MINISTRY OF EDUCATION AND SCIENCE OF UKRAINE NATIONAL TECHNICAL UNIVERSITY OF UKRAINE "IGOR SIKORSKY KYIV POLYTECHNIC INSTITUTE"

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### PRACTICAL COURSE OF ENGLISH II FOR FUTURE PSYCHOLOGY SPECIALISTS



*Recommended by Igor Sikorsky KPI Methodological Council as e-book for the 2<sup>nd</sup> year students of specialty 053 "Psychology"* 

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The Study Electronic Book

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### Practical Course of English II for Future Psychology Specialists

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This e-book is recommended for the 2<sup>nd</sup> year students of the Faculty of Sociology and Law. The main goal of the publication is to develop English communicative skills in speaking, listening, reading, writing, as well as developing and improving translation skills. The book consists of eighteen units and three appendices and comprises real common themes for teaching future psychology specialists. This e-book corresponds to the requirements of the study program of credit modules within the discipline "Foreign Language".

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#### PREFACE

The e-book Practical Course of English II for Future Psychology Specialists is developed for future psychology specialists who study English as a foreign language at B2 level. It presents exercises on English for everyday communication of psychology specialists, including key vocabulary and professional expressions enabling psychology students to cooperate in various situations. It is aimed to help learners improve their competence in all communication skills: speaking, reading, listening, writing, translation.

*Practical Course of English II for Future Psychology Specialists* consists of eighteen units and three appendices. Chosen authentic texts cover the important topics for psychology specialists: study of emotions, mental health, business and management psychology, professional burnout, etc. Units include authentic texts and a number of different exercises for developing speaking, listening, writing and translation skills. The appendices contain a grammar revision, key vocabulary and video scripts. All the texts are taken from online sources.

Teachers can use this book for practical English course at universities where foreign language takes a two-hour class per week (90 minutes).

The e-book is developed for classroom activities and distant learning for the second-year students of the Faculty of Sociology and Law, National Technical University of Ukraine "Igor Sikorsky Kyiv Polytechnic Institute".

#### **UNIT 1. PSYCHOLOGY AS A SCIENCE**



#### **1.** Discuss the issues:

- 1. What is approach in psychology?
- 2. What are the main modern approaches in psychological study?
- 3. What is common in every approach?



#### **1.1.** Modern approaches in contemporary psychology

https://www.classcentral.com/report/psychology-free-online-courses/

Psychology is about understanding our mind and how it impacts on our behaviour. It looks into communication, memory, thoughts and emotions. Understanding what drives our decisions, actions, thoughts and feelings allows us to address any challenges we might be facing.

There are *seven modern approaches* in psychology. These are *biological*, *psychodynamic*, *behavioural*, *cognitive*, *humanistic*, *cross-cultural* and *evolutionary*.

Each approach attempts to explain human behaviour differently. *An approach* is a view that involves certain assumptions about human behaviour. There are many different theories within an approach, but they all share the same assumptions.

You may wonder why there are so many different psychology approaches and whether one approach is correct and others wrong. Most psychologists would agree that no one approach is correct, although in the past, in the early days of psychology, the behaviorist would have said their perspective was the only truly scientific one. Below is a summary of the six main psychological approaches (sometimes called perspectives) in psychology.

This study of psychology focuses on genetics and how we are a product of our genes and nothing else. *Biological approach* looks at psychology through biological lenses as it examines our thoughts and behavior.

This approach has been backed by science and has a lot of evidence to support it claims which makes it a strong point of view for psychology. This approach talks about the importance of inheritance and how things such as the brain, nervous system and immune system are things that can be affected in a negative way which can affect your behavior. As technology has expanded it has allowed us a deeper look into our anatomy which has only further backed this approach with more strong evidence which has been very influential in the psychological field of study.

*The psychodynamic approach* got it's start from the work of Sigmund Freud. This is the view of psychology and human behavior that emphasizes the role of the unconscious mind, different life experiences when young and old and relationships to explain the way humans behave.

This approach was also used to treat people will mental illnesses by trying to better understand how that particular individual views the world and what may have altered their way of thinking.

Freud's Work allowed him to put the mind into three different categories that are used to deal with different things, they are the id, Ego, and superego. These allowed psychoanalysis to become a very popular way to go about psychology, he began to publish his material in the late 1800's.

**Behavioral psychology** the perspective that focuses on the learning process and learning behavior. This Behaviorism is thought of in a way as to where humans or animals are controlled by the environment around them. This is the approach of how Environmental effects called stimuli are particularly affect behavior. The approach is very concerned with the way we learn things and especially how we retain that information. This information allows us to apply it to a number of different things most notably mental health with things like treatments and therapy.

During the 1960s, a new perspective known as *cognitive psychology* began to take hold. This area of psychology focuses on mental processes such as memory, thinking, problem-solving, language and decision-making. Influenced by psychologists such as Jean Piaget and Albert Bandura, this perspective has grown tremendously in recent decades.

Cognitive psychologists often utilize an information-processing model, comparing the human mind to a computer, to conceptualize how information is acquired, processed, stored, and utilized.

*Humanistic approach* is the perspective of psychology that looks at a individual as a whole person. It started to emerge in contrast to the behavioral and psychoanalysis parts of psychology. This approach emerged during the 1950's and decided to look at the individuals behavior through observation and also with how that certain person views life. This approach expanded a lot of different areas inside the psychology world and gave a lot of new insights to psychologists on how to treat and deal with patients.

*Cross-cultural approach* examines different cultures that people live in and look at how these environments can influence individuals behavior and decision making. This approach is new and has not ben around as long as the other six approaches to psychology but it still plays a huge role in better understanding human behavior and is very important. There has been many examples of cultural differences in psychology and how they influence behavior, you also have cultures inside of other cultures.

For example American culture exists but because we are a melting pot we have smaller cultures among different types of people within American culture and it does play a big role in our behavior and everyday decision making.

*Evolutionary psychology* is focused on the study of how evolution explains physiological processes. Psychologists and researchers take the basic principles of evolution, including natural selection, and apply them to psychological phenomena. This perspective suggests that these mental processes exist because they serve an evolutionary purpose – they aid in survival and reproduction.

Each approach has its strengths and weaknesses, and brings something different to our understanding of human behavior. For this reason, it is important that psychology does have different perspectives on the understanding and study of human behavior.

https://studentlife.lincoln.ac.uk/2021/05/10/brief-explanation-of-main-approaches-used-in-psychology/ https://sites.gsu.edu/dmoore58/welcome/



#### 2. Read the text. Are these statements true or false?

1. Behavioral approach is very concerned with the way we learn things and especially how we retain information.

2. In evolutional approach psychologists and researchers take the basic principles of evolution, including natural selection, and apply them to psychological phenomena.

3. Evolutional approach focuses on mental processes such as memory, thinking, problem-solving, language and decision-making.

4. The psychodynamic approach got it's start from the work of Karl Jung.

5. Humanistic approach emerged during the 1950's and decided to look at the individuals behavior through observation and also with how that certain person views life.



#### 3. Scan the text and answer the questions:

1. What area of psychology focuses mainly on mental processes such as memory, thinking, problem-solving, language and decision-making?

2. What approach utilizes an information-processing model, comparing the human mind to a computer?

3. What approach emerged during the 1950's and decided to look at the individuals behavior through observation and also with how that certain person views life?

4. Psychologists of what approach often utilize an information-processing model, comparing the human mind to a computer, to conceptualize how information is acquired, processed, stored, and utilized?

5. What study of psychology focuses on genetics and how we are a product of our genes?

### VOCABULARY

#### 4. Complete the words with the synonyms:

1) behaviour	a) to influence
2) to be backed by	b) authoritative
3) approach	c) to change
4) to affect	d) performance
5) influential	e) cure
6) to emphasize	f) to exploit
7) to alter	g) knowing

8) treatment	h) way
9) cognitive	i) to underline
10) to utilize	j) to be supported by



#### 5. Match the words with their definitions:

sons
er to
ng

## VOCABULARY

#### 6. Match English words/word combination with the Ukrainian translation:

1) perspective	а) спадковість

2) notably	b) впливовий
3) to claim	с) розширювати(ся)
4) inheritance	d) психічна хвороба/розлад
5) to expand	е) оточення
6) strong evidence	f) підхід
7) influential	g) стверджувати
8) mental illness	h) утримувати
9) environment	i) вагомий доказ
10) to retain	 j) особливо

### TRANSLATION

#### 7. Translate the following sentences into Ukrainian.

1. Psychologists and researchers take the basic principles of evolution, including natural selection, and apply them to psychological phenomena.

2. Freud's Work allowed him to put the mind into three different categories that are used to deal with different things, they are the id, Ego, and superego.

3. Each approach attempts to explain human behaviour differently.

4. Most psychologists would agree that no one approach is correct, although in the past, in the early days of psychology, the behaviorist would have said their perspective was the only truly scientific one.

5. During the 1960s, a new perspective known as cognitive psychology began to take hold.

6. This perspective suggests that these mental processes exist because they serve an evolutionary purpose – they aid in survival and reproduction.

7. Biological approach looks at psychology through biological lenses as it examines our thoughts and behavior.

### SPEAKING



8. Read the text Modern approaches in contemporary psychology once more and describe 7 psychological approaches with the help of the table below. Discuss the results and compare your results with your partner's.

Biological	Psychodynamic
background	background
main focus	main focus
specifics	specifics
Behavioural	Cognitive
background	background
main focus	main focus
specifics	specifics
Humanistic	Cross-cultural
background	background
main focus	main focus
specifics	specifics
Evolutionary	Notes

background	
main focus	
specifics	

### PRE-LISTENING

# 9. Pay attention to the given words/word combinations and give their definitions:

- ✓ perspective;
- ✓ unconscious;
- $\checkmark$  to experience hard times;
- $\checkmark$  to perceive;
- ✓ cultural norms;
- ✓ to face difficult circumstances;
- $\checkmark$  to disclose.

## WHILE-LISTENING

#### 10. Follow the link and listen to the audio Psychology's Modern Perspectives:

https://www.youtube.com/watch?v=PcKtNYs0lpQ&list=RDLVPcKtNYs0lpQ&star t\_radio=1&rv=PcKtNYs0lpQ&t=24

#### Answer the questions:

- 1. What are the main modern approaches or perspectives of psychology?
- 2. What for do scientists created these perspectives of psychology?
- 3. Why do people fear public speaking?

## POST-LISTENING

11. Summarize the information about 8 Types of Psychology with Real-World Perspective, read the text below about thinking as a psychologist and answer the questions:

what are the things your psychologist should pay attention to?

- $\bigcirc$  what is empathy?
- $\bigcirc$  what is PTSD?

make a scheme Portrait of a Psychologist. Compare your scheme to your partner's one.

**1.2.** Thinking as a psychologist



https://www.edumilestones.com/career-library/How-to-become-a-Clinical-Psychologist-in-India-Career-Guidance

A truly talented psychologist should know things about you before you say them. They should be able to get information from multiple sources rather than just what you say and put this together into a picture that helps you heal. They should look at your body language, posture, and listen to your voice. They should ask you a lot of questions in the beginning to get to know you better. This can help them gain an understanding of who you are and why you need psychological assistance. They should talk to family or friends if you think this would be useful. Your mind is an important part of this picture and understanding your mind is part of what psychologists do.

People who study to be psychologists have many reasons why they want to help others. Some psychologists have experienced hard times themselves or feel a pull towards a profession that seeks to help others. If you have seen a psychologist, it may sometimes feel like they are reading your mind. A good psychologist should be able to see your humanity regardless of the things that have happened in your life. You may have done things you feel guilty or shameful about or you may have had traumatic things happen to you. A psychologist's job is to see you as trying to do your best under difficult circumstances. When you see a psychologist, they should at times know things about you even before you know them about yourself. They should help guide you to new understandings about yourself and provide you with a road map to improved mental health.

There are a number of things your psychologist should pay attention to which can help them understand what you are saying at a deeper level. Sometimes you have things you are not ready to disclose or unconscious patterns of which you are unaware.

Psychologists are trained to look for cues which are called nonverbal communication. You communicate a lot to your psychologist through your posture, movements, facial expression, eye contact, voice pitch and volume, and the emphasis you put on particular words. We identify emotional expressions on the face through muscle movement and blood flow.

In fact, the average person is so good at identifying emotions through blood flow they recognize the correct human emotion 90 percent of the time just by looking at the blood flow colour.

This idea should not make you more self-conscious around your psychologist but should show that they are really paying attention to what you are saying on many levels. Rather than reading your mind they are reading your movements, sounds and other forms of communication to get a better understanding of what is going on in your mind.

Empathy is the ability to understand the feelings of another or see the world from someone else's perspective. Scientists have discovered we have mirror neurons in our brains which show activity when others perform certain actions. To explain this further these neurons fire in our own brains when we watch someone perform an action as if we are actually performing the action ourselves. These neurons are also proposed to play a part in empathy and may help us to understand the emotions of others. Once we understand the world from another's perspective we can then feel empathy and better understand their situation and experiences. Mirror neurons go further than just seeing the world from another's perspective. These neurons in our own brain fire as if we are having the experience ourselves. This idea of understanding another person from the inside of our own brain is similar to being able to read their mind. From this we can understand their goals and intentions. There are no studies looking at whether psychologists have more developed or attuned mirror neurons. In-fact all of the mirror neuron research thus far has been conducted on monkey's. However, your psychologist should be able to use this concept to understand you better.

