

Frustration and conflicts

Lecture Four

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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.



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.



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 our body and mind experience as we response 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. Destructive Behavior:

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



2. Regression:

Sometimes a frustrated person act like a child.



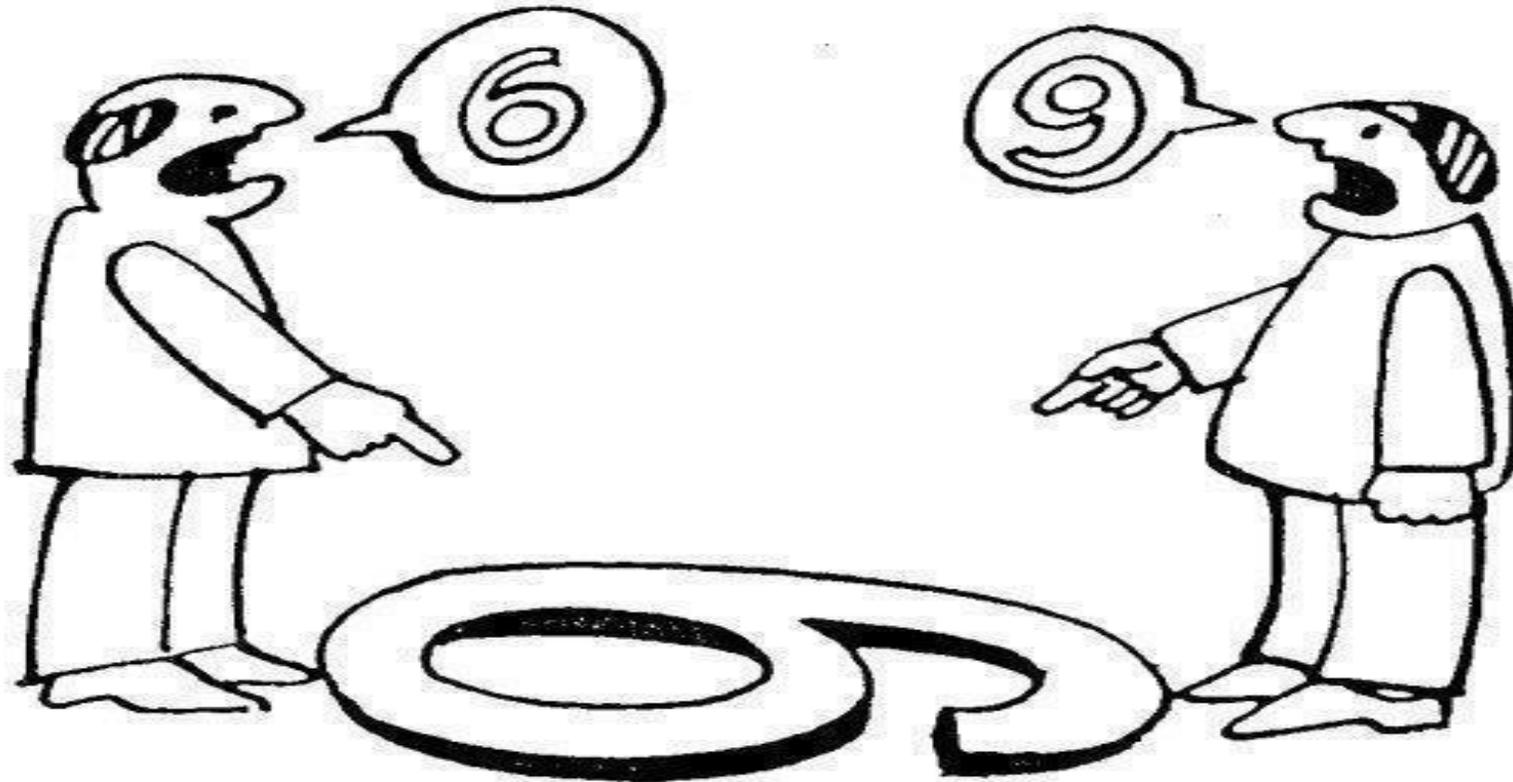
3. Projection:

- 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.

$$+G \leftarrow P \rightarrow +G$$



2. Avoidance – Avoidance

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

--→P←--



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



Note:

People may use defense mechanisms when experienced with severe emotional conflicts.



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:** Converting psychological suffering into physical symptoms (This may be resolve the conflicts).
- 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.





❖ Summary

- **Frustration** is a feeling of dissatisfaction that stems from an individual's inability to achieve a goal.
- **Conflict** is a condition where the individual faces difficulty in arriving at a decision due to two or more different interests.
- Internal or emotional conflicts can lead to frustration.

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