

Interpersonal Skills
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Lecture-40
Glossophobia - II

Hello friends! we are doing Glossophobia and we have seen that what is glossophobia or fear of public speaking. It is a kind of mental disorder, you can say psychological disorder but there are certain ways to reduce to control glassophobia if we discuss glossophobia it is also called social anxiety disorder. So, what is this social anxiety disorder. Social anxiety disorder or social phobia is a persistent and overwhelming fear of social situations which is much more than shyness. it is not shyness.

If you have this disorder you often worry about being negatively judged by others and you feel very self-conscious in social situations. It can be debilitating because simple everyday activities can become a burden. Well you may dread everyday activities such as meeting new people talking in groups or starting conversations speaking on the telephone working is speaking to people in authority public speaking eating or drinking with company shopping using public toilets and so many.

The fear and anxiety is not in proportion to the actual threat of the situation social anxiety can stop you from doing the things you want to do. It is an invasive disorder which causes fear in most areas of person's life. It often starts during childhood or adolescence and is frequently linked to low self-esteem. People with social anxiety understand that their fear is irrational but their anxiety persists. This is even though you may be confronting your fears on a daily basis when for example you have to make phone calls for work.

Well there are other things like your perception others may think people with social anxiety are cold shy quiet and friendly sometime uninterested. Even though you want to make friends and be more involved in social activities your social anxiety may be stopping you.

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Now what are the symptoms of social anxiety? cognitive symptoms related to brain, embarrassing yourself in front of others. All the things that could go wrong at an anticipated social event being criticized or made fun of being negatively judged. others realizing how anxious you are your physical symptoms being visible. Sounding boring is stupid incompetent you have a negative view of yourself that you worry others will see and a feeling of being rejected.

Speaking to people in authority you may believe these people are superior and you are inferior. The social situation accessibly beforehand this can even be weeks before. Upsetting, offending other people the social situation afterwards you may pick apart a social situation and judge your performance. You repeatedly think about what you did wrong and what you should have done for example why did I say that that is such an embarrassing thing to say.

I should not have commented being center of attention people watching you for example when you walk into a busy staff room. Physical symptoms what are these the physical symptoms of social anxiety are the same as general anxiety because the same stress response is triggered.

When we feel anxious our bodies release stress hormones including Cortisol and Renal. This is the body's way of preparing us to respond to a perceived threat or danger such as breaking immediately when somebody walks out in front of your car.

These hormones produce physically unpleasant symptoms such as an increased heart rate and muscle tension it is thought that this response has an evolutionary background because it would have been beneficial in prehistoric environments and it is useful in dangerous situations. But when you have social anxiety social situations are perceived as threats so this response can be set off frequently and easily which then means it is a problem because there is no actual danger.

Now what are the emotional symptoms of social anxiety we talk of social anxiety syndrome anxious, fearful, nervous, scared, insecure, self-conscious, vulnerable, embarrassed. behavioural symptoms; avoidance of feared situations such as avoiding eating out and leaving jobs that required public speaking, social withdrawal misuse of drugs or alcohol to try to reduce anxiety avoiding eye contact, lacking assertiveness, impaired work performance and under achievement.

Leaving, escaping from social situations quickly engaging in safely behaviours these are behaviours that make you feel safe in situation such as wearing makeup to hide your blush bringing a friend with you to parties not saying anything. Problems with inter personal relationships what causes social anxiety disorder as with many mental health conditions social anxiety disorder is most probably the result of a combination of genetic and environmental factors.

Anxiety disorders often run in families if we talk of genetic. So, you are more likely to have social anxiety disorder if a close family member is affected. However, the exact nature of the relationship between genetics and learned behaviour is uncertain. Parenting is style this is a very important aspect, very important aspect to have social anxiety. The behaviour of parents may also have an influence on whether their child will develop social anxiety disorder.

If you have anxious parents or parents that worry a lot, it can often affect your ability to cope with anxiety during childhood adolescence and adulthood. People with social anxiety disorder often describe their parents as over protective not affectionate enough constantly criticizing them and worrying. So, they may do something wrong, over emphasizing the importance of manners and grooming, exaggerating the danger of approaching a stranger.