Many psychologists use the ideas of transference and counter-transference when they treat their patients. This concept assists a psychologist to use the therapeutic relationship to better understand you. Your psychologist needs to constantly assess how you make them feel during sessions and whether patterns in relationships emerge. Part of psychology training is to learn to become aware of these feelings and patterns. Once your psychologist is aware of these they can then gently share them with you. This can help you better understand your own mind and the patterns of behaviour it produces. Psychologists also understand frameworks of human behaviour. This makes them more able to predict why a person may be acting in a certain way. Take PTSD (posttraumatic stress disorder) for example which is a diagnosis given when someone remains hypervigilant and unable to sleep etc. after a traumatic event.

So, some people have a hard time after bad things happen to them or they see lots of bad things. But people will often come to a psychologist reporting a problem with sleep or a relationship. A client may tell their psychologist about their father who hit them regularly throughout their childhood and about the sad experiences they have had in their job as an ambulance officer. But they will not relate these things to their current symptoms or presenting problems. A psychologist will use the PTSD framework to understand these common reactions after scary and sad experiences. In terms of depression research has shown that there are language patterns that occur more often in people who experience depression. These include words that are absolutist or put forward only one way of thinking about a problem and include works such as always, everyone, and completely.

Psychologists can see and understand more than the average person. Most importantly what a psychologist really needs is for you to be open and honest about your problems. Correct them if they get it wrong which happens even to the best psychologists. You are an expert on yourself and they need you to work with them in order to provide you the best possible service. The relationship you have with your psychologist is the most important component of the therapy. This relationship has the ability to help your psychologist understand you better, to help heal your hurts and to make positive changes in your life.

https://psychhelp.com.au/can-a-psychologist-read-your-mind/



12. Imagine you want to get your second higher education and choose psychology. What are the general character traits needed to become a psychologist? What are the crucial professional values you should have? Use the proposed tips to make your review.

- importance of problem-solving ability and trustworthiness
- excellent communication skills
- I what are the pros and cons of different kinds of psychology?

### GRAMMAR

13. Complete the information using the right form of Modal Verbs (may, must, can, should).

1. A lot of people believe that women tend to talk more than men – with some even suggesting that this difference \_\_\_\_\_ have a biological basis.

2. You \_\_\_\_\_ find that you enjoy to conduct research in psychology because of intellectual and technical challenges.

3. \_\_\_\_\_ so many of our intuitive beliefs about human behavior be so wrong?

4. If you want to work in our company as a psychologist you\_\_\_\_\_ have fundamental knowledge and experience in the field.

5. You\_\_\_\_\_ think deeply before answering the question.

6. Psychology\_\_\_\_\_ defined as the scientific study of human behavior and mental processes.

7. First you apply to the insurance company representative who \_\_\_\_\_ decide how to change the agreement.

8. She \_\_\_\_\_ not judge him before observing all the details.

9. Our potential clients \_\_\_\_\_ find the information about the clinic on our website.

10. After making their systematic observations and drawing their conclusions scientists\_\_\_\_\_ publish their research works.



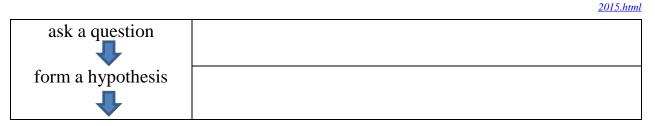
#### ADD-ON TASK

14. Study the scheme of scientific method steps. Give the explanation and your ideas illustrating each step.

#### <u>THE SCIENTIFIC METHOD</u>



https://www.psychologicalscience.org/publications/observer/obsonline/reproducibility-project-named-among-top-scientific-achievements-of-



experiment	
observe and record	
draw conclusions	
share your findings	

#### **UNIT 2. MOTIVATION AS A DRIVING FOURCE**

## LEAD-IN

#### **1. Discuss the issues:**

- 1. What is motivation for you? When do you feel highly motivated?
- 2. What are the main factors causing motivation?
- 3. What is the difference between motivation and impulse?



#### 2.1. What is motivation?

https://www.entrepreneur.com/en-ae/growth-strategies/how-to-stay-motivated-even-when-you-really-dont-want-to/345532

Motivation is the reason or reasons why a person behaves or acts in a certain way. Generally, a person's desire to do something is fueled by their motivation. This is a crucial element in attaining goals in one's life. These goals can be *personal, competitive, and based on society.* A lack of motivation can lead to depression and other mental illnesses.

Psychologists believe that there may be basic impulses that optimize a person's well-being, create pleasure, and minimize negative interactions in one's life. Motivation is guided by a process that initiates, guides, and maintains one's goal-oriented behaviors. This motivation can be going to work to get paid, creating artwork for pleasure, or even satisfying a need to fulfill one's curiosity, autonomy, and validity in life. Motivation is fueled by momentum. This momentum causes one to act and creates the "how" in which a person acts. This starts by taking small steps towards that change or action and builds up as one keeps going.

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There are three *components of motivation:* 1) activation involves the initial decision to change the behavior or perform the act, such as reading a book; 2) persistence creates the continued effort toward the goal, which may be reading more books to complete a series and gain knowledge; 3) intensity involves the amount of concentration and vigor that one puts into pursuing the goal.

The degree to which a person puts effort into each of these components ultimately impacts whether or not they reach their goal. A person may have a strong activation, but if there is not persistence and intensity, it is unlikely the goal will be met.

Stability of workforce is very important from the point of view of reputation and goodwill of a concern. The employees can remain loyal to the enterprise only when they have a feeling of participation in the management. The skills and efficiency of employees will always be of advantage to employees as well as employees. This will lead to a good public image in the market which will attract competent and qualified people into a concern. As it is said, "Old is gold" which suffices with the role of motivation here, the older the people, more the experience and their adjustment into a concern which can be of benefit to the enterprise. From the above discussion, we can say that motivation is an internal feeling which can be understood only by manager since he is in close contact with the employees.

Needs, wants and desires are inter-related and they are the driving force to act. These needs can be understood by the manager and he can frame motivation plans accordingly. We can say that motivation therefore is a continuous process since motivation process is based on needs which are unlimited. The process has to be continued throughout.

Why is it important to understand motivation? Why do we care about what people want and why they want it? How about because it can improve our lives. *Understanding motivation* gives us many valuable insights into human nature. It explains why we set goals, strive for achievement and power, why we have desires for psychological intimacy and biological sex, why we experience emotions like fear, anger, and compassion.

Learning about motivation is valuable because it helps us understand where motivation comes from, why it changes, what increases and decreases it, what aspects of it can and cannot be changed, and helps us answer the question of why some types of motivation are more beneficial than others.

Motivation reflects something unique about each one of us and allows us to gain valued outcomes like improved performance, enhanced wellbeing, personal growth, or a sense of purpose. Motivation is a pathway to change our way of thinking, feeling, and behaving.

Motivation is a dynamic process, and our motives vary over time. Raising and falling as circumstances change, and as time passes, motives contribute to the ongoing stream of behavior. To further complicate matters, we are driven by a multitude of different motives at any one point in time. One motive, usually the one most situationally appropriate, will be the strongest and dominate our attention while other motives will be subordinate and lie relatively dormant. Although typically the strongest motive will have the most considerable influence on our behavior, as circumstances change, each subordinate motive can become dominant. Motivation can be divided into two *categories: intrinsic and extrinsic*. Intrinsic motivation is the type of motivation that comes from within, such as the desire to feel good about oneself or to improve one's skills. You do something because you like doing it. For example, you go jogging because it makes you happy to be outside, or you help your boyfriend or girlfriend move because he or she's been there for you in the past (intrinsic motivation).

Extrinsic motivation, on the other hand, occurs when you're motivated by external factors, or external reward, such as impressing someone or getting a promotion. Others provide incentives, such as rewards or recognition, to influence behavior (e.g., you get paid for completing a project or receive an award at work). You may also be motivated by social reasons, such as peer pressure (e.g., "everyone else joins a club, why shouldn't you?")

Regardless of whether motivation is intrinsic or extrinsic, it plays an important role in how we as humans act and function.

https://study.com/learn/lesson/what-is-motivation-theory.html https://www.managementstudyguide.com/importance\_of\_motivation.htm https://positivepsychology.com/what-is-motivation/ https://brilliantio.com/why-is-motivation-important/



#### 2. Read the text. Are these statements true or false?

1. Learning about motivation is not valuable because it doesn't help us understand where motivation comes from, why it changes, what increases and decreases it.

2. Motivation is guided by a process that initiates, guides, and maintains one's goal-oriented behaviors.

3. A lack of motivation can lead to depression and other mental illnesses.

4. Attaining goals can be personal, competitive, and based on society.

5. Motivation can be divided into two categories: intrinsic and extrinsic.



**3.** Scan the text and answer the questions:

- 1. What is extrinsic motivation?
- 2. What are the main components of motivation?
- 3. What are the types of goals?
- 4. Why do we need to learn about motivation?
- 5. How does intrinsic motivation work?

## VOCABULARY



#### 4. Complete the words with the synonyms:

1) dormant	a) public
2) recognition	b) influence
3) adjustment	c) lane
4) multitude	d) sympathy
5) pathway	e) to finish
6) impact	f) passive
7) compassion	g) permanent
8) to complete	h) conditionally
9) ongoing	i) identification
10) situationally	j) adaptation



5. Match the words with their definitions:

1) performance	a) belonging to or forming the outer surface or structure of
	something
2) motivation	b) having no limits in range or scope
3) reward	c) to a certain degree, especially when compared with other
	things of the same kind
4) external	d) suitable for a particular person, place, condition, etc.
5) relatively	e) the execution of an action
6) unlimited	f) something given in recognition of service, effort, or        achievement
7) appropriate	g) a reason or reasons for acting or behaving in a particular way

### VOCABULARY

#### 6. Match English words/word combination with the Ukrainian translation:

1) to receive an award	а) суттєвий вплив
2) subordinate	b) вигідний, корисний
3) to gain knowledge	с) складова
4) considerable influence	d) отримати (ви)нагороду
5) wellbeing	е) отримувати/здобувати знання
6) beneficial	f) вихід, наслідок, результат

7) component	g) підлеглий
8) outcome	h) благополуччя
9) unlimited	і) обставина, випадок, ситуація
10) circumstance	ј) необмежений, безмежний, надмірний
·	

#### TRANSLATION 💆

#### 7. Translate the following sentences into English.

1. Внутрішня мотивація – це вид мотивації, що йде зсередини, як, наприклад, бажання добре почуватися або вдосконалювати свої навички.

2. Хоча зазвичай найсильніший мотив має найбільший вплив на нашу поведінку, обставини змінюються, і кожен нижчий мотив може стати головним.

3. Працівники залишаються лояльними до підприємства лише тоді, коли вони відчувають залучення до керівництва.

4. Це забезпечить хороший імідж на ринку, що, в свою чергу, залучить до справи компетентних і кваліфікованих людей.

5. Потреби і бажання взаємопов'язані, і вони є рушійною силою.

6. Мотивація відображає щось унікальне про кожного з нас і дозволяє нам отримати значимі результати, такі як покращення продуктивності, добробуту, особистісне зростання, або ж почуття мотивації.

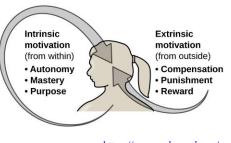
7. Людина може бути дуже активною, але якщо у неї немає наполегливості і завзятості, то її ціль навряд чи буде досягнута.

#### SPEAKING

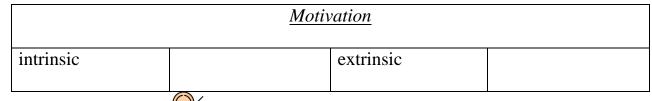


8. Read the text above What is motivation and give the reasons for the importance of motivation in reaching goals at work and in private life.

Explain the difference between 2 categories of motivation: intrinsic and extrinsic, completing the table. Use the scheme below as a guide.



https://courses.lumenlearning.com/suny-hccc-ss-151-1/chapter/motivation/



# PRE-LISTENING

#### 9. Answer the questions from the side of your own experience:

1. Every day you have to do at least one thing you'd rather not do. Give examples of such things. How do you cope with them?

- 2. What do you need to do to stick to your long-term goals?
- 3. What are your main motivators?
- 4. What is out-of-box thinking? Is it about you? Why yes/no?
- 5. What are your most effective ways of increasing motivation?

## WHILE-LISTENING

# 10. Follow the link and listen to the audio How to Stay Motivated, using Psychology:

https://www.youtube.com/watch?v=7P48XfWSEQ0

#### **Complete the sentences:**

1. Psychologists have divided motivation into two types: \_\_\_\_\_ and \_\_\_\_\_.

2. Intrinsic motivation is when you are driven by \_\_\_\_\_: you do something

because you find it \_\_\_\_\_.

3. Extrinsic motivation is when you are driven by \_\_\_\_\_: you do something because you're getting paid, because someone tells you to, or because you're receiving (or think you will receive) positive feedback from others.

4. There's actually \_\_\_\_\_ that fun physical activities could \_\_\_\_\_.

5. Focusing on your \_\_\_\_\_ could help you get through \_\_\_\_\_ at work.

## POST-LISTENING

11. Summarize the information about Extrinsic and Intrinsic Motivation Examples: What's the Difference?, read the text below and answer the questions:

what are the three major components of motivation? Give the explanation for each of them;

what types of motivation do you know? What are benefits to both types of motivation?

What are the examples of your personal extrinsic and intrinsic motivators?

What type of motivation dominates in your actions? Why?



