

Human Adjustment Processes
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Module - 07
Lecture - 01
Facets of human adjustment: Stress, Resilience and Coping

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Stress

So, today we are going to begin with the next module. This is basically a module where we would be putting 2, 3, different, different topics together. Usually, if you go for the curriculum of most of the universities you would realize that these topics are discussed separately, ok. Here, we would be first talking about stress, then we would be talking about post traumatic stress, then we will go to resilience, then we will go to coping.

So, these are the 4 broad topics that we would be covering as part of this module. All of them can be discussed as a separate module all together, but the reason why we are putting all of them together is that we are again trying to draw a continuum and try to understand that there are certain life circumstances which leads to certain ends.

And from adjustment view point, is it that there is a possibility of one and standing the continuum; this is how the situation leads somebody to; 2, to explore the possibility that, is there a possibility of coming back; 3, we are trying to, we will also try to make a distinction know that, is it that upto this level it is still manageable and beyond this it

proceeds towards a situation where more of clinical interventions are needed. So, that is the reason we are putting all of them together.

Therefore, what we would do is that we will start with the stress. We will initially talk about the gamut of symptoms, the way it is manifested in human responses. Then, we will also look at the bio chemical regulation of a stress. We look at 2 important syndromes; what is called as the general adaptation syndrome, popularly called as gas. And then, the burn out syndrome, what is popularly called as boss.

But, once we cover this part of the stress, we will also look at the situation where the stress reactions manifested by individuals could become extremely intense in nature; and, that is where we would talk about something it is usually not talked about with respect to the stress; rather it is talked about when people talk about disorders. So, we are not interested in understanding a human behavior with respect to disorders, rather we are more interested in understanding human behavior with respect to the point of origin, the starting point to the gradual increment in the intensity of the symptoms.

And, because we would also be looking at the other end of the spectrum, therefore, we would be looking at some of the symptoms which are actually part of a stress symptoms, but because of the gravity of the symptoms they are considered as disorders. So, the end of the discussion on stress would be on acute stress disorder where stress is no more something that can be managed on one's own, rather you need a proper clinical intervention, ok.

After we complete this part of a stress, then we would move to post traumatic stress. You remember, sometime back we had talked about the fact that there is still debate in psychology that whether post traumatic stress should be classified as a disorder or it should not be classified as a disorder. If you look at the initial preposition when p t s d was included in the clinical categorization of disorders there it was clearly stated that this is a disorder.

Even, we would look at the diagnostic criteria which are actually taken from the diagnostic in a statistical manual. So, it is exactly how worldwide this disorder is supposed to be identified. You would look at that, but then we would also look at the emerging viewpoint which says, which gives an argument that p t s d should not be considered as a disorder. We would not go into this debate at length, but I will, I just want you to know that this is an ongoing debate right now.

Once we complete PTSD we would move to the positive dimension of post-traumatic stress; means, there is a possibility that say if 100 people they experience a traumatic event in life, it is not that all of them become susceptible to post-traumatic stress. Rather, in fact, we will also see some of the epidemiological data which suggests that only a small percentage becomes susceptible to PTSD; a larger chunk rather evolves as a much better human being. So, that is the positive reflection of a traumatic experience. This is referred to as post-traumatic growth, ok.

So, after we complete our discussion on PTSD then we will move to PTG, post-traumatic growth, there also we would look at 2 different models. Third model is just a cursory proof of things. So, we will just superficially touch the third model, but two models we would really now look into them at length.

Once we complete PTSD, then we would move to the inbuilt capacity of the individuals to bounce back in an adversity what is called as resilience. So, we will devote some time to resilience. And then of course, the ability of a human being to finally fight back and come. Fourth what is referred to as coping. So, that would be the whole spectrum of discussion as part of this module.

