Chapter 1: Introduction

1- The Importance Of Stress
2- The History Of Stress

- 14th Century
- 17th Century
- 19th Century
- 20th Century

* Cannon's Concept, Fight or Flight
* H. Selye: GAS
* R. Lazarus: Coping & Appraisal
* Holmes & Rahe SRRS
* Studying Stress in Egypt
Chapter 2: Stress Concept and Definition

1- The Origin Of The Concept

2- Stress as a Stimulus: (Events iminging on the person) (Conditions arising within the person and arising from neurological characteristics)

3- Stress as response:

4- Stress as relationship
Chapter 3: Determinants of Stress

* Definition of stressor

* Characteristics of stressful events:

  - Negative $\rightarrow$ Positive
  - Uncontrollable $\rightarrow$ Controllable
  - Ambiguous $\rightarrow$ Clear-Cut
  - Overloaded People $\rightarrow$ People With Fewer Tasks
  - Central Life Domains $\rightarrow$ Peripheral Life Domains
  - Physiological Activity
  - Psychological Characteristics
Chapter:  3.2  
Indicators of stress  

a-Self reports  
b- Behavioral measures  
c-Physiological measures  
d- Biochemical markers
Chapter: 3-3

Causes of Stress

* The Bases of Stress Causes Classification
  1- Stressful Life Events
  2- Daily Hassles
  3- Chronic Strains

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1- Social and Economic Stressors (Political Climate, National Security)
2- Personal and Family Life Stressors (Problems With Family Members, marital Dysfunction)
3- Internal Stressors (Self Expectation, Fear of Loosing Job, Fear Of Being ill)
4- Job and Occupational Stressors.
   * Organization Stressors: Bureaucracy, Changes in Organization
   * Job Stressors: Amount of Work, Work Overload, Job Insecurity)
   * Career Stressors: Lack Of Clear Goals, Poor Management)
   * Relationship Problems Stressors: Problems With Supervisor, Conflict With Colleagues)
**Chapter 4: Stress Consequences**

| Presence Of a Potential Stressor (a Situation That Requires an Adjustment by the Individual) |
| Awareness and Appraisal Of The Potential Stressor |
| Attempts To Cope With the Potential Stressor (Constructive attempts to Solve the Problem or Adjust to it) |
| If Coping is Effective, The Process Stops. |

### Stress Response

- **Psychological Responses** (e.g. Anxiety)
- **Physiological Responses** (e.g. Heart Rate)

### Defenses

- (Attempts To Reduce Stress With Solving the Underlying Problem)
- Abnormal Behaviors

| Defense Reduces Stress But Distorts Behavior (e.g. agoraphobia) |
| Defense Fails and Physiological Arousal Persists (e.g. anxiety) |
| Defense Fails and Physiological Arousal Persists (e.g. Physical health problem) |
| Defense Fails and Stress Triggers Predisposition (e.g. Schizophrenias, depression) |
Chapter 4: Stress Consequences

1- Physical diseases and Problems
   * digestive tract
   * reproductive organs
   * lunge
   * hair
   * skeletal – muscular system
   * Bladder
   * skin

2- Psychological and behavioral problems:
   - anger & aggression
   - irritability & fatigue
   - nervousness
   - tension and boredom
   - panic- attacks
   - phobias
   - tics
chapter 5: Stress management strategies

1- introductory information:
- the difference between treatment and management
- what is coping?
  * the process of managing demands that are appraised as taxing the resources of Person
  * effective stress management has clear health benefits
- determinates of effective coping
  * personality traits
  * internal resources
  * external resources
  * the type of coping itself
  * heredity
  * level of health
  * environment
  * the severity of stressful situations
  * energy level
Chapter 5-2
Stress management : guidelines

Examples :
1- get ride of less effective strategies
2- develop your self management skills
3- improve your emotional management
4- improve your problem – solving approach

Specific techniques for stress management

1- Relaxation training
2- Social skill training
3- Good health education
4- Positive self – talk
Chapter 6: Burn out

1- The reality of burn out

2- Symptoms of burnout
   . Physical exhaustion
   . Emotional exhaustion
   . Mental exhaustion

3- Burnout measurement

4- Reactions to burn out
   . Change jobs
   . Move up to a management position
   . Endure it
   . Change professions
   . Move ahead

5- Burnout causes and cures
   . Dysfunctional work environment
   . Trying to master each new job function