<sup>2.2.</sup> The major types and components of motivation

What drives us to do the things we do? What is it that pushes us to accomplish things? A simple answer would be personal gain, but the question is much more complex than that. There are many ways to look at the concept of motivation, one of which is to examine motivation examples.

https://www.oxbridgeacademy.edu.za/blog/why-you-shouldnt-worry-about-motivation/

A key ability of successful people is that they know how to motivate themselves effectively. The skill of being able to start and finish tasks rigorously is what solidifies their chances at being successful overall. But what kind of motivation is the most important? Is it motivation that arises from outside the individual (extrinsic), or motivation that arises from inside the individual (intrinsic)?

There are benefits to both types of motivation, each with their own set of respective effects on behaviours and how people choose to pursue goals. In order to understand how these types of motivation influence human action and a drive for success, we must first understand what each one is.

#### What is Extrinsic Motivation?

Simply put, extrinsic motivation refers to the behavior of individuals to perform tasks and learn new skills because of external rewards or avoidance of punishment. In this case, you engage in behavior not because you enjoy it or because you find it appealing or satisfying, but in order to obtain something of value in return or avoid something unpleasant. Let's take a look at some extrinsic motivation examples:

#### Extrinsic Motivation Examples

- $\checkmark$  going to work because you want to earn money
- $\checkmark$  studying because you want to get a good grade
- $\checkmark$  helping others because you hope for praise
- $\checkmark$  volunteering because it looks good on a resume
- $\checkmark$  going to the same store because you benefit from loyalty programs
- $\checkmark$  cleaning your apartment because you do not want your partner to get mad
- $\checkmark$  going to new places because you want to post it on social media
- $\checkmark$  paying taxes because you want to avoid a fine
- $\checkmark$  pursuing a certain degree because you want to make your parents proud
- ✓ going on a business trip because you were ordered by your boss to do so
   What is Intrinsic Motivation?

Intrinsic motivation refers to the act of doing something that does not have any obvious external rewards. You do it because it's enjoyable and interesting to you, not because of any outside incentive or pressures, like rewards or deadlines. In short, intrinsic motivation is performing an activity for its own sake rather than the desire for some external reward or out of some external pressure. Essentially, the behavior itself is its own reward.

Intrinsic motivation is more about personal growth, a sense of duty, and the recognition of purpose, while extrinsic motivation is more about financial incentives, status, and public recognition. Let's look at some intrinsic motivation examples:

#### Intrinsic Motivation Examples

- $\checkmark$  playing sports because you enjoy how they make you feel
- $\checkmark$  staying longer at work because you believe in your work
- ✓ using positive affirmations because you want to change your mindset positively
- $\checkmark$  investing money because you want to become financially independent
- ✓ traveling because you want to explore different cultures
- ✓ working in a team because you enjoy collaboration
- $\checkmark$  learning about personal development because you want to improve yourself
- $\checkmark$  going to the playground with your children because it makes you happy
- $\checkmark$  studying because you are curious about the topics
- $\checkmark$  trying to be a good leader because you want to inspire

While intrinsic motivation is often seen as ideal due to its sustainability and the inherent nature of its rewards, both extrinsic and intrinsic motivation are influential in driving behavior. In order to understand how these can be best utilized, it is important to understand their key differences and the optimal times to employ each method.

The three key elements in motivation are intensity, direction, and persistence:

- 1. *Intensity:* it describes how hard a person tries. This is the element most of us focus on when we talk about motivation.
- Direction: high intensity is unlikely to lead to favorable job-performance outcomes unless the effort is channeled in a direction that benefits the organization. Therefore, the quality of effort as well as its intensity matters. Effort directed toward, and consistent with, the organization's goals is the kind of effort once should be seeking.
- 3. *Persistence:* it measures how long a person can maintain effort. Motivated individuals stay with a task long enough to achieve their goal.

https://sprigghr.com/blog/hr-professionals/extrinsic-intrinsic-motivation-examples-whats-the-difference/ https://www.papertyari.com/general-awareness/management/motivation/



12. Write your ideas on the issue: Is it important to be highly motivated to reach excellent results at studies and make educational process compelling? Imagine you want to help your friend/groupmate to increase motivation. What can you propose? Why? Use the given statements and word combinations to make your review.

- advantages of having a good education
- to encourage students for studying
- to get satisfaction from work and studying activities
- Ito improve performance at work and university
- to find new tasks challenging
- people are motivated for success in a field they love
- Personal ambition

### GRAMMAR

# 13. Complete the sentences using the appropriate degrees of comparison of Adjectives.

1. \_\_\_\_\_ (important) at successful work is the power motivation.

2. One motive, usually \_\_\_\_\_ (appropriate), will be \_\_\_\_\_ (strong) and dominate our attention while other motives will be subordinate and lie relatively dormant.

3. Psychologists research motivation with the help of several different methods, but some of them are \_\_\_\_\_ (important).

4. Students are \_\_\_\_\_ (productive) when provided with feedback and allowed to provide input into the studying process.

5. \_\_\_\_\_ (simple) explanation of the reason why people go to work is because they want to earn money.

6. Typically \_\_\_\_\_ (strong) motive will have \_\_\_\_\_ (considerable) influence on our behavior, as circumstances change, each subordinate motive can become dominant.

7. Effective employee motivation is one of \_\_\_\_\_ (essential) parts of success.

8. People who want to change the mindset positively use positive affirmations to make their lives \_\_\_\_\_ (good).

9. A lot of people go volunteering because it looks \_\_\_\_\_ (good) on a resume.
10. Incentives usually enhance motivation for \_\_\_\_\_ (fast) goal achievement.



14. Study the scheme of unproductive characteristics of employees. Imagine that you have to manage the group of such workers. What would you do to improve the productivity of the team? Give your ideas illustrating the actions.

#### Unproductive employees might be described as having some or all of the following behaviors:



https://www.inspiringleadershipnow.com/how-to-manage-lazy-employees/

#### **UNIT 3. PSYCHOLOGY OF ADDICTION**

## LEAD-IN

#### 1. Discuss the issues:

- 1. Explain the meaning of the term "addiction".
- 2. What are the main factors causing addiction?
- 3. What is the difference between addiction and disorder?
- 4. What are the recovery methods for different kinds of addiction?



#### **3.1.** The notion of addiction and addiction types

When individuals engage in an activity that is pleasurable but cannot stop doing it, even to the detriment of everyday living (such as work, hobbies, family time, finances, etc.), and health and wellbeing suffer as a result, this behavior would be considered an *addiction*.

There are all kinds of addictions people battle in their daily lives. There are two categories for the different types of addiction. The first type of addiction is a *behavioral addiction*, in which you physically do something that leads to a possible chemical release within your brain. Alternatively, the person may have a *substance addiction*, in which you physically ingest something. This type of addiction may involve consuming alcohol, breathing in a narcotic, or taking a drug.

https://www.timesnownews.com/health/alarming-rise-in-drug-addiction-cases-causing-health-crisis-in-kashmir-know-what-heroin-is-and-thewithdrawal-symptoms-article-92857089

While substance and behavioral addictions are starkly different from one another, each has the potential to affect your life. Most types of addiction can destroy important relationships, cause the loss of jobs, and lead to legal problems. Due to this, it is important to understand these different addictions and to seek help.

### Kinds Of Substance Addictions

Substance addictions are the most commonly referenced forms of addiction, but behavioral addictions can sometimes come out of nowhere and when it is least expected. However, in terms of substance addictions, some of the more common types of addiction include: alcohol addiction, prescription drug addiction, drug addiction, heroin addiction, opioid addiction.

These substances can wreak khaos on a person's mental and physical health. If someone is suffering from a substance use disorder, it is vital for them to seek treatment as soon as possible.

### Kinds of Behavioral Addictions

Behavioral addictions often have a very simple origin. Perhaps you were in a casino with a friend, put down a random bet on a random table to pass the time, and you won. That sudden feeling of winning may have caused a chemical release in your body that you'd never felt before. To replicate that feeling, you then continue to gamble. But, as is almost always the case, the house will win more often than not, which can lead to some serious monetary problems (which then will lead to job and family issues as well).

All of these types of addiction do not start as an addiction but can spiral out of control. Some of the more common behavioral addictions include: eating disorders, gambling addiction, addiction to video games, sex addiction, social media addiction.

While behavioral addictions don't necessarily have the same effect on the person's physical health, they can certainly impact other areas of life. Fortunately, there are treatment options available.

## Different Recovery Methods For Different Disorders

There are different recovery methods for different addiction disorders. For example, substance use often begins with a detox process, where the body must rid itself of the particular drug. Following detox, there is possibly a rehab stay. Rehab helps give the body a fresh start, but it still very much is up to the mind to help maintain a sober lifestyle.

Behavioral addictions do not generally require a detox period, as there is no chemical alteration being consumed by the body. However, the body still desires the release it experiences after these actions take place. Due to this, a rehab service is often necessary as the body needs to be separated from the addiction.

Addiction requires individualized treatments and modalities that address the symptoms and underlying causes of the disease, as well as the consequences that substance use has on different areas of a person's life. This includes their ability to socialize, their physical and mental health, and consequences at work, home, school, or with the law. There are many types of therapy available to effectively treat addiction.

### Causes & Risk Factors for Addiction

There are a variety of causes and risk factors that can contribute to the development of a substance use disorder. These may include: genetics, such as a family history of substance abuse; starting substance use at an early age; easy access to drugs or alcohol, especially at a young age; exposure to heavy advertising of substances (like alcohol); a current mental health diagnosis; low parental monitoring; a high amount of family conflict; a history of abuse or neglect; family conflict or violence.

If you are suffering from a behavioral addiction (or possibly you have both a substance and behavioral addiction, which isn't uncommon), it is important to look for a rehab center that provides services for these kinds of addictions.



# 2. Read the text. Are these statements true or false?

1. There are many types of therapy available to effectively treat addiction.

2. Behavioral addictions often have a very complicated origin.

3. There are a variety of causes and risk factors that can contribute to the development of a substance use disorder.

4. Most types of addiction can't destroy important relationships, cause the loss of jobs, and lead to legal problems.

5. All types of addiction can spiral out of control.



# **3.** Scan the text and answer the questions:

1. What are the two categories for the different types of addiction?

2. What are the causes and risk factors that can contribute to the development of a substance use disorder?

- 3. What treatment does addiction require?
- 4. Is it vital for a substance disorder to seek treatment as soon as possible?
- 5. What are the examples of common behavioral addictions?

# VOCABULARY

## 4. Complete the words with the synonyms:

1) diagnosis	a) serious, controlled
2) wellbeing	b) gaming
3) rehab	c) effect, reaction
4) sober	d) recovery

5) detox	e) to fall victim to	
6) consequence	f) identification	
7) monetary	g) to use	
8) gambling	h) prosperity	
9) to suffer from	i) taking the cure	
10) to consume	j) financial	



# 5. Match the words/word combinations with their definitions:

1) mental health	a) to need something; to depend on somebody/something
2) violence	b) happening at the present time
3) to require	c) occurring or done quickly and unexpectedly or without warning
4) current	d) emotional, psychological, and social well-being
5) to release	e) to wait; to think or believe something will happen
6) to expect	f) behaviour involving physical force intended to hurt,         damage, or kill someone or something
7) sudden	g) to give freedom



# 6. Match English words/word combination with the Ukrainian translation:

1) parental monitoring	а) фактори ризику
2) causes of the disease	b) ефективне лікування
3) risk factors	с) нове життя
4) family history	d) хімічні зміни
5) fresh start	е) причини захворювання
6) chemical alteration	f) здоровий спосіб життя
7) effective treatment	g) випадковість
8) sober lifestyle	h) фінансові проблеми
9) monetary problems	—— і) батьківський контроль
10) a random bet	 j) сімейна історія



# 7. Translate the following sentences into Ukrainian.

1. There are many types of therapy available to effectively treat addiction.

2. All of these types of addiction do not start as an addiction but can spiral out of control.

3. Sudden feeling of winning may have caused a chemical release in your body that you'd never felt before.

4. While behavioral addictions don't necessarily have the same effect on the person's physical health, they can certainly impact other areas of life.

5. A rehab service is often necessary as the body needs to be separated from the addiction.

6. There are different kinds of addictions people battle in their daily lives.

7. There are different recovery methods for different addiction disorders.



8. Read the text below Treatments For Addiction That Are Proven Successful and explain the meaning of the words *in italics*. What types of the proposed treatment types do you think are the best and what categories of addiction for? Give arguments for your ideas. Compare your ideas to the ideas of your partner.

# 3.2. Treatments For Addiction That Are Proven Successful



https://bergandgroup.com/addiction-treatment-plan-personalized/

Addiction treatment is not *one-size-fits*-all. Treatments may vary based on your needs. You can choose the treatment that works best for you based on the substance you're abusing, the level of care you need, your personal mental health needs, or what health care options you can afford. Here are some of the most common addiction treatments that have set patients on a successful path to recovery.

### Detoxification

Medically-assisted detox allows you to rid your body of *addictive substances* in a safe environment. This is beneficial because sometimes substance withdrawal can cause unpleasant or even life-threatening physical symptoms. Because detox does not treat the underlying behavioral causes of the addiction, it is typically used in combination with other therapies.

### Cognitive Behavioral Therapy

According to American Addiction Centers, Cognitive Behavioral Therapy (CBT) is a valuable treatment tool because it can be used for many different types of addiction including, but not limited to, food addiction, alcohol addiction, and prescription drug addiction. Not only can CBT help you recognize your unhealthy behavioral patterns, but it can also help you learn *to identify triggers* and develop coping skills. CBT can be combined with other therapeutic techniques as well.

### Rational Emotive Behavior Therapy

Rational Emotive Behavior Therapy (REBT) could help you recognize your negative thoughts and give you ways to combat feelings of *self-defeat*. The goal of REBT is to help you realize that the power of rational thinking lies within yourself and is not related to external situations or *stressors*.