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Stress

- Demanding life situations— difficulty in handling
- Exerts heavy demand on the physical, psychological, and emotional resources
- Nature and intensity makes such situations stressors
- Stressful situations can have positive as well as negative corollaries

Usually, stress is looked upon with respect to demanding life situations which an individual considers difficult enough to handle. So, basically it is your subjective interpretation that the situation that you are encountering is so difficult that you have

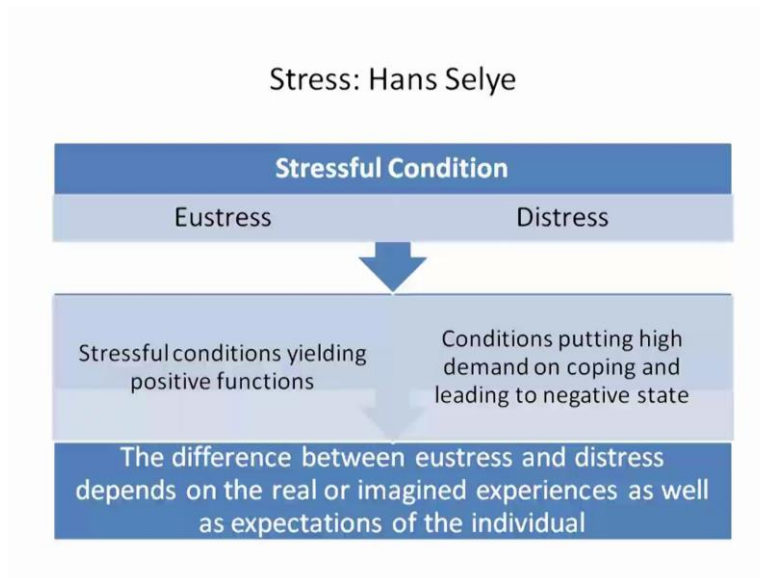
extreme problem in terms of handling it.

Another interpretation that we provide to a stressful situation is that it exerts certain demand on our physical resources, our psychological resources, as well as on our emotional resources. So, a time comes when you feel you are physically incapable of, know, still continuing with this process. When you realize that you are psychologically fatigued, you do not have the strength to come forward with an appropriate response. And, you are emotionally you feel that you are drained. So, you do not show the level of emotional involvement, and that one is expecting from you in that type of a situation.

And, it is the nature and the intensity of the situation that decides whether this situation would be understood by you, would be accepted by you as a normal situation or would it be interpreted as a stressor. So, stressor would be a situation that induces a stress reaction in you.

Now, what is very interesting is that stressful situations can have a positive outcomes, it can also have negative outcomes. Usually, what we usually talk about in most of our discussions is the negative outcome of stress, we usually do not focus on the positive corollaries of the stressful situations.

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Hans Selye was a psychologist who worked extensively on stress. And, little later we will come to one of the popular models given by him. He said that you can look at stressful situations, stressful conditions, and you can bifurcate them into 2 heads - you

have eustress and distress.

So, stressful conditions that finally is positive outcomes, though the stressful situations he said these are your eustress. But, if the conditions put you high demand on you and it challenges your ability to cope with it, and finally it leads you to a direction where the outcome is negative, then this situation, this condition becomes distressful.

And, now according to Hans Selye, the difference between eustress and distress depends on the real or imagined experiences as well expectations of the individual; means, whether you would consider a particular situation to be stressful or not, that would primarily depend on your real experience. It could also depend on your fabricated imagination.

So, you do not have the real experience, you do not have the real rational ground for making that situation considering that situation to be stressful, but you fantasize certain things and based on your imagination you consider this situation to be extremely stressful.

And, the third factor that would also play role is what actually you expect from yourself in that very situation; and, how capable you feel that you would be able to meet that expectation or your feeling that you will fall short of the expectation in that very situation; that will finally make you decide whether to consider this situation to be eustress or distress. So, this what Hans Selye says.

Many situations you can realize; for example, you have to prepare for your mid semester examination, right now you all have gone through it; now there is a stress that is built up within you; you realize that this is the date and you also realize that you are not so well prepared for certain set of subjects and certain courses; and therefore, you put extra effort; you compromise with your leisure time, you compromise with your sleep time, you compromise with the time which you otherwise invest in the wind talking to friends, all those things you compromise with.

And, there is an extra emphasis on the level of preparation that you expect that you should certainly have to face the mid semester examination. That type of a condition where you are looking at certain imaginary experience know, you do not have the real experience of this mid semester examination, but you have experience of certain examinations.

So, you know what examinations mean; you also know finally what is expected out of

your participation in the examination process; and you have certain expectation from you. This finally makes you decide that whether I should cut from certain engagements and dedicate more and more towards studies or there is no need for it. And therefore, you realize that if you are still compromising with your investment of time and energy in other activities and investing it into studies, and you feel great.