Well, there are certain points among which early negative experience is very important socially events in your early life may have triggered the social anxiety for example bullying abuse embarrassment during a social situation such as forgetting the words in a speech and hearing others laugh at you due to this. You may worry that similar social situations will produce the same outcome so you begin to avoid and fear them. The more a situation is avoided the more scared you will be of that situation and similar situation.

Next one is evolutionary theory humans are social species who need to spend time with other humans so they do not want to upset others and risk being rejected individuals with social anxiety may be overly sensitive to being perceived negatively due to the risk and consequences of rejection such as loneliness and depression. What has stopped us overcoming social anxiety sometimes people become more confident as they become older and so they overcome their social anxiety but with others it can be persistent?

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Obstacles in Overcoming Social Anxiety

- Long term beliefs
- Avoidance of the tough situations
- Over-focusing on yourself
- Fear of fear
- Safety

Long term beliefs; if you have been socially anxious for many years it is likely that you have long term beliefs that you are bad in social situations but research has suggested that people with social anxiety have the same social skills as others but they do not believe this. Avoidance individual through social anxiety avoid situations they fear if they are unable to completely avoid it they will try to leave the situation as soon as they can.

This avoidance is a main preventive factor in overcoming the disorder because when you avoid situations you do not give yourself the chance of disproving your predictions and learning that you can cope and even have a positive experience. The longer you avoid something the more fearful you become of it by staying in a feared situation for longer anxiety decreases after a while your body cannot continuously produce the physical symptoms it becomes tired focusing on yourself.

In a social situation, you may monitor your physical symptoms because individuals with social anxiety generally believe that they are the center of everyone's attention and they have a strong negative image of themselves in their mind of how they look to others for example you may be trying to work out whether your shaking is noticeable or whether you are blushing too much.

However, the self-focus actually increases your anxiety that is self-obsessed.

It also means that you only be focusing on the conversation which makes it harder to contribute the subsequently reinforcing your beliefs that you are no good in social situation. Fear or fear you may think that you will be answers in certain social situations and so you predict your symptoms for example I know, I will shake these thoughts will increase your anxiety beforehand which may subsequently cause the feared symptoms and strengthen your fear of future similar situations.

Safety behaviours; as mentioned earlier safety behaviours make you feel safe in situations for example you may not speak or speak quietly or to speak less. Bring the friend with you to events you feel anxious about pretend to be on your phone drink more alcohol than usual, hide visible signs of anxiety such as wearing makeup to hide your blush, avoid sharing personal information perhaps by asking the other person lots of questions etc.

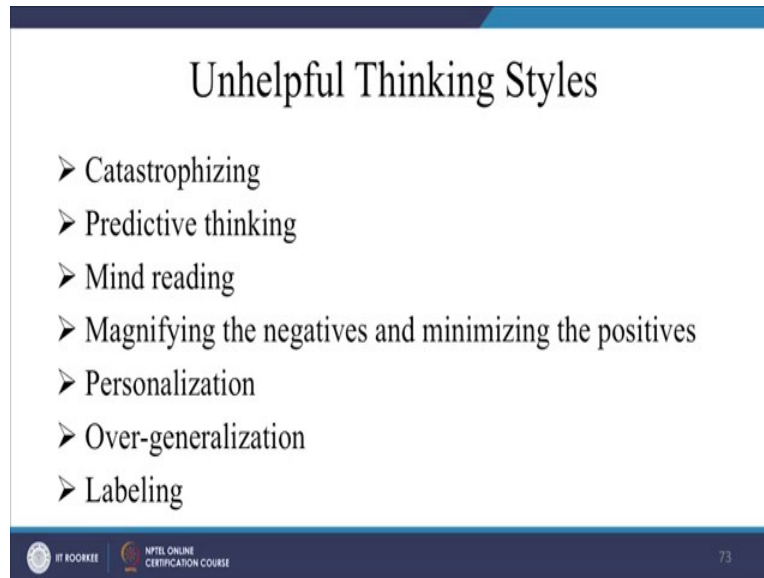
Safety behaviours may be beneficial in the short term but in the long term they prevent you from learning that you can cope in a situation because you think your success was due to the safety behaviour. I only coped because of the amount of alcohol I drank this means that your confidence and self-esteem would not be any better. Now there are certain techniques for overcoming social anxiety.

First you understand or locate your social anxiety and the cause to learn how to manage your social anxiety first you must understand it this can be done by monitoring the situations that make you anxious and writing down in a diary. Who what where and when the time and date you are taught and any images that come to mind emotions physical symptoms your reactions including any safety behaviours.