### **Contingency Management**

Contingency Management (CM) can be used to treat a wide variety of addictions including alcohol, narcotics, and tobacco. Contingency management therapy reinforces your positive behavior (i.e., maintaining sobriety) by giving you *tangible rewards*. This type of treatment has been used successfully to combat relapse, according to the National Institute on Drug Abuse.

### 12-Step Facilitation

Twelve-step facilitation therapy ("12-step programs") can be used to treat alcohol and *substance abuse*. It is a form of group therapy that includes recognition that addiction has several negative consequences that can be social, emotional, spiritual and physical.

This type of therapy begins with acceptance, then moves on to surrender to a higher power, then eventually transitions to involvement in consistent group meetings. Programs like the popular Alcoholics Anonymous use group meetings for discussion and *mutual support*.

# Treatment with Medication

Medication can play an important role in recovery when combined with behavioral therapies. Certain medications can be used to reduce cravings, *improve mood*, and decrease addictive behaviors. For example, the FDA recently approved lofexidine to help reduce cravings and withdrawal symptoms in patients receiving treatment for opioid addiction. Medications like acamprosate can help reduce drinking behavior.

If you or a loved one are struggling with an addiction, you don't need to fight the battle alone. Talk to a medical professional. There are successful treatments *available* that can help you *overcome your addiction*.

## https://www.webmd.com/connect-to-care/addiction-treatment-recovery/successful-treatments-for-addiction



## 9. Discuss the issues with your partner. Compare your ideas:

- What behaviour is considered to be as an addictive?
- what categories/types of addiction do people baattle in their daily lives?
- give examples of substance addictions
- what is behavioural addiction? Give egamples
- what are the most effective recovery methods for different addiction disorders?

# WHILE-LISTENING

10. Follow the link and listen to the audio The Psychological Tricks Keeping You Online:

https://www.youtube.com/watch?v=z3TJPyHqadY

# Answer the questions:

1. What is the aim of social media (e.g. Facebook, Instagram, Twitter, etc.)?

2. How many times a day do you check your phone? What about the speaker of the video?

3. What is persuasive design?

4. What are the main persuasive design principles?

5. What are the examples of persuasive design?

6. What is the basis of a Fogg's model?

7. What is the meaning of the term "coercion" in the context of the video? Is it always unethical?

- 8. What is trigger in the context of the video?
- 9. What is operant conditioning?
- 10. Can our digital behaviour have large impact on our lives? Explain if yes/no.

11. Are people manipulated by social media? Explain if yes/no.

12. What are the tips to get rid of social media and telephone controlling?

# POST-LISTENING

# 11. Summarize the information about The Psychological Tricks Keeping **People Online and answer the questions:**

- what are the features of social media addiction?
- is it possible to get rid of social media addiction completely?
- explain the term "digital behaviour"
- What are the examples of social media manipulation?
- In the second second

# WRITING **A**

12. People spend too much time online that can cause a lot of emotional and physical problems, damage personal relationships, and decrease performance. Write your ideas on the problem: How to overcome Internet and social media addiction? Use the tips given below:

- to struggle with the problem
- It to fill time with alternative activities
- to look for support
- to create a timetable/schedule
- 🗳 to limit Internet usage



# 13. Complete the sentences using Present Participle.

1. \_\_\_\_\_ (to read) about social media addiction you can get to know a lot of important information.

2. The man \_\_\_\_\_ (to ask) the speaker about substance addictions is nervous.

3. The person \_\_\_\_\_ (to be) manipulated is embarrassed and confused.

4. \_\_\_\_\_ (to be) ready for all the unexpected events and problems looks like something impossible.

5. \_\_\_\_\_ (to combine) medication with behavioral therapies can play an important role in recovery.

6. \_\_\_\_\_ (to give) people tangible rewards, this doctor looks motivating and encourages his pations for the future actions.

7. \_\_\_\_\_ (to write) the prescription he looked terrified.

8. The woman \_\_\_\_\_ (to wait) for the nurse in the consulting room was scarried.

9. \_\_\_\_\_ (to be) hooked by the videogame, he spends all the time with his computer.

10. Here is a reward \_\_\_\_\_ (to wait) for you.

# ADD-ON TASK I

14. Study the scheme Why do people get addicted to social media. Think about another reasons of Internet addiction. Share your ideas with your groupmates. Give your ideas how to replace the addiction with healthy lifestyle activities.



https://mind.help/topic/social-media-addiction/

# **UNIT 4. WHAT IS THINKING?**

# LEAD-IN

## 1. Discuss the issues:

1. Give the definition of the term "thinking".

2. What proverbs/expressions about thinking do you know? What of them do you use in your everyday communication? Why?

- 3. What is the difference between critical and creative thinking?
- 4. What professions demand systems thinking? Why?



# 4.1. Main types of creative thinking

https://theeducationdaily.com/2021/07/role-of-critical-thinking

A new creative idea can make you feel brilliant and unstoppable. But, when the great ideas stop flowing, it's easy to get discouraged and declare that you're just not a *creative thinker*. Many people believe that creative thinking is something that strikes at random. In reality, there are many ways to use creative problemsolving every day, even if you don't think you have innate creativity. While thinking creatively isn't difficult, it does take practice.

Creative thinking may feel like a superpower reserved only for a "creative person." Thankfully, creative geniuses aren't the only ones who can have innovative ideas. At its core, creative thinking is intentionally *gaining new insights* and different ideas through existing information.

### Divergent thinking

American psychologist J.P. Guilford was the first who proposed that an element of divergence is involved in the creative process. He made a distinction between convergent and divergent production, which he also called convergent and divergent thinking.

Divergent thinking is the process of thought where a person uses flexibility, fluency and originality to explore as many solutions or options to a problem or issue as possible. It is the opposite of convergent thinking, which has the characteristic to focus on only one idea or single solution.

*Brainstorming* is a typical example of *divergent thinking*, where "downloading" or emptying the brain of a certain topic takes place. This technique is however limited in that it builds on releasing the ideas that are already stored in a person's brain, and not to generate any new ideas. Other tools for divergent thinking are for instance to assume that something known for certain is false, or to explore ideas that cause discomfort.

### Lateral thinking

Creativity researcher Edward De Bono came up with the term *lateral thinking* in 1967 to "distinguish between artistic creativity and idea creativity". The term was invented as an alternative to step-by-step thinking, so-called vertical thinking, which is justified with sequential steps based on logic.

Lateral thinking can be used for generation of new ideas and problem solving as it by definition leaves the already-used behind and looks for completely new options. This type of thinking is based on avoiding the intrinsic limitations in the brain, which rapidly sees patterns and handles information *in a distinctive way*, where long thought sequences are not broken up once formed. Instead, lateral thinking tools and techniques can be used to restructure and escape such "clichéd" patterns and *think "outside the box"*.

Lateral thinking is related to divergent thinking, as discussed above. Both have the purpose to break out of habitual ways of thinking. Both falls "outside the box", but divergent thinking is still sequential in that it follows on an earlier thought, while lateral thinking has no direct connection to an earlier thought.

If rational or vertical thinking is described as following the most likely path; divergent thinking is following an extreme path, while lateral thinking is following the least likely path.

### Aethetic thinking

The philosophy of aesthetics concerns the creation and appreciation of art and beauty. Taste is also a key concept here and the study of for instance form, colour and shape can augment a person's *aesthetic thinking*.

This type of thinking involves producing or discovering things, which are pleasant, harmonious and beautiful to our senses. It is an ancient form of thinking within us humans, and can be learned by anyone.

Some of the types of aesthetic thinking are visual and spatial, where knowledge of structure, composition, colour schemes and shapes can be used to make things *aesthetically pleasing*.

Many architects, designers, painters and other aesthetic thinkers through the ages have been fascinated with mathematical characteristics of aesthetics, and how patterns, ratios and proportions found in nature can be represented by numbers and also in creative pursuits. Music, drama and other forms of culture can also be considered aesthetic thinking, where tempo, dramaturgy, rhythm, melody and other structural elements are applied to make output beautiful and harmonious. Scientific formulas themselves can also be considered beautiful, and many chemists, physicists and mathematicians consider their work elegant and aesthetic.

Many aspects of storytelling can also be included in this category, as this "art" is based on dramaturgic elements, pace, a well-crafted dialogue, etc. It is however important to emphasize that this type of creative thinking might be enough to build a story, but in order to create a great work of art, other types of creative thinking are needed too. The same goes for all work, which is built on aesthetic thinking. A person will not become a great artist only by going to art school.

### Systems thinking

*Systems thinking* can be described as the ability to see how things are interrelated and form a larger "whole". Some people seem to be able to perceive such links more easily than others, to "connect the dots" and understand that if one thing is changed, the whole system will change.

There are a number of different principles for a "systems thinking approach"; some of which are interdependence of objects, holism (emergent properties not possible to detect by analysis but possible to define by a holistic approach) and hierarchy (complex wholes are made up of smaller subsystems).

A foundational aspect of systems thinking is the synthesis of several elements into one, which transcends the *significance of the sum* of the two independent elements.

Systems thinking is closely related to aesthetic thinking, as mentioned above, in that synthesis and making things "whole" and perfect, somehow is related to elegance and beauty. It is also closely related to the next type of thinking – inspirational thinking.

## Inspirational thinking

This type of *creative thinking* concerns the perception of receiving insights from somewhere or someone else. It often happens in dreams or other states, but sometimes in extremely powerful, rapid bursts of clarity and focus, known as lightbulb moments or peak experiences.

Some researchers call these *breakthrough* insights higher creativity. Compared to normal creative outputs, these seem to take a quantum leap beyond what can be achieved with other types of thinking. These extraordinary experiences, when everything seems to make sense in one instant moment, have been called poetic imagination, revelation and sometimes channelling. The last word indicates the belief that someone else is involved and the person with the breakthrough insight is simply a medium for the collective unconscious or a higher spirit.

*Inspirational thoughts* are something valuable, which needs to be noticed, recorded and put to use. This is clearly illustrated in the example of Paul McCartney above. He had a piano next to his bed, immediately found the chords, but also asked his friends for feedback. Countless personal experiences of this kind have been reported, but they are hard to measure with scientific rigour, as they are very difficult to generate at will.

Often, creative thought involves tapping into different styles of thinking and examining information from different viewpoints to see new patterns. Anyone can foster a creative mind with some practice!

<u>https://www.betterup.com/blog/creative-thinking</u> https://medium.com/@adamjorlen/five-types-of-creative-thinking-3f734a427f7c



## 2. Read the text. Are these statements true or false?

1. Aethetic thinking involves producing or discovering things, which are pleasant, harmonious and beautiful to our senses.

2. In order to create a great work of art different types of creative thinking are needed.

3. Creative thought doesn't involve tapping into different styles of thinking and examining information from different viewpoints.

4. Many people believe that creative thinking is something that strikes at random.

5. Lateral thinking tools and techniques cannot be used to restructure and escape such "clichéd" patterns and think "outside the box".

READING C

### **3.** Scan the text and answer the questions:

1. What person can we call "creative geniuse"?

2. Who was the first proposed that an element of divergence is involved in the creative process?

- 3. How do some researchers call breakthrough insights of a person?
- 4. What is a foundational aspect of systems thinking?
- 5. What is hierarchy?



# 4. Complete the words with the synonyms:

1) brilliant	a) inherent
2) discouraged	b) to suppose
3) at random	c) crisscrossing
4) innate	d) chronological
5) convergent	e) genius, bright
6) to assume	f) sample
7) sequential	g) demoralized
8) pattern	h) relationship
9) interdependence	i) response
10) feedback	j) unplanned



# **5.** Match the words/word combinations with their definitions:

1) systems thinking	a) a person's opinion or point of view

2) to indicate	b) the amount of something produced by a person, machine,
	or industry
3) extremely	c) a system in which members of an organization or society
	are ranked according to relative status or authority
4) to make sense	d) a holistic way to investigate factors and interactions that
	— could contribute to a possible outcome
5) output	e) to a very great degree
6) viewpoint	f) to show; to indicate
7) hierarchy	g) to have a clear meaning/to be easy to understand

# VOCABULARY

# 6. Match English words/word combination with the Ukrainian translation:

1) personal experience	а) колективна свідомість
2) to generate ideas	b) переходити межі
3) collective consciousness	с) бачити загальну картину
4) instant moment	— d) приємний, комфортний
5) independent elements	е) особистий досвід
6) to transcend	f) розширювати, доповнювати, збільшувати
7) to connect the dots	g) ця мить, цей момент
	—

8) well-crafted	h) незалежні складові
9) pleasant	і) продукувати ідеї
10) to augment	j) добре виготовлений; якісна робота

# TRANSLATION

# 7. Translate the following sentences into English.

1. Деякі дослідники називають ці внутрішні осяяння найвищим проявом креативності.

2. Базовим аспектом системного мислення є об'єднання кількох елементів в один.

3. Цього виду творчого мислення може бути достатньо для того, щоб створити історію, але вже для витвору мистецтва потрібні також й інші види творчного мислення.

4. Самі по собі наукові формули можна вважати прекрасними.

5. Їхня мета – вийти за рамки стандартного мислення.

6. Творчі генії – це не тільки ті, хто має інноваційні ідеї.

7. Велика кількість людей вірить у те, що творче мислення – це щось таке, що виникає випалково.





8. Read the text above Main types of creative thinking and give the reasons for the importance of every type of thinking for your future profession. Complete the table for making your notes.