I am now well prepared for the examination; the situation although which experienced that stress, but that stress did not lead to any negative outcome. You experienced it, you had redesigned your time and energy, and based on this withdrawal from certain engagements and reinvestments in studies made you very nicely handle the situation, cope with the situation.

You got good grades, and this stress has finally let to some positive outcome. Imagine situation like you are, say, you are supposed to put an exhibit in tech cricket, and you invest your entire time and energy for making that thing come into place; the stress that you undergo is tremendous, but it does not lead to a negative outcome, it leads to a positive outcome. So, there could be many such situations in life where you realize that the final product of the stressful situation was positive, it was not negative; and this is what Hans Selye considered that these are eustress in life. You derive positive outcome out of it.

Problem comes when you have conditions where you have your own experience to say that it is really demanding and you are not competent to handle it, or you consider that no I cannot meet to the expectation, or you imagine certain things and that makes you finally come forward with few or lot many negative outcomes out of the imaginary ideas that you are trying to evolve; and then, such situations becomes extremely stressful.

It could start from small things in life and go upto much, much, much, bigger things in life. I will start with smaller events where you could have difference between individuals and then we would now go to the extreme of it. Couple of years back, 2, 3, years back some of us decided to go to the city for dinner. And, one of the members in our group said that, he suggested a restaurant and when we asked that when did you come here, and he gave a very interesting explanation.

He said that you know I had come to Kanpur central to board a train; my train was declared 5 hours late; so, I thought what to do; there was no point waiting on the railway station for 5 hours. So, I went to watch a movie; and half way I thought what is the point

in watching such a bad movie, so I went to this restaurant which was nearby. I had my food; then I came to the station, boarded the train, and went to wherever I was supposed to go.

I thought fantastic. I did reflect on my own self and I thought that if I was told that your train is 5 hours late, I would have still sat on the platform; at max, know, go to the waiting room and then engage yourself mentally into some activity. But, I could have never ever dared to go to a theatre which is nearby, watch a movie half way, go to a restaurant, have some food, again come back to station; for me it was not possible, but I do admire people who think like this know, and who really is acquitted.

And then suddenly another thing came to my mind, it is a couple of years back. 2 of us, me and one of my colleague, both of us were coming back after a trip abroad; and, we were in one of the hotels which was very, very close to the New Delhi railway station; we had our train in the night, shramshakthi. So, we were relaxed; we had our dinner; and then we decided because we have sufficient time so we will take a nap and then just 20, 25 minutes before the departure time we will go to the station.

And, I think around 7 o'clock this train, was around midnight, you know 11:50 in the night. So, around 7 o'clock this colleague of mine tells me that I think you should call the reception and settle the bills. I told him that no I would settle it when we check out. So, maybe in between we might need something know. So, we will settle the bill at the time of checking out; he said ok again.

After 10 minutes, again after 10 minutes he will remind me that you should settle the bill. And, we had sufficient time; from the hotel, if say, consider that everything was there was a complete traffic jam and if we would have started moving on our foot then also in 10 minutes time we would have reached the station. We were so close to it, and still 2 hours in advance this colleague of mine tells me that no, no, we should go to the station now.

Finally, I had to surrender; 1 hour before time we went to the station. And then, in the train I asked him that, just look back, right from 7 o'clock in the evening when you started telling me that I should be settling the bill to boarding the train, and he said that yes, I am like that. If I have to board a train in the night, right from the morning I get ready; and then I will see clock 1000 times; I will do this, I will do that, this is the amount of discomfort that you generate.

You do not know, at this time how pleasant or unpleasant the journey is going to be. Perhaps, you had some uncomfortable journeys in the past; or, you had both type of experiences, comfortable as well as uncomfortable journey, but then you imagine, this can happen, that can happen, even that can happen, and you keep on, keep on, you know, creating a pile in and around you so high, that finally you realize that the pressure that you are putting on your own self becomes too much.

The reason I am giving these examples are, same situation boarding a train, but then somebody whose real experience, somebody whose imagined experience and expectations know, you find completely people in 2 different directions; and I would consider my own thought at that time of course, not going towards the extremes, but it was still, more I will say standing still on the station.