Challenging unhelpful thoughts individual with anxiety disorder tend to have negative thoughts

about themselves and negative predictions about future social events for example no one will talk me I will have nothing to say. These thoughts should be challenged as they are often formed using incorrect assumptions. Then ask yourself whether you are experiencing any of these unhelpful thinking styles.

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That is catastrophizing, predicting the worst possible outcome if I do badly in this presentation they will fire me. Predictive thinking assuming you know what is going to happen in a future social situation. Everyone will notice me shaking and think I am pathetic this will make you even more anxious before the situation. Mind-reading assuming you know what others are thinking even though you have no factual evidence everyone thought I was embarrassing.

Magnification and minimization; unfairly magnifying the negative and minimizing the positive after a networking event an individual is dwelling on the thought I really could not get my words out when I spoke to Mr. X and they are ignoring the fact that they spoke with lots of other people confidently. Focusing only on most negative aspects of a situation while filtering out the positive features for instance in the example above the individual may have filtered the information so they can only remember the conversation that they perceived as negative so, mental filter is very

important.

Personalization assuming that others are behaving negatively because of you, Rowen has not said much to me today I must have upset him or they are all laughing they must be laughing about me. If something bad has happened once you believe it will happen every time that presentation, I did, went badly all my presentation will go badly. This is a kind of over generalization. Levelling: levelling yourself or others without fully considering the evidence I am boring well these are generally beliefs you have had about yourself for years.

Emotional reasoning mistaking your anxious feelings for facts I feel really nervous so I must be in a danger. These thinking style confirm that you do not view yourself fairly in social situation you must manage your core belief. Sometimes it will be more difficult to believe a new balanced thought. This may be due to a core belief at the base of the unhelpful thought. Core beliefs are strongly held and inflexible beliefs regarding how we see ourselves, others, the world and the future.

For example, I must be perfect to be light being anxious is not acceptable. everyone must like me I am unlovable when you have core beliefs you tend to focus on the information supporting it and ignore the evidence against it. Identify your core beliefs with your unhelpful thought as what is bad about that and what is that say about me continue to ask these questions until you uncover the core belief.

Challenge your core belief you and challenge core beliefs similarly to think challenging by asking what experiences do I have to show that this belief is not always true with this evidence develop an alternative core belief. As aforementioned when you are socially anxious you monitor your physical symptoms because you are worried that others will notice and this consequently increases your anxiety so reduce your self-focus.

Well you may control yourself by concentrating on what is happening around you rather than focusing on yourself look at others involved in conversation and at your surrounding really listen to the conversation you are participating in. Remember that your physical symptoms are not as visible and obvious as you believe by focusing less on your body you will stop noticing these symptoms. Do not feel like you have to keep the conversation going others will get involved if they have to and there is no problem with silence.

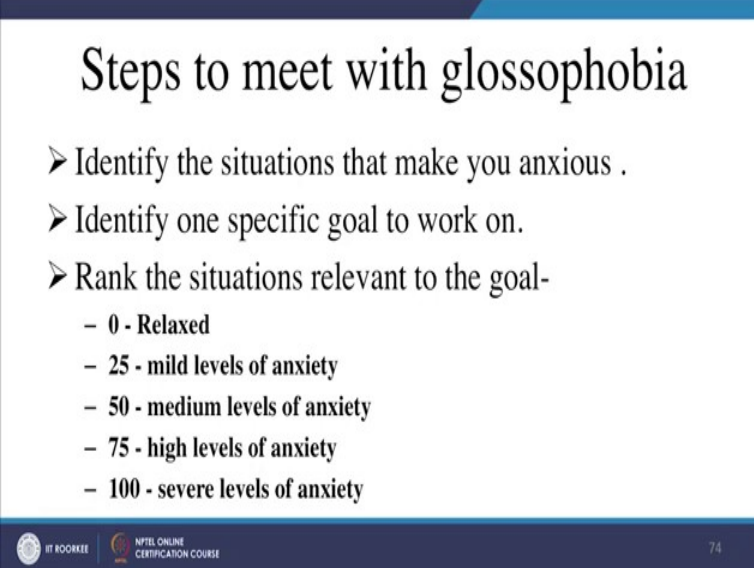
Recognize that you do not need to perform perfectly in all social interactions this would be exhausting and no one is able to do this. Look at others to see if you can notice whether they are anxious it is likely that others around you are also anxious and it is unlikely that you will be able to tell. Remember that lots of people with anxiety disorder think to themselves why am I only one that cannot cope.