Main types of creative thinking	
divergent	
lateral	

aethetic	
systems	
inspirational	

# PRE-LISTENING

# 9. Answer the questions from the side of your own experience:

- 1. What is creativity?
- 2. What is creative thinking?
- 3. What are the main advantages of creative thinking?
- 4. How to develop creative thinking skills?
- 5. What are creative thinking techniques?



# **10.** Follow the link and listen to the audio Brainstorming Techniques: How to Innovate in Groups:

https://www.youtube.com/watch?v=YXZamW4-Ysk

# Answer the questions:

- 1. What for do people use brainstorming?
- 2. What is needed to do before you start brainstorming?
- 3. What are the four ground rules of brainstorming?
- 4. What is the aim of the facilitator of brainstorming?
- 5. How to choose the best idea in brainstorming?
- 6. What are three ways of brainstorming?

# POST-LISTENING

11. Summarize the information about Brainstorming Techniques: How to Innovate in Groups and answer the questions:

Is it needed to take into consideration all the ideas of the participants of brainstorming? Why?

- Why is the role of the facilitator of brainstorming important?
- Can voting be used in brainstorming? If yes, what for?
- Is it reasonable to brainstorm with a group of diverse people? If yes, why?
- What can prevent shy people from speaking up? How to solve the problem?

# WRITING 🗸

12. Read the text below What is positive thinking? Write your ideas on the issue: Is it important to be a positive thinker? How do you keep your mind positive? Is it possible to train your mind to think positive? If yes/no, explain why/how. Use the given statements and word combinations to make your essay.

- **to improve psychological state**
- Self-doubt
- the fear of failure
- The mindset
- to take control of
- <sup>(2)</sup> health issues

# 4.2. What is positive thinking?



https://www.successconsciousness.com/blog/positive-attitude/positive-thinking/

The power of positive thinking is remarkable. In fact, the idea that your mind can change your world almost seems too good to be true. Both positive and negative thoughts are powerful but have opposite results. Positive thinking means you look for solutions and expect to find them.

You don't ignore problems, but instead of complaining about them or letting them overpower you, you actively look for ways to overcome them. You take responsibility for your life on a consistent basis because you understand you are in control of how your life progresses. A positive thinker finds the benefits – or the bright side – of challenges and expects things to work out well.

We've all felt a rush of energy after hearing a speech on positive thinking, so let that be your sign that it works! Having a positive attitude means you have an optimistic outlook. An optimistic attitude means you have hope. You believe things will work out well and ultimately you will have success.

Scientists have been studying the health benefits of positive thinking for a long time. Research suggests that positive people have better mental health and physical health and even live longer. Having a positive outlook can give you a reduced risk of having a heart attack, getting a cold, and being depressed.

Positive thinking can lower a person's risk of death from serious illnesses, including cancer, infections, heart disease, stroke, and lung conditions. It improves the outcomes of patients with brain tumors and traumatic brain injury and boosts your immune system.

A positive state of mind even gives you a higher pain tolerance. When you have a positive outlook, you are better equipped to take action, cope with stress and hardships, think more creatively, and are better at problem-solving.

Thinking positively puts you in a better mood and as a result, helps you to form positive relationships with co-workers, family members, friends, and new acquaintances.

## Signs Of Positive Thinking

How do you recognize a positive mindset? People with positive attitudes tend to have a healthy lifestyle. They smile more, are more pleasant to be around, and are more calm under pressure.

Someone with a more positive outlook is often willing to try new things. They have higher self-esteem, love to have a good laugh, and point out the silver lining in every gray cloud. A positive outlook is infectious, and people with a positive outlook can't help but share it with those around them. Positive thinkers are always kind to people and don't talk negatively about themselves or others.

People with more positive thoughts have better-coping skills and know how to manage stress better by doing things like exercising more often and having a healthier diet.

### The Effects Of Negative Thoughts

The opposite of a positive outlook is a pessimistic outlook. Negative emotions and thoughts put limitations on your brain activity and ability to make choices. When you are faced with a destructive emotion, such as fear, you can think of little else except what you are fearful of. This can be helpful when you are in a dangerous situation and you instinctively think of running away from it so you can be safe and protect your well-being.

But fear is detrimental when it prevents you from trying something new that could change your life for good because you are afraid you might be laughed at, rejected, or fail. The same is true for anger, jealousy, sadness, loneliness, annoyance, guilt, frustration, and other negative emotions.

Negative thoughts prevent us from progressing, and having a negative outlook prevents us from being happy. It affects both your physical health and mental well-being. Pessimistic attitudes attract more negativity to you. Complaining, being cynical, not trusting, and blaming make it more likely that disappointing things will continue to come to you. It is also linked to cardiovascular disease. Emotions like worry, depression, loneliness, chronic stress, and anger are characteristics of thinking negatively, and they can all increase your risk of heart disease.

### How To Practice Positive Thinking

You can train your mind to think positively by leveraging a simple scientific concept: Your working memory can only focus on a few concepts at a time. For example, have you ever found it difficult to talk on the phone and listen to someone else at the same time?

Practice the virtues of positive psychology, which focuses on building your mental health with character traits like courage, gratitude, hope, humor, knowledge, and encouragement. When an adverse event occurs, remember that it's your response that truly determines the outcome. Always look for a positive response or optimistic lesson when such events take place.

Use the following eight strategies to develop a positive mental attitude and have a more positive outlook on your life and the world around you:

- 1. Know Yourself
- 2. Find Good In The World
- 3. Be Clear About Your Goals
- 4. Practice Positive Affirmations
- 5. Add Positivity To Your Everyday Life
- 6. Decide To Be Happy And Have A Positive Outlook
- 7. Feel Grateful
- 8. Smile, Play, And Laugh More Often

Developing a positive attitude can help you in more ways than you might realize. When you think positive thoughts, you don't allow your mind to entertain any negative thoughts or doubts. Positive thoughts can literally be the key to success.

> https://www.briantracy.com/blog/personal-success/positive-thinking/ https://www.flaticon.com/free-icon/positive-thinking\_3400767

# GRAMMAR

# 13. Complete the sentences using Past Participle.

- 1. The center \_\_\_\_\_ (to open) two years ago.
- 2. The medicine \_\_\_\_\_ (to make) almost in any country of the world.
- 3. The methods \_\_\_\_\_ (to use) in this study were really effective.

4. When \_\_\_\_\_ (to ask) what she wanted to do, she said she didn't want to tell her plan.

5. \_\_\_\_\_ (to limit) by circumstances, he could not continue his project.

6. John heard his name \_\_\_\_\_ (to mention).

7. The boss wanted the presentation \_\_\_\_\_ (to do) immediately.

8. They looked \_\_\_\_\_ (to shock).

9. The patient felt \_\_\_\_\_ (to depress) before the treatment.

10. The manager \_\_\_\_\_ (to shout) at the subordinate was furious.

# ADD-ON TASK 🗍

14. Study the scheme of 25 useful brainstorming techniques. What techniques did you use? Were these techniques effective? What techniques would you like to use in future for studying/work? Explain why.



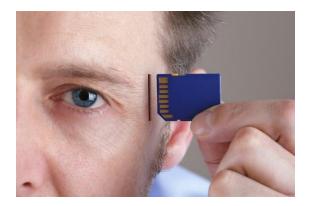
## **UNIT 5. THE PHENOMENON OF MEMORY**

# LEAD-IN

### 1. Discuss the issues:

- 1. What is memory?
- 2. What types of memory do you know?
- 3. Why do people forget information?

## 5.1. Human memory as a complicated system



https://www.scienceabc.com/humans/can-technology-boost-human-memory.html

Memory refers to the psychological processes of acquiring, storing, retaining, and later retrieving information. There are three major processes involved in memory: encoding, storage, and retrieval.

Human memory involves the ability to both preserve and recover information. However, this is not a flawless process. Sometimes people forget or misremember things.

Other times, information is not properly encoded in memory in the first place. Memory problems are often relatively minor annoyances, like forgetting birthdays. However, they can also be a sign of serious conditions such as Alzheimer's disease and other kinds of dementia. These conditions affect quality of life and ability to function.

### How Memories Are Formed

In order to create a new memory, information must be changed into a usable form, which occurs through a process known as encoding. Once the information has been successfully encoded, it must be stored in memory for later use. Researchers have long believed that memories form due to changes in brain neurons (nerve cells). Our understanding today is that memories are created through the connections that exist between these neurons – either by strengthening these connections or through the growth of new connections.

Changes in the connections between nerve cells (known as synapses) are associated with the learning and retention of new information. Strengthening these connections helps commit information to memory. This is why reviewing and rehearsing information improves the ability to remember it.

Practice strengthens the connections between the synapses that store that memory. Much of our stored memory lies outside of our awareness most of the time, except when we actually need to use it. The memory retrieval process allows us to bring stored memories into conscious awareness.

### How Long Do Memories Last?

You can't discuss what memory is without also talking about how long memories last. Some memories are very brief, just seconds long, and allow people to take in sensory information about the world. Short-term memories are a bit longer and last about 20 to 30 seconds. These memories mostly consist of the information people are currently focusing on and thinking about.

Some memories are capable of enduring much longer-lasting days, weeks, months, or even decades. Most of these long-term memories lie outside of immediate awareness but can be drawn into consciousness when needed.

### Using Memory

To use the information that has been encoded into memory, it first has to be retrieved. There are many factors that can influence this process, including the type of information being used and the retrieval cues that are present. Have you ever felt like you had the answer to a question just out of your reach, for instance? This is an example of a perplexing memory retrieval issue known as lethologica or the tip-of-the-tongue phenomenon.

### **Organizing Memory**

The ability to access and retrieve information from long-term memory allows us to actually use these memories to make decisions, interact with others, and solve problems. But in order to be retrievable, memories have to be organized in some way. One way of thinking about memory organization is the semantic network model. This model suggests that certain triggers activate associated memories. Seeing or remembering a specific place might activate memories that have occurred in that location. Thinking about a particular campus building, for example, might trigger memories of attending classes, studying, and socializing with peers.

Certain stimuli can also sometimes act as powerful triggers that draw memories into conscious awareness. Scent is one example. Smelling a particular smell, such as a perfume or fresh-baked cookies, can bring forth a rush of vivid memories connected to people and events from a person's past. In order to identify a scent, a person must remember when they have smelled it before, then connect it to visual information that occurred at the same time. So, when areas of the brain connected to memory are damaged, the ability to identify smells is actually impaired.

At the same time, researchers have found that scent can help trigger autobiographical memories in people who have Alzheimer's disease. This underscores just how powerful memories can be.

### Types of Memory

While several different models of memory have been proposed, the stage model of memory is often used to explain the basic structure and function of memory. Initially proposed in 1968 by Richard Atkinson and Richard Shiffrin, this theory outlines three separate stages or types of memory: sensory memory, shortterm memory, and long-term memory. *Sensory memory* is the earliest stage of memory. During this stage, sensory information from the environment is stored for a very brief period of time, generally for no longer than a half-second for visual information and three or four seconds for auditory information. Attending to sensory memory allows some of this information to pass into the next stage: short-term memory.

Short-term memory, also known as active memory, is the information we are currently aware of or thinking about. Paying attention to sensory memories generates information in short-term memory. While many of our short-term memories are quickly forgotten, attending to this information allows it to continue to the next stage: long-term memory. Most of the information stored in active memory will be kept for approximately 20 to 30 seconds. This capacity can be stretched somewhat by using memory strategies such as chunking, which involves grouping related information into smaller chunks. The term "short-term memory" is often used interchangeably with "working memory," which refers to the processes that are used to temporarily store, organize, and manipulate information.

In a famous paper published in 1956, psychologist George Miller suggested that the capacity of short-term memory for storing a list of items was somewhere between five and nine. Some memory researchers now believe that the true capacity of short-term memory is probably closer to four.

*Long-term memory* refers to the continuing storage of information. This information is largely outside of our awareness but can be called into working memory to be used when needed. Some memories are fairly easy to recall, while others are much more difficult to access. One model suggests that there are three main types of memory: sensory memory, short-term memory, and long-term memory. Sensory memory is very brief, short-term memory is slightly longer, and long-term memory can last a lifetime.

#### Why We Forget

Forgetting is a surprisingly common event. Just consider how easy it is to forget someone's name or overlook an important appointment. Why do people so often forget information they have learned in the past?

There are four basic explanations for why forgetting occurs: failure to store a memory, interference, motivated forgetting, retrieval failure. One of the critical factors that influence memory failure is time. Information is often quickly forgotten, particularly if people do not actively review and rehearse the information. Some memories compete with one another, making it difficult to remember certain information. In other instances, people actively try to forget things that they simply don't want to remember.

Human memory is a complex process that researchers are still trying to better understand. Our memories make us who we are, yet the process is not perfect. While we are capable of remembering an astonishing amount of information, we are also susceptible to memory-related mistakes and errors.

https://www.verywellmind.com/what-is-memory-2795006



## 2. Read the text. Are these statements true or false?

1. Short-term memory is also known as active memory.

2. The ability to access and retrieve information from long-term memory allows us to actually use these memories to make decisions, interact with others, and solve problems.

3. There are three basic explanations for why forgetting occurs: failure to store a memory, interference, motivated forgetting.

4. Reviewing and rehearsing information doesn't improve the ability to remember it.

5. Researchers have found that scent can help trigger autobiographical memories in people who have Alzheimer's disease.

# READING

# **3.** Scan the text and answer the questions:

- 1. What are three major processes involved in memory?
- 2. What does human memory involve?

- 3. What is long-term memory?
- 4. What is a powerful trigger that draws memories into conscious awareness?
- 5. What is needed to use the information that has been encoded into memory?



## 4. Complete the words with the synonyms:

1) sensory	a) composition
2) to stretch	b) lasting
3) memory	c) tactile
4) long-term	d) recollection
5) common	e) to unlearn
6) retrieval	f) to extend
7) interference	g) to miss
8) structure	h) customary
9) forgetting	i) intervention
10) to overlook	j) renaissance



# **5.** Match the words with their definitions:

1) thinking	a) to fail to remember

2) memory	b) a general plan or set of
	_ plans intended to achieve something, especially over a long
	period
3) to forget	c) the process of using your mind to consider something
4) strategy	d) in a way that can be changed
	_
5) to store	e) to collect, accumulate
6) interchangeably	f) the ability to remember
	-
7) brief	g) short in duration

# VOCABULARY

# 6. Match English words/word combination with the Ukrainian translation:

1) short-term memory	а) забута інформація
2) common event	b) створювати
3) failure	с) звичайне явище
4) forgotten information	d) можливість, здатність
5) basic explanation	е) клітина
6) capacity	f) короткотривала пам'ять

7) to generate	g) провокувати, викликати
8) cell	h) невдача, провал
9) to trigger	і) стандартне пояснення
10) to focus	ј) концентрувати(ся)

# TRANSLATION

# 7. Translate the following sentences into Ukrainian.

1. Information is often quickly forgotten, particularly if people do not actively review and rehearse the information.

2. Researchers have found that scent can help trigger autobiographical memories.

3. Human memory is a complex process that researchers are still trying to better understand.

4. Thinking about a particular campus building, for example, might trigger memories of attending classes, studying, and socializing with peers.

5. They can also be a sign of serious conditions such as Alzheimer's disease and other kinds of dementia.

6. Human memory involves the ability to both preserve and recover information.

7. In order to create a new memory, information must be changed into a usable form.

# SPEAKING



8. Read the information below on how to improve and protect your memory. Make a 3-minutes report on the issue. Note the most important information into the table. Share your results with the group, speaking on the topic (mind time limits).

### How to Improve Memory

No matter how great your memory is, there are probably a few things you can do to make it even better. Useful strategies to deal with mild memory loss include:

- write it down: the act of writing with a pen and paper helps implant the memory into your brain – and can also serve as a reminder or reference later on;
- 2) *attach meaning to it:* you can remember something more easily if you attach meaning to it. For instance, if you associate a person you just meet with someone you already know, you may be able to remember their name better;
- *3) repeat it:* repetition helps the memory become encoded beyond your short-term memory;
- 4) group it: information that is categorized becomes easier to remember and recall;
- 5) *test yourself:* while it may seem like studying and rehearsing information is the best way to ensure that you will remember it, researchers have found that being tested on information is actually one of the best ways to improve recall;
- 6) *take a mental picture:* systematically trying to make a mental note of things you often forget (such as where you left your car keys) can help you remember things better;
- 7) *get enough rest:* research has also found that sleep plays a critical role in learning and the formation of new memories;

8) use memorization techniques: rehearsing information, employing mnemonics, and other memorization strategies can help combat minor memory problems.

Using strategies to boost memory can be helpful for recall and retention. By learning how to use these strategies effectively, you can sidestep the faulty areas of your memory and train your brain to function in new ways.

### How to Protect Your Memory

While Alzheimer's disease and other age-related memory problems affect many older adults, the loss of memory during later adulthood might not inevitable. Certain abilities do tend to decline with age, but researchers have found that individuals in their 70s often perform just as well on many cognitive tests as those in their 20s.

By the time people reach their 80s, it is common to experience some decline in cognitive function. But some types of memory even increase with age.

To help protect your brain as you age, try some of these lifestyle strategies:

- 1) avoid stress: research has found that stress can have detrimental effects on areas of the brain associated with memory, including the hippocampus;
- 2) avoid drugs, alcohol, and other neurotoxins: drug use and excessive alcohol consumption have been linked to the deterioration of synapses (the connections between neurons). Exposure to dangerous chemicals such as heavy metals and pesticides can also have detrimental effects on the brain;
- *3) get enough exercise:* regular physical activity helps improve oxygenation of the brain, which is vital for synaptic formation and growth;
- 4) stimulate your brain: when it comes to memory, there is a lot of truth to the old adage of "use it or lose it." Researchers have found that people who have more mentally stimulating jobs are less likely to develop dementia;
- 5) maintain a sense of self-efficacy: having a strong sense of self-efficacy has been associated with maintaining good memory abilities during old age. Self-efficacy refers to the sense of control that people have over their own

lives and destiny. A strong sense of self-efficacy has also been linked to lowered stress levels;

There is no quick fix for ensuring that your memory stays intact as you age, and researchers believe that avoiding stress, leading an active lifestyle, remaining mentally engaged are important ways to decrease your risk of memory loss.

https://www.verywellmind.com/what-is-memory-2795006



# 9. Pay attention to the given words/word combinations and explain them:

- $\checkmark$  storage of information;
- ✓ computer storing memory;
- ✓ oversimplification;
- ✓ possibility of error;
- $\checkmark$  to change memories over time;
- $\checkmark$  to recall a memory;
- $\checkmark$  a small fraction of information.

# WHILE-LISTENING

# 10. Follow the link and listen to the audio Introduction to Memory:

https://www.youtube.com/watch?v=mwb2sY\_N5AI&list=PLkKvotUGCyLf3Y04uZ uR52-1NceR5\_JxZ

# **Complete the sentences:**

1. When we talk about memory, there're three terms that we use repeatedly. These are \_\_\_\_\_, \_\_\_\_, \_\_\_\_.

2. \_\_\_\_\_ refers to when we create a memory, when we first input that memory into our mind.

3. Retrieval refers to \_\_\_\_\_.

4. Your brain is much more complicated than even the most advanced of \_\_\_\_\_\_ and the way that memory works is not really like a \_\_\_\_\_\_.

5. Each time you recall a memory and you sort of "re-encode" back into your long-term memory, there's a chance that you've \_\_\_\_\_\_ it a bit.

6. The three box model divides memory storage up into \_\_\_\_\_\_.

7. The first of these stores is \_\_\_\_\_.

8. The \_\_\_\_\_ lasts a little bit longer but it's still pretty brief. At most, maybe a few minutes but probably much shorter than that, on the matter of \_\_\_\_\_ or perhaps even less.

9. You could have memories from your \_\_\_\_\_ that stay with you for your entire life.

## POST-LISTENING

## 11. Summarize the information from the audio Introduction to Memory, read the text below about Memory functions and answer the questions:

- $\bigcirc$  what are the three basic memory functions?
- $\bigcirc$  what is the process called encoding?
- how does encoding information occur?
- what are the three types of encoding?
- what is memory storage?
- what are the three distinct stages memory has to pass through to go into the storage?
- by whom these stages were first proposed?
- what are the three ways you can retrieve information out of your long-term memory storage system?

#### **5.2.** Memory functions



#### https://zapier.com/blog/better-memory/

Our memory has *three basic functions:* encoding, storing, and retrieving information. Encoding is the act of getting information into our memory system through automatic or effortful processing. Storage is retention of the information, and retrieval is the act of getting information out of storage and into conscious awareness through recall, recognition, and relearning. There are various models that aim to explain how we utilize our memory. In this section, you'll learn about some of these models as well as the importance of recall, recognition, and relearning.

We get information into our brains through a process called *encoding*, which is the input of information into the memory system. Once we receive sensory information from the environment, our brains label or code it. We organize the information with other similar information and connect new concepts to existing concepts. Encoding information occurs through automatic processing and effortful processing.

If someone asks you what you ate for lunch today, more than likely you could recall this information quite easily. This is known as *automatic processing*, or the encoding of details like time, space, frequency, and the meaning of words. Automatic processing is usually done without any conscious awareness. Recalling the last time you studied for a test is another example of automatic processing. But what about the actual test material you studied? It probably required a lot of work and attention on your part in order to encode that information. This is known as *effortful processing*.

There are *three types of encoding*. The encoding of words and their meaning is known as *semantic encoding*. It was first demonstrated by William Bousfield (1935) in an experiment in which he asked people to memorize words. The 60 words were actually divided into 4 categories of meaning, although the participants did not know this because the words were randomly presented. When they were asked to remember the words, they tended to recall them in categories, showing that they paid attention to the meanings of the words as they learned them.

*Visual encoding* is the encoding of images, and acoustic encoding is the encoding of sounds, words in particular. To see how visual encoding works, read over this list of words: *car, level, dog, truth, book, value*. If you were asked later to recall the words from this list, which ones do you think you'd most likely remember?

You would probably have an easier time recalling the words *car*, *dog*, and *book*, and a more difficult time recalling the words *level*, *truth*, and *value*. Why is this? Because you can recall images (mental pictures) more easily than words alone. When you read the words *car*, *dog*, and *book* you created images of these things in your mind. These are concrete, high-imagery words. On the other hand, abstract words like *level*, *truth*, and *value* are low-imagery words. High-imagery words are encoded both visually and semantically (Paivio, 1986), thus building a stronger memory.

Now let's turn our attention to *acoustic encoding*. You are driving in your car and a song comes on the radio that you haven't heard in at least 10 years, but you sing along, recalling every word. In the United States, children often learn the alphabet through song, and they learn the number of days in each month through song, rhyme, and rhythm.

Once the information has been encoded, we have to somehow have to retain it. Our brains take the encoded information and place it in *storage*. Storage is the creation of a permanent record of information. In order for a memory to go into storage (i.e., long-term memory), it has to pass through three distinct stages: sensory memory, short-term memory, and finally long-term memory. These stages were first proposed by Richard Atkinson and Richard Shiffrin (1968). Their model of human memory called Atkinson-Shiffrin (A-S), is based on the belief that we process memories in the same way that a computer processes information.

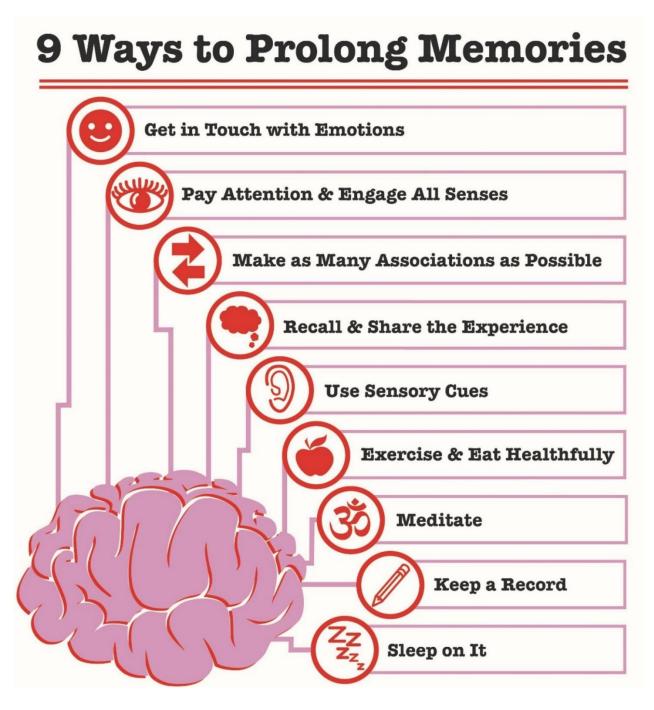
So you have worked hard to encode (via effortful processing) and store some important information for your upcoming final exam. How do you get that information back out of storage when you need it? The act of getting information out of memory storage and back into conscious awareness is known as *retrieval*. This would be similar to finding and opening a paper you had previously saved on your computer's hard drive. Now it's back on your desktop, and you can work with it again. Our ability to retrieve information from long-term memory is vital to our everyday functioning. You must be able to retrieve information from memory in order to do everything from knowing how to brush your hair and teeth, to driving to work, to knowing how to perform your job once you get there.

There are *three ways you can retrieve information* out of your long-term memory storage system: recall, recognition, and relearning. *Recall* is what we most often think about when we talk about memory retrieval: it means you can access information without cues. For example, you would use recall for an essay test. *Recognition* happens when you identify information that you have previously learned after encountering it again. It involves a process of comparison. When you take a multiple-choice test, you are relying on recognition to help you choose the correct answer. The third form of retrieval is *relearning*, and it's just what it sounds like. It involves learning information that you previously learned.

https://fscj.pressbooks.pub/psychology/chapter/how-memory-functions/



12. You have to make 5-minutes speech for psychology seminar on the issue Ways of improving and prolonging memory. What will you include into your speech? What should be mentioned first/last? Use the proposed scheme to make your review. Share the information to your groupmates. Mind the timing.



https://www.goodtherapy.org/blog/can-we-purposely-make-memories-last-forever-0324167/improve-memory-infographic



# 13. Complete the Grammar Quiz. Check your answers using the answer key on the next page.

## GRAMMAR QUIZ GERUNDS and INFINITIVES

- Choose the best answers.
- 1. My friend really enjoys ... books and magazines.
  - a) to read
  - b) reading
  - c) reads
- 2. ... enough sleep is very important for good health.
  - a) Getting
  - b) Get
  - c) Gets
- 3. ... is not allowed inside the building. You should go outside.
  - a) Smoke
  - b) Smokes
  - c) Smoking
- 4. I love ... a cup of tea in the early afternoon.
  - a) to drink
  - b) drink
  - c) to drinking
- 5. Larry insisted on ... to his lawyer after the accident.
  - a) talking
  - b) to talk
  - c) talks
- 6. I really hate ... on holidays and weekends.
  - a) working
  - b) to work
  - c) both of the above answers are correct
- 7. ... along the beach is a great way to relax.
  - a) Walk
  - b) Walking
  - c) Walks
- 8. (A) Do you like ... Italian food?

15 – 16 = Excellent

- (B) Yes, I do!
- a) eating b) eat
- c) both of the above answers are correct

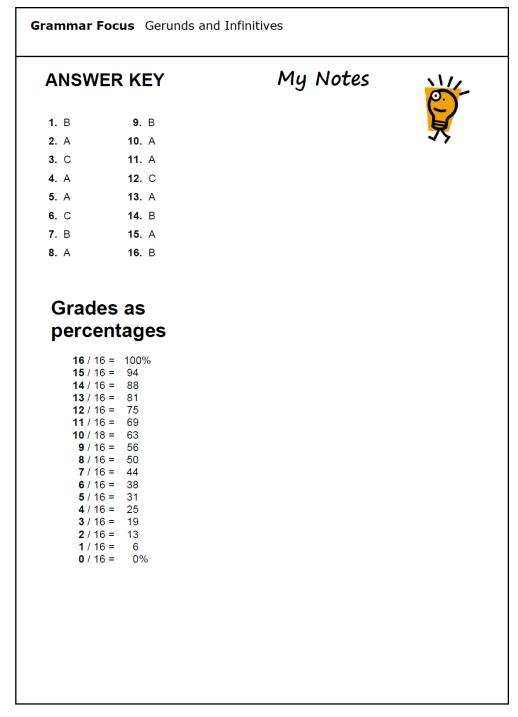
- I think that ... a second language is fun.
  - a) learn
  - b) learning
  - c) to learning
- 10. Steven doesn't know how ... so he takes a bus to work.
  - a) to drive
  - b) driving
  - c) drives
- 11. I need ... my clothes. Where can I buy laundry detergent?
  - a) to wash
  - b) wash
  - c) washing
- 12. We expected our boss ... us a holiday last week but he didn't.
  - a) gave
  - b) giving
  - c) to give
- 13. Jennifer wants ... her friend in San Francisco next month.
  - a) to visit
  - b) visits
  - c) visiting
- 14. I apologized to my teacher about ... late for class.
  - a) to arrive
  - b) arriving
  - c) arrive
- 15. My cousin is afraid of ... on airplanes. He thinks they're not safe.
  - a) getting
  - b) gets
  - c) to get
- 16. I'm tired of ... on weekends. I want to change my job.
  - a) to work
  - b) working
  - c) works

13 - 14 = Good

12 or Less = Study More!

https://www.allthingsgrammar.com/uploads/2/3/2/9/23290220/atg-quiz-gerunds-infinitives-20201007.pdf

### **GRAMMAR QUIZ**



https://www.allthingsgrammar.com/uploads/2/3/2/9/23290220/atg-quiz-gerunds-infinitives-20201007.pdf



ADD-ON TASK

14. Study the scheme of memory types. Give the explanation and your ideas illustrating each type.

Memory		
Short-Term	Working	Long-Term
"Retaining" Examples: -Repeating capitals of countries -Remembering a phone number -Retrieving names	"Automatic Conducts" Examples: -Driving -Writting -Suturing	"Associative" Examples: -To know capitals of countries -Play an instrument -Speak another language

 $\underline{https://www.researchgate.net/figure/It-is-demonstrated-the-memory-function-short-term-working-memory-and-long-term-with-independent of the state of the state$ 

its fig2\_362884546

## **UNIT 6. NONVERBAL COMMUNICATION**

## LEAD-IN

### 1. Discuss the issues:

- 1. What is nonverbal communication? What is the other term for it?
- 2. What are the main types of nonverbal communication?
- 3. What functions of nonverbal communication do you know?

## 6.1. Types and functions of nonverbal communication



https://stock.adobe.com/id/search?k=nonverbal%20communication

Nonverbal communication, also called manual language, is the process of sending and receiving messages without using words, either spoken or written. Similar to the way that italicizing emphasizes written language, nonverbal behavior may emphasize parts of a verbal message.

The term nonverbal communication was introduced in 1956 by psychiatrist Jurgen Ruesch and author Weldon Kees in the book "Nonverbal Communication: Notes on the Visual Perception of Human Relations."

## Types of Nonverbal Communication

Judee Burgoon (1994) has identified seven different nonverbal dimensions: kinesics or body movements including facial expressions and eye contact; vocalics or paralanguage that includes volume, rate, pitch, and timbre; personal appearance; our physical environment and the artifacts or objects that compose it; proxemics or personal space; haptics or touch; chronemics or time. Signs or emblems include all of those gestures that supplant words, numbers, and punctuation marks. They may vary from the monosyllabic gesture of a hitchhiker's prominent thumb to such complex systems as the American Sign Language for the deaf where nonverbal signals have a direct verbal translation. However, it should be emphasized that signs and emblems are culture-specific. The thumb and forefinger gesture used to represent 'A-Okay' in the United States assumes a derogatory and offensive interpretation in some Latin American countries.

People always use nonverbal and verbal communication together. For example, teachers use body movements when explaining lessons to students. Parents hug their kids while saying how proud they are of them. You frown when someone says something upsetting. Also, you slouch while telling your friend that you're tired. See? We use them together all the time.

We always use nonverbal cues. They affect so much of our communication skills. They can either support or destroy good intentions. You must teach yourself how to use them.

#### Functions of Nonverbal Communication

The five functions of nonverbal communication are reinforcement, substitution, contradiction, accentuation, and regulation. These functions help both the sender and the receiver of a message.

#### Reinforcement

This function means that you can use nonverbal communication to duplicate and support a verbal message. This function makes a spoken message more clear to avoid misunderstandings.

When your sister joins a competition, you not only say "good luck." You hug her. You smile and cheer her on as you say encouraging words. Then, when the competition starts, you not only shout her name. You also wave your hands, clap, and jump to show that you support her. Nonverbal cues confirm the message so that the receiver can understand it well. Likewise, when you're mad at your brother, you don't simply say it. You also frown and raise your voice. In extreme cases, you may even lash out. You clench your fist, stamp your feet as you walk out, and slam the door hard. The combination of your verbal and nonverbal messages confirms your anger.

Now, imagine the scenarios above without the body language. Imagine yourself saying "good luck" to your sister without sounding excited. Imagine telling your brother that you're mad at him without frowning or raising your voice. You seem like a robot, don't you? Also, your siblings think that what you say may not be true. This is what the reinforcement function is for. It adds clarity and emotion to your message so the receiver can understand what you mean.

In fact, your nonverbal cues give the meaning and emotion to your verbal message. The meaning of words depends on the sender's tone and body language. Saying "good luck" with a crossed arm and a low voice can mean you don't want your sister to win. Saying it with a chuckle and an eye roll can mean that you don't think she can win.

People use the reinforcement function when applying for jobs. In interviews, employers are very observant of body language and paralanguage. They give clues to your thoughts and emotions because they're involuntary. So, you should master this function. When you talk, use the correct hand gestures with good timing. Moderate your voice, speak at a good pace, and mind your posture. All this can support your claims of being a good candidate.

Remember that nonverbal cues have different meanings in other countries. This is helpful if you travel a lot. Read about the nonverbal communication in the countries you're traveling to. This will help you fit in well and stay out of trouble.

#### **Substitution**

There are times when nonverbal communication is enough to send a message. It can be more expressive and meaningful than words. In many cases, it's easier to do and understand. Also, it can be performed in various ways, so it's a versatile communication tool.

Some of the most common substitutions we use are waving our hands instead of saying "hello" or "goodbye." Oftentimes, we also hold a hand up instead of asking someone to stop talking. When our loved ones break down or lash out, we choose to touch them gently rather than tell them to take it easy. In these scenarios, our nonverbal cues are better tools than words in expressing a message.

Aside from gestures, nonverbal communication is also achieved through eye contact and closeness. For example, if you want a person to leave you alone, you can simply give him an intense stare and move closer to him. We can also see mean people do this. They often take up other people's space as a way of intimidating them or driving them away. Moving into someone's space sends a much stronger message than telling them to go away.

One of the best uses of the substitution function is as a solution to language barriers. People use different languages, while others can't speak at all. Babies, for example, are not able to use words. But, we can observe their reactions and body language to know what they want.

When you visit other countries and cultures, you will rely on nonverbal communication. This is how you make sure you understand what the natives are saying. For example, they act out what they say when they give you directions or explain something that's new to you.

Nonverbal communication also substitutes words when dealing with heightened emotions. When receiving great news, you often leap in happiness rather than saying, "I'm so happy." When you get hurt, you will find yourself speechless but in tears. When something shocks you, your body responds with a dropped jaw. You won't even be able to say a word.

Another useful function of the substitution function is in sensitive situations. Sometimes, words should not be said out loud because of the effect they may have on other people. In these cases, it's better to give nonverbal cues than to say something. We also use gestures to send silent messages to people that we don't want others to notice. An example is when we're attending a meeting or seminar. You use gestures to excuse yourself, so you don't disturb other attendees.

#### **Contradiction**

Verbal and nonverbal communication are two sides of the same coin. But, they sometimes send opposite messages. This is where the contradiction function comes in. It results in mixed messages. You've probably heard people tell you that you look terrible; but, they look at you as if you're a beautiful painting. That means that they're just teasing you, and they think you're gorgeous.

Some mixed messages can confuse and even hurt people. Others use contradicting verbal and non-verbal cues to make insults. A classic example of this is sarcasm. Sarcastic people are good at saying the opposite of what they think by contradicting words and paralanguage. When your food tastes bland, they might say, "What a flavorful meal." The emphasis on flavorful gives the sarcasm away.

Contradictions can also occur unconsciously. Sometimes, we notice people acting differently than what they say. When this happens, we get confused. Our common reaction is to observe their body language and behavior to find out what they mean. For example, your partner might tell you that she's okay. But, you can notice that she doesn't enjoy the same things anymore.

If you notice, reading body language is an interesting topic for many. Together with facial expressions, they give clues on whether a person is lying. Knowing when the contradiction function occurs is a powerful tool in reading and handling people.

#### Accentuation

The accentuation function is like an upgrade to the reinforcement function. To accentuate means to put emphasis on something. While the reinforcement function supports the meaning of your words, the accentuation function adds intensity or power to them. Imagine seeing a friend after a long time. We say to them, "I'm so glad to see you!". To reinforce our message, we smile and hold them tight. To accentuate it, we say our words louder, we speak with so much excitement, and we smile bigger.

We often observe accentuation when we say something exciting. You remember that time when your friend told you she's going on a company-paid trip? It's impossible not to notice that her eyes and smile are wide, and she speaks fast and loud. Her paralanguage and body language give power to her verbal message, "I'm so excited!".

We also observe this when someone preaches or speaks in campaigns. That person will speak loud and fast, pace across the stage, and use huge hand movements to give power to their words. The accentuation function is like the exclamation mark in our writing. It shows the strength in our words.

#### **Regulation**

The last part of the five functions of nonverbal communication can also be used to regulate the flow of our conversations. The regulation function helps us take turns in speaking, without using any words, so we don't interrupt others. It helps us send signals when we want a response or when we're done talking and want someone else to talk. We can use paralanguage, gestures, and eye contact for this function.

The volume of our voice and the pauses we take also mean something. Making our voice louder in some parts of our speech means that we need the audience to pay attention to the point we're making. It's like telling the audience that you're now saying the climax or the most important part of your speech. Pausing also gives a signal. It tells your audience to think about what you just said. Pausing gives them time to get your point. This is a very powerful speech tool used by speakers and politicians.

We also use body language to send signals when we want to talk or ask others to talk. For example, if you're part of an audience, you may raise your hand to signal that you want to ask or say something. You don't say your intentions out loud because you're going to interrupt the speaker. And as a speaker, you also use your body language to signal the next speaker to prepare to take over.

Gestures are also useful in signaling people that you need more time to speak. When you're conducting a seminar, you can use hand gestures to tell the host to extend your time. If you're using slides in your seminar, hand gestures are also useful in asking someone to go to the next slide. This regulates the flow of your speech without interrupting it.

Nonverbal communication is a versatile, useful, and powerful tool. It works with verbal communication to help us send clear and strong messages. It's very helpful in avoiding misunderstandings that affect conversations and relationships among people.

> https://www.thoughtco.com/what-is-nonverbal-communication-1691351 https://theartofmastery.com/what-are-the-5-functions-of-nonverbal-communication/



### 2. Read the text. Are these statements true or false?

1. Nonverbal cues don't give the meaning and emotion to our verbal message.

2. Some of the most common substitutions we use are waving our hands instead of saying "hello" or "goodbye."

3. Verbal and nonverbal communication are two sides of the same coin.

4. We use body language to send signals when we want to talk or ask others to talk.

5. Sometimes gestures are useful in signaling people that you need more time to speak.

## READING C



### 3. Scan the text and answer the questions:

1. What does making the voice louder in some parts of the speech mean?

2. What is the aim of the regulation function in nonverbal communication?

3. Who identified seven different nonverbal dimensions? What are these dimentions?

4. Can you rely on nonverbal communication, when you visit other countries and cultures? If yes, give examples.

5. Are signs and emblems culture-specific? If yes, give examples.



## 4. Complete the words with the synonyms:

1) nonverbal	a) antiquity
2) reinforcement	b) misinterpretation
3) artifact	c) conflict
4) gesture	d) nonlexical
5) misunderstanding	e) support
6) clarity	f) exchange
7) substitution	g) indication
8) barrier	h) precision
9) direction	i) signal
10) contradiction	j) blockade

## VOCABULARY



## **5.** Match the words/word combinations with their definitions:

1) accentuation	a) to stop a person from speaking
2) sarcasm	b) the process of conveying meaning without the use of words
3) to interrupt	c) state of being physically strong

4) nonverbal communication	d) the act of emphasizing a particular feature
5) strength	e) the way in which something works or operates
6) offensive	<ul><li>f) sharp and often satirical or ironic utterance</li><li>designed to cut or give pain</li></ul>
7) function	g) causing somebody to feel upset

## VOCABULARY

## 6. Match English words/word combination with the Ukrainian translation:

1) to observe	а) розкішний
2) paralanguage	b) чутливий
3) gorgeous	с) триматися подалі від неприємностей
4) sensitive	d) спостерігати, вивчати
5) meaningful	е) підвищувати голос
6) to stay out of trouble	f) передавання інформації за рахунок
7) observant	манери говорити, жестів, міміки g) значущий, змістовний
8) to raise voice	—— h) робити копію, подвоювати
9) to confirm	і) підтверджувати

## TRANSLATION

## 7. Translate the following sentences into English.

1. Невербальна комунікація – це процес відправки і отримання повідомлень за допомогою слів, в усному чи письмовому вигляді.