Now, human beings vary in those terms like this know, where each situation there would be different interpretations; somebody who might consider this situation to be very, very stressful, the other person might not consider it to be that. I do not remember the name of the movie, but once I had watched it; tell me the name of an actor, not so well known, but for acting he is known, but not a big name like the stars; some Pandey or something, the fat man, little shorter in height, little plump.

Student: Saurabh Shukla

No, no, no, not Saurabh Shukla, not Saurabh Shukla; I am not getting his name; some, Pandey most probably, and Neha Dhupia; delhi [FT] ya [FT] delhi; I do not know, is it delhi [FT] or [FT] delhi, what is the name of the movie, but one of these names; there is, have you watched this movie? No. There is a beautiful plot I liked it, I do not know whether you would like it or not.

Basically, it shows that this women is trying to, she has to board a flight; she has to go to Delhi; and there is this man also who has to board in the same flight, and to go to Delhi. And, they had tough time managing the traffic in Bombay; and finally, they managed to board the plane. And, because of certain reasons instead of landing in Delhi the flight lands in Jaipur; it happens several times. So, the flight lands there.

The reason why I am taking this example is that there are certain situations in that movie where the lead actress will repeatedly say oh, oh god it is terrible, unbearable; and the actor says [FT]; he repeatedly, throughout the movie he keeps on repeatedly saying [FT]; and the moment he says, you know, [FT], once twice it was ok; this lady gets irritated

know; then what else do you want, know; [FT] you would say [FT] know, because every time you say [FT].

And, it goes to all the types of extremes, know. They board a local train; they have a pick pocketing; they do not have money; they have they get in a small time hotel; then there is a curfew in the city; all types of things happen. But, the best part was the end of the movie where this lady along with her husband who was in the armed forces, he comes to Jaipur, to not Jaipur, somewhere between Jaipur and Delhi in the road, and then this officer comes and takes her wife back to Delhi; this man also accompanies, know.

And then he gets down at one of the locations in Delhi; and this husband and wife they move. And then the wife says that, she was supposed to travel abroad and she says that am not travelling abroad, so we will celebrate the birthday here. And, the husband reminds him that will not you like to invite this man with whom you had shared this fantastic journey.

And then she comes back, searches the house of this man to realize that her wife was sorry, his wife was completely paralyzed lying on the bed was not able to even speak; and then this lady says that what you are experiencing in life compared to this all that we experienced throughout this journey, it is really too small. So, now, I can make sense of when you said [FT] now I can make out that you have seen so much of things in real life that rest all of the events are too small compared to this life experience.

There are beautiful things, know. The reason I am talking about that movie with respect to stress is multiple reasons, know. There is also a sequence in that movie where this husband goes and says something to the wife that know somebody has come, guest has come, say hello to her and all those things; and then he goes and brings water and something for her.

And then, this guest asks her that what is, what has happened to your wife, and she says, and he says that my wife she is completely paralyzed, and she cannot even speak. And then, that lady asks, but you were talking to your wife; and he says, yes; she cannot talk know, but I can talk know; so, I continuing talking to her. The reason I am giving such examples are that you have extreme situations, of course, it is a cinematographic representations of the event; I do not know.

But, I am sure there would be many, many, people in this world who would have similar type of life experience, but it sends a message to you that even when you have an

extremely stressful situation in life where you are handling a patient who is very close to or terminally ill situation, you are a still very happily managing the whole sequence of life, and the rest of the events of your life you enjoy like anything. So, that is what eustress and distress primarily means.

So, basically it is your real life experiences, your imagined experience, as well as what you expect of yourself in that very situation, that finally makes you decide whether you would make that condition, that situation, you would consider it stressful for yourself or not.