It is because the same in terms are never as visible as the individual things. Even if you are visibly answers it doesn't mean that people will perceive you negatively think about whether you judge someone negatively just because they look anxious. If it is a no then try to believe that others do not dislike you for it. Recognize that everyone is not focusing on you, the best way to reduce your fear of social situations is to gradually face them.

Remember that if you stay in a situation long enough without engaging in safety behaviours your anxiety will gradually decrease. If we confront the same situation repeatedly the amount of anxiety experiencing continually decreases and it decreases quicker is time. To confront your fear social situations, you must create an exposure hierarchy and exposure hierarchy is a list of social situations that would cause various degrees of anxiety.

You must you start by facing the list anxiety provoking situation in the hierarchy and work your way up as your anxiety decreases for each situation this allows you to build up your confidence slowly now there are certain estates to decrease your social anxiety.

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Steps to meet with glossophobia

- Identify the situations that make you anxious .
- Identify one specific goal to work on.
- Rank the situations relevant to the goal-
 - 0 - Relaxed
 - 25 - mild levels of anxiety
 - 50 - medium levels of anxiety
 - 75 - high levels of anxiety
 - 100 - severe levels of anxiety

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Identify the situation that make you anxious that you may avoid. list your safety behaviours as well avoiding delivering presentation is speaking at meeting attending parties. safety behaviour; avoiding eye contact pretending to be on my phone drinking more liquid you may have more than one fear so first identify one a specific goal to work on. I want to be able to tell you a presentation at the team meeting and answer questions while being able to maintain eye contact with the audience.

This person has decided to tackle their fear of delivering work presentation first and they also want to address the safety behaviour of avoiding eye contact at the same time. Rank the situations relevant to the goal from the list anxiety provoking to the most anxiety provoking to do this rate how answers each situation make you from 0 to 100, 0 is relaxed 25 my level of anxiety 50 medium levels of anxiety 75 high level of anxiety 100 severe level of anxiety.

This is their scale you can use treating social anxiety disorder in adult research has shown that without treatment social anxiety is a chronic condition but only around half the adult with it seek treatment and when they do it is usually after 15, 20 years of experience the symptom it is likely

this is because they are scared of being judged by a professional believed that this cannot get better and due to lack of information about treatments.

Virtual reality: virtual reality can be a great way to experience social situations in the safety of your own home. The technology immerse you in realistic environment where you can practice speaking to crowds answering questions to panel members is standing on podiums in front of hundreds of people and many other situations. Virtually speech a virtual reality app can help you to become more comfortable in social situation such as meeting or is speaking at conference.

Cognitive behaviour therapy: cognitive behavioural therapy is one of the most effective treatments for social anxiety disorder. Generally, cognitive behavioural therapy works by helping you to identify unhelpful and unrealistic beliefs and behavioural patterns you and your therapist work together to change your behaviour and replace unhelpful belief with more realistic and balanced one.

Cognitive behavioural therapy teaches new skills and helps you to understand how to react more positively to the situations that would usually cause you anxiety. If you wish to try a different physiological or psychological therapy you may be offered supported self health this could be in the form of cognitive behavioural therapy based program to try over three to four month. One of the most widely used self-help therapy for people with anxiety or phobia is fear fighter which is available on the website.

Well I mentioned once Toastmaster organization also. So, it is important to define what is Toastmaster all about Toastmaster is one of the best learn-by-doing educational forum for communicating and leadership. The tagline of Toastmaster is where leaders are made there are many other things Toastmasters offer but I believe the unique selling property of Toastmaster is that it gives you an environment to practice and make mistakes without any penalty.

Usually, we pay a big penalty when we mess up during a presentation whether it is in front of social circle or Business colleagues but Toastmaster is more like a workshop or training ground and the format of Toastmaster is like communication leadership, humorous, table topic evaluation internationally speech content. So, friend these are some of the important points which can make you a confident speaker a confident communicator.

But for that you should have knowledge of all these and also to practice the remedies to overcome all these problems. Thank you very much.