechanisms

- 1. Compensation:** Over-achievement in one area to offset real or perceived deficiencies in another area.
- 2. Conversion:** Expression of an emotional conflict through the development of a physical symptom, usually sensorimotor in nature
- 3. Denial:** Failure to acknowledge an intolerable condition; failure to admit the reality or fact of a situation.
- 4. Displacement:** Ventilation of intense feelings toward persons less threatening .



5. Fixation: Immobilization of a portion of the personality resulting from unsuccessful completion of tasks in a developmental stage.

6. Rationalization: Excusing own behavior to avoid guilt, responsibility, conflict, or anxiety.

7. Reaction Formation: Acting the opposite of what one thinks or feels



8. Regression: Moving back to a previous developmental stage to feel safe or have needs met

9. Repression: Excluding emotionally painful or anxiety-provoking thoughts and feelings from conscious awareness

10. Sublimation: Substituting a socially acceptable activity for an impulse that is unacceptable



Managing Conflict

There are four ways to manage conflict

1. Competition (A) e.g. I win, you lose
2. Accommodation (B) e.g. I lose or give in
3. Compromise (C) e.g. We both get something
4. Collaboration (D) e.g. We both win



Coping with Frustration and Conflict

1. Identify the source of frustration:

- Can you change it or avoid it?
- Can you control the situation?
- If you cannot control or change the situation, learn how to accept it may be the right way to cope with frustration.



2. Decide important things carefully:

- Carefully think and check out everything before making changes in life, job, or residency.

3. Try to find

- Look for positive things when all choices seem negative



4. Seek reliable help from advisors, teachers or other kinds of counselors.

5. Avoid indecision:

Stick with your decision and forget about other choices.



شكراً لحسن
الإصغاء