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Symptoms of Stress		
Physical symptoms	Manifested behaviour	Psychological reactions
Muscle tension	Decreased concentration	Increased anger
Change in eating habits (loss of appetite or overeating)	Decreased sleep duration or sleep disturbance	Increased anxiety, fear, confusion, and worry
Bowel upset	Decreased memory	Tearfulness
Headaches	Increased clumsiness	Frequent emotional outbursts
Backaches	Increased use of cigarettes, alcohol, or drugs	Ruminative thoughts
Restlessness	Withdrawal from usual activities	Decreased self-confidence

If you look at the symptoms of a stress; what we are doing is that we are classifying into, them into 3 categories - the physical symptoms, the symptoms which are reflected in terms of behavioral manifestation, and then the psychological reactions that we see. In terms of physical symptoms of a stress, one can experience tension in the muscles; and, that is the reason why you would realize that people who are under tremendous stress, they reportedly, repeatedly they report of certain aches. And, their aches are very interestingly they are localized in certain parts of the body. So, usually we will find people saying that, know, this region, they have ache in the back, I mean chronic aches, then the lower foot muscle.

So, they are all selected muscles of the body usually where people report that they are facing muscle tension. But even otherwise also in a stressful state one can have multiple

muscles which can become tense, including something like say, clenching of the stomach muscles, ok. We do not have voluntary control over the movement of our stomach muscles, but in the stressful state even the muscles of the stomach also they clench, and that is the reason you have sometimes butterfly sensation in the stomach.

There might be change in the eating habit. But, change also can be again both ways, either you start eating very little compared to what you used to eat or you start eating more and more compared to what you used to eat. So, there could be an under or an over eating type of a phenomena. And, that is the reason why you would realize that after overcoming the state of specially depression many people become plump because you keep on, keep on consuming food without realizing that you did not need it, ok.

So, you are doing something meanwhile you are still continuously eating something, and you overeat and finally at the end of that state you realize that gradually you have accumulated more and more of weight. There could be bowel upset. So, earlier, say, if morning the moment you leave your bed, you used to go to the toilet, it could be delayed; or you could go multiple times to the toilet, so complete bowel upset can be there.

There could be repeated episodes of headaches. And, even if you read headaches, the type of headaches, there is something called a tension headache; that basically it has to do with the contraction, readifaction of the muscles here which leads finally to the headache, ok. There could be back aches, complete sense of restlessness, and you realize that at the end of the day you are exhausted, you are fatigued, you are drained out of your physical energy.

But, in the state of a stress, gradually what happens, that most of the time you leave the bed early in the morning, and again you feel that you are completely, completely, completely, running out of your energy. So, irrespective of your time of the day you realize that you do not have energy at all.

Then we come to the behavioral manifestation. One might have difficulty concentrating on something. So, you are watching movie and you realize that you heard the dialogues, but then you do not remember what the actor or the actress on the screen right now said. So, you constantly keep on, keep on, shifting between channels, ok. You are trying to read books, and you keep on, keep on, looking at the font, but you are not able to recollect what you are actually reading. So, complete problem in terms of concentrating on any event, decreased duration of the sleep; that could be there. So, instead of, say, if

you used to sleep for 6 hours, 7 hours, now it has reduced to 5 hours; or, there could be repeated waking sessions during the sleep that is the sleep disturbances. So, you sleep for some time, and say, half an hour, 1 hour, suddenly you wake up; again you remain awakened for, say, half an hour, you feel drowsier, again you sleep; and, again after 2, 3, hours you wake up. So, repeated disturbance in the sleep that could also be there.

One can also report difficulty in terms of recollecting things from memory; say I remember something had happened, right now I am not able to recollect it. So, that is the difficulty in terms of recollecting something from your memory. There could also be an increase in the clumsiness level.

Clumsiness level would mean that earlier if I used to, say for example, I have to go to the bag and put all these stuff there, earlier if I used to do it with precision, now when I do it, I still I am able to do it, but then maybe that sometime the laptop hits the bag harder, or my finger gets stuck in the zip, or I had scratch in my skin, I rub it against some surface means that accident proneness in my day to day behavior increases.

Earlier if I had to take a seat somewhere here, I would very easily manage to go, but now when I move sometime I hit another chair; sometime when I walk, I suddenly, you know, happen to mismanage my steps on the staircase. So, that is the increase in the clumsiness level, ok. There could also be in certain cases people who in, whom you would find that their intake of cigarette, alcohol, drugs, that can also increase.

Most important thing that you realize that this person who is under a stress would start withdrawing from the activities where he or she used to earlier get engaged himself or herself, ok. So, say, earlier if every evening this boy or this girl would go for games, now even if you invite him or her that ok we are going for to the sports ground join me, and this person gives you one or the other excuse, but does not join you. So, you start withdrawing from your regular engagement in the worldly activities.