2. Деякі змішані повідомлення можуть бентежити, і навіть ранити людей.

3. Люди завжди користуються вербальною і невербальною комунікацією водночас.

4. Саркастичні люди добре вміють говорити протилежне тому, що вони думають, за допомогою суперечливих слів і жестів, міміки.

5. Також ми використовуємо жести для відправки невербальних повідомлень людям, коли не хочемо, щоб інші це помітили.

6. Люди викорстовують функцію зворотнього зв'язку при влаштуванні на роботу.

7. Невербальні сигнали надають значення та емоційності вашим вербальним повідомленням.

## SPEAKING

8. Read the information from the picture Ways to Improve Your Communication Skills. Give additional information on the issue from your own experience. Use the picture Ways to Improve Your Communication Skills and your own examples and make a 3-minutes speech. Share the information with your groupmates.



https://www.acealabama.org/resource-blog/effective-communication

## PRE-LISTENING

## 9. Answer the questions:

1. Are gestures useful in everyday communication? Explain your point of view. Give examples.

2. What do you need to do to make your speech effective? What can be done to increase effectiveness?

3. Why can making the voice louder in some parts of the speech be useful? Share your own experience.

4. When you visit other countries and cultures, can you rely on nonverbal communication? Explain your point of view. Give examples.

## WHILE-LISTENING

# 10. Follow the link and listen to the audio Nonverbal Communication Skills for Conversations:

https://www.youtube.com/watch?v=6gXhQImzdDE

## **Complete the sentences:**

1. We're going to look at \_\_\_\_\_ that you can create a little space that will allow you to jump in.

2. Here are three ways that you can make a little space for yourself so you can give your \_\_\_\_\_.

3. The second way is \_\_\_\_\_ just a little bit and audibly inhale.

4. And it might sound \_\_\_\_\_ but this is what people naturally do when they're about \_\_\_\_\_.

- 5. And the third way is to look directly at the person who is currently speaking,
  \_\_\_\_\_ a little extra, and make a kind of \_\_\_\_\_\_.
- 6. It creates \_\_\_\_\_\_ for you to then make your verbal contribution.
- 7. So these are three ways you can \_\_\_\_\_ jump into discussion.

## POST-LISTENING

## 11. Summarize the information about Nonverbal Communication Skills for Conversations, read the text below and answer the questions:

- Can nonverbal communication be effective and important? If yes/no, why?
- What feelings can people express by responding nonverbally?
- Maintaining eye contact
- Can the way you stand or sit at work display your attitude or attentiveness toward certain situations?
- What does shaking a person's hand firmly show in the United States?



## 6.2. Nonverbal communication skills at work

https://www.indeed.com/career-advice/career-development/types-of-nonverbal-communication

Some people communicate more effectively with their words, while others may send and receive messages without using any words at all. Nonverbal communication can be an important skill for you to develop in your career. Nonverbal communication sends cues to others using actions rather than words. People can express happiness, engagement, concern, gratitude and confidence by responding nonverbally. This can include communication using hand gestures, eye contact, body language, appearance, facial expressions and tone of voice. Nonverbal communication can be one of the strongest forms of communication between coworkers. It can take place in many workplace situations including meetings, interviews or casual conversations.

To help you become more aware of nonverbal communication in the workplace, here are a few examples:

#### **Proper eye contact**

Coworkers will often feel valued and appreciated if they know they're being heard. You can help them feel this way by making eye contact while they're speaking.

Keeping your eyes on the person rather than on your computer, paperwork or cell phone lets them know you're listening to their input. Maintaining eye contact while you're replying to them also keeps the conversation engaging, and turning your camera on for video chats can build a respectful relationship between coworkers.

*Example:* A coworker approaches you with an idea to increase collaboration in your department. Show that you are actively listening by maintaining eye contact and nodding in agreement.

#### Positive tone of voice

Though the act of speaking is a part of verbal communication, how you speak can be considered nonverbal communication. Whether you are communicating in person or participating in a video conference call, always be aware of your tone of voice so it reflects your intended message. Maintaining a positive tone while talking with a coworker or supervisor can affect the energy of your whole conversation.

*Example:* An employee is giving a presentation proposing a new client engagement plan. They use an energetic and positive tone to spark enthusiasm for the project. This increases the level of interest from senior management as they notice the employee express excitement and passion for the project.

Related: How To Communicate Better With Coworkers

#### Personal appearance

The way you present yourself can create an impact greater than words might say. Your workplace appearance such as looking neat and prepared – even if you are in the comfort of your own home office – or keeping a tidy workstation can convey your self-confidence and make a positive impression on coworkers.

*Example:* You hope to speak with a supervisor to ask for a raise or promotion, so dress in business attire to showcase your dedication to both the position and professionalism in the workplace.

#### Good posture

The way you stand or sit at work can often display your attitude or attentiveness toward certain situations. Sitting or standing up straight can show you're engaged in the conversation while also portraying a confident appearance during an interview.

*Example:* You are tasked with presenting a new idea to your supervisor and want to communicate effectively. You can sit or stand with your shoulders back to convey your confidence and why you believe your idea will benefit the company.

#### Appropriate touch

Communicating through touch has evolved from the pre-COVID workplace. Even without social-distancing protocols, people have always varied in their comfort levels with touch. Developing your cultural intelligence can be a useful, rapport-building skill in the workplace. *Example:* In the United States, shaking a person's hand firmly shows respect or that you're pleased to meet them. In other cultures, it might be misconstrued as a sign of aggression. If you sense that it's appropriate, a slight touch on the arm or pat on the shoulder can also be a way to show your support or encouragement without vocally expressing it.

#### Facial expressions

As people communicate with you, they often anticipate a nonverbal response by watching your facial expressions. Keep in mind that even during a virtual interview, your face can communicate what you're feeling or thinking without using any words. Smiling, nodding and using your eyebrows can indicate a positive reaction when having a conversation.

*Example:* A coworker is telling you about their recent vacation, so you can smile and nod along while you listen to show you're enjoying their story.

#### Personal space

During one-on-one conversations, you may move closer to the person you're speaking with. This shows that you're interested in having a conversation and want to hear them clearly. Try to make sure you're allowing enough space to maintain a comfortable environment for both of you.

*Example:* Before you sit down for a meeting, you can select a seat closer to a coworker to hear them better.

#### Hand gestures

The way you gesture or position your hands during conversations can convey how you're feeling. If you move your hands to build expression throughout stories, people can become more engaged in what you're saying. Hand gestures can also express friendliness or appreciation.

*Example:* A coworker is giving a presentation but they are uncertain about how others are receiving the information. A casual, yet discreet "thumbs up" can show them that it's going well.

#### **Body language**

Your overall body language can showcase your feelings during a meeting or while carrying on a conversation. Keeping your arms relaxed at your sides expresses openness and a willingness to listen, but crossing your arms might indicate that you're closed off. You can also express politeness and undistracted attention by leaning forward in your seat. *Example:* As you watch a coworker give a presentation, you sit upright with your arms on the table. This shows you're engaged in their presentation. If you slouch in your seat, they may think you're disinterested.

https://www.indeed.com/career-advice/career-development/nonverbal-communication-examples

## WRITING



12. Write your ideas on the issue: Is it important to use both verbal and nonverbal communication at the same time? If yes/no, explain why. What kinds of nonverbal commununication are the most effective at the workplace? Why? Use the given statements and word combinations to make your review.

- to communicate effectively
- positive reaction
- $\frac{1}{2}$  to display the attitude or attentiveness toward smb. or smth.
- $\overline{\mathbb{A}}$  to receive the information
- a sign of aggression
- $\frac{1}{2}$  to make a positive impression on coworkers
- to develop cultural intelligence

## GRAMMAR

## 13. Complete the sentences using the right forms of Gerund.

- 1. \_\_\_\_\_ (to work) at the hospital is a very stressful work.
- 2. Excuse me for \_\_\_\_\_ (to disturb) you.
- 3. They didn't mind his \_\_\_\_\_ (to come).
- 4. \_\_\_\_\_ (to be published) after the deadline, the article wasn't approved.
- 5. The building needs \_\_\_\_\_ (to reconstruct).
- 6. The secretary denies \_\_\_\_\_ (have done) this.
- 7. \_\_\_\_\_ (to smoke) can be really harmful for your health.
- 8. One of his duties is \_\_\_\_\_ (to take care) of the patients.
- 9. \_\_\_\_\_ (to forgive) him will be the right action.
- 10. He hates \_\_\_\_\_ (to correct) the mistakes of his subordinates.



ADD-ON TASK

14. Study the scheme of essential public speaking skills. Compare verbal and nonverbal skills. What skills are the most important? Why? Give your ideas illustrating all the verbal and nonverbal skills. Share your own experience of using both kinds of skills.



https://pavilion.dinfos.edu/Article/Article/2267650/sharpen-your-verbal-and-nonverbal-communication-skills/

# UNIT 7. THE IMPORTANCE OF SOCIAL INTERACTION

### 1. Discuss the issues:

- 1. What process/processes do we call social interaction?
- 2. What is social role?
- 3. What types of social interaction do you know?
- 4. What are the examples of regular social interaction?



### 7.1. Social interaction overview

https://www.apexmedicalcenter.com/blog/social-interactions-health-pain-management

*Social interactions* can be defined as certain forms of externalities, in which the activities of a reference group influence an individual's preferences. Social interactions can also refer to practices, acts or actions of two or more people jointly concerned with each other's selves; any behavior that takes into account or tries to affect each other's personal intentions or experiences.

In social interactions, involved parties must bear in mind each other's self. For instance, army commanders preparing war plan against their enemies or friends writing letters to each other are forms of social interactions; regardless of such actions not being directly physical or in sight. This means that social interaction exists despite there being no physical behavior involved; for instance, when competitors intentionally ignore each other's professional work. *Social interaction* is a dynamic, changing sequence of social actions between individuals (or groups) who modify their actions and reactions due to the actions by their interaction partner(s). In other words they are events in which people attach meaning to a situation, interpret what others are meaning, and respond accordingly.

In social science, a social relation reflected in social interaction refers to a relationship between two (i.e. a dyad), three (i.e. a triad) or more individuals (e.g. a social group). Social relations, derived from individual agency, form the basis of the social structure.

From childhood to adulthood, social interactions can be termed to be among the key factors in predicting the well-being and physical health of an individual. As soon as children are born, they have no idea on what to expect from their surrounding environment.

Among the first things that children come into contact with are social interaction and influences from their parents and caregivers. Regardless of other people's thoughts and opinions, parents teach their children the sense of "self".

At first, children often find themselves placed in their parents' situations and more so in the circle of their parents' friends-those the parents interact with. This forms the genesis of the cycle of social interaction whereby these friends either like or dislike the child. However, as the child grows, they develop an interest in interacting and playing with other children.

Playing with others inculcates in children suitable social mannerisms such as respecting other people's property, cooperation, and sharing etc. In addition, peer interaction, especially among young children, enables them to learn motor, communication, and cognitive skills.

It is during playtime that most opportunities for social interactions manifest themselves among young children. The development of appropriate social skills is enhanced when children are accorded an opportunity to play with others. Teachers in integrated preschools need to use play as a part of instruction especially by encouraging non-disabled pupils to play together with the disabled pupils. This, in turn, enables the disabled child to develop a sense of belonging as well as learn age-appropriate social skills and the able-bodied pupils to acquire a positive attitude towards people living with disabilities due to the friendship created during the playtime.

Social interactions can be *differentiated into: accidental* (also known as social contact) – not planned and likely not repeated. For example, asking a stranger for directions or shopkeeper for product availability; *repeated* – not planned, bound to happen from time to time. For example, accidentally meeting a neighbour from time to time when walking on your street; *regular* – not planned, but very common, likely to raise questions when missed. Meeting a doorman or a security guard every workday in your workplace, dining every day in the same restaurant, etc.; *regulated* – planned and regulated by customs or law, will definitely raise questions when missed. Interaction in a workplace (coming to work, staff meetings, etc.), family, etc.

In sociological hierarchy, social interaction is more advanced than behavior, action, social behavior, social action and social contact, and is in turn followed by more advanced concept of social relation. In other words, social interactions, which consist of social actions, form the basis for social relations.

People employ many types of behaviours in day-to-day life. *Roles* are patterns of behaviour expected of a person who occupies particular social status or position in society. Currently, while reading this text, you are playing the role of a student. However, you also play other roles in your life, such as "daughter," "neighbour," or "employee."

These various roles are each associated with a different status. Sociologists use the term *status* to describe the access to resources and benefits a person experiences according to the rank or prestige of their role in society.

Some statuses are *ascribed* – those you do not select, such as son, elderly person, or female. Others, called *achieved statuses*, are obtained by personal effort or choice, such as a high school dropout, self-