And, most importantly if you invite the person twice or thrice [FT] the person becomes irritated. So, you cannot manage even small, small, changes in your life circumstances and you easily become irritated. Those are the behavioral manifestations.

Then we come to the psychological reactions. Suddenly, the overall manifestation of anger increases; so, you tend to be very easily angry. There could be a possibility of increase in the level of anxiety, fear, confusion as well as worry, ok. But, very interestingly, when these people turn angry in the state of a stress, when you turn angry

you realize that you suddenly burst into tears while shouting at other person. So, say I am angry, I shout at you, but while I am shouting suddenly I have change in my voice, I have tears in my eyes. So, great degree of tearfulness comes.

Frequent emotional outbursts, know; it is not only anger, but other types of emotions also frequently one sees outbursts. One can also have ruminative thoughts and overall decrease in self confidence. Do you understand, what is ruminative thought? Say, if I ask you that just look back at your past experiences of this life and overall what would you say, how life has been for you; you would find 2 sets of people - people who would usually, selectively choose negatively oriented situations, and say that it has been really tough [FT] I managed, but I do not know then many things happened that should not have happened, one set.

The other set would say hmm it is a mixed bag of experience, but overall good. And, when you ask that say if you scratch some details, so what were the odds in the mixed bag, and then you say, you know; I remember I had a very good friend and later on for certain reasons we developed some misunderstanding, now when I look back I think I should have clarified the doubts, ok.

These are 2 distinct set of people; somebody who looks back, interprets the situation, what he or she is doing is, is adopting a reflective thought; you reflect upon your life experience. So, reflection would be that you take a very balanced view point of the life. We consider that life will cannot be only and only positively oriented for somebody. It will always have a mixture, but then you look at it, you reflect upon it.

You do not feel that life had really asked you to pay a heavy price for whatever you have attained; and overall you show certain degree of acceptability, certain degree of confidence that finally see, I have been able to attain this level. These are the indicators of your reflective thoughts.

The example that I took; that even something if I scratch and say that, so she has some of the negative experiences when you said that life was mixed bag of experience for you. And you say that I had a good friend in school days, we were very good friends, and during our coaching period for j e v we developed some misunderstanding, and we do not even talk to each other, since last 3 years I have not talked to him.

You reflect back and you say that I still regret missing a good friend like him; this is reflection. But what happens, instead of reflective thoughts, in the stage of a stress you

have ruminative thoughts. And, ruminative is the earlier example that I was giving, know; that you selectively choose the negative experiences of life.

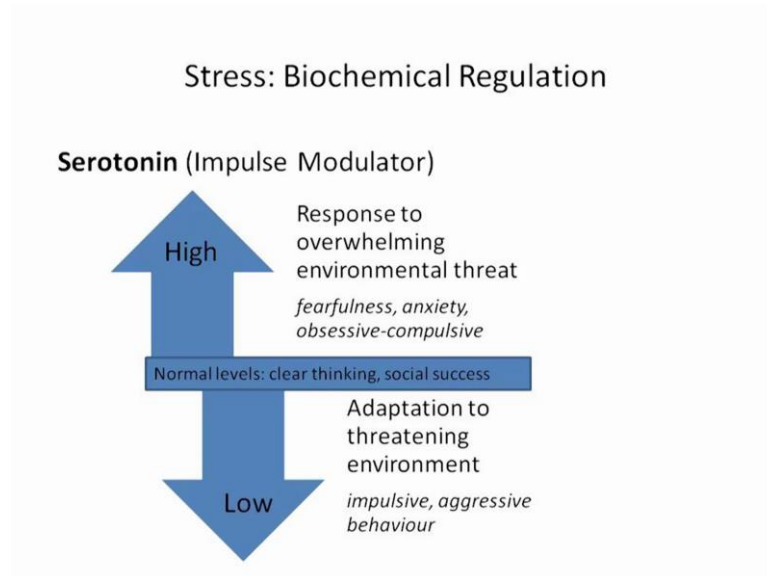
And, you say that I did not had a good sleep that last night, in the morning I did not feel waking up, when I went to the bathroom the pressure of water was little slow, and when I came to t 201 even the person who was supposed to do the recording was also late because of him the whole thing was delayed.

Since morning life has not been exactly the way I have interpreted it right now, but what I have done I have (()), selectively, chosen only, only, negative things and then I have put them all together. Many people in their life, they what they do; usually they select the negativities of their life experiences, then stack them together, and to say how painful life has been for him or her.

And during the stage of a stress this is usually what happens, know. You do not take a balanced view of the life; rather you selectively choose only the ruminative thoughts; thoughts which will further make you stressed; thoughts that will further make you depressed. So, I have not only stressed out of the fact that I have to give my mid semester examination, but my good friend Saurav is also not well prepared for the exam. I think that is some Saurav here, you know; but this is a hypothetical example that I am taking.

Then I say, I think Vinod has also not prepared and Ajith has also not prepared. So, I collectively take the burden of all of them to make myself more and more stressed to say, that it is not only the instructor will tell me that you have underscored; it is not that my parents will tell me that you have underscored, but they will tell me that all your friends have underscored; and therefore, all of you are doing something other than academics; these are ruminative thoughts. So, in a stage of stress you would realize that instead of reflective thoughts one recollects more and more of ruminative thoughts. Any questions? Good.

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Then we come to the biochemical regulation, but I think know we have only 5 minutes left. So, we would not move to biochemical regulation the reason being that again the next day I will have to continue with it for long.

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Symptoms of Stress

Physical symptoms	Manifested behaviour	Psychological reactions
Muscle tension	Decreased concentration	Increased anger
Change in eating habits (loss of appetite or overeating)	Decreased sleep duration or sleep disturbance	Increased anxiety, fear, confusion, and worry
Bowel upset	Decreased memory	Tearfulness
Headaches	Increased clumsiness	Frequent emotional outbursts
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Restlessness	Withdrawal from usual activities	Decreased self-confidence
Fatigue	Irritability	

So, therefore, we will return back to the symptoms of a stress rather than going to biochemical regulation. Next day when we meet, we will go ahead with the biochemical regulation. But, there is an interesting phenomena in a stress, that many of or what you call behavioral engagements, they can easily help us manage many of these symptoms.

Life would give some stressful experience to everybody; that is truth of this life. But, out of whatever life gives to you, the stressful conditions, many of them can still be managed. They can still be managed either way, the capabilities that one oneself has, or with the help of the group resources. But, stressful events can certainly be managed.

But, if one realizes that one has developed, one of them or a group of them, usually it will be a group, so you will have some of physical, some of psychological, some of behavioral, that group, and if your near and dear ones tell you that why are you so irritated nowadays, you very easily get irritated; earlier you used to be a very pleasant friend of mine. Usually our, usual tendency is to snap the friend, and say, come on, come on, always I was like this.

There is a beauty that if somebody tells you something, somebody gives a feedback about your behavior, do respond back; there is no harm in responding back, but just wait for sometime; take time and then come forward with the response, but that no latency period that you are providing to yourself, will atleast help you gauge, whether your reaction which was given by a really true friend because he or she has told you what change she has seen in you.

There should be certain degree of acceptance. And, if you show this type of a latency period, this latency period will allow you to accept things atleast to certain degree. You might not accept it completely because you are under tremendous stress, but atleast you will be able to digest a bit of it; that will also allow you to manage your anger.

Once we complete our discussion on this module, then the next module we would be referring to anger there. And, one interesting technique even in anger management is what is called as 1, 2, 3, technique. 1, 2, 3, technique is basically, I feel angry, I feel shouting at you, but then before I shout I started counting 1 2 3, 1 2, 1 2 3, 3 2 1, 1 2 3, 3 2 1.

So, you count it couple of times, because you are in the state of anger. So, clench your fist, and then you say one 1 2 3, 3 2 1, 1 2 3, 3 2 1, and you would realize that gradually part of the anger subsides, ok. This type of exercise where you provide a latency period to yourself before responding to somebody helps you both ways; it helps you in your stressful state, it also helps you manage your anger, the great thing.

When we come to anger, there we will realize that the great thing also is that you do not become a person who is considered impulsive by others. But, do not delay the response

also too much, otherwise people will consider that you are a tube light who takes a longer time to process the information and then do a respond accordingly. So, we will end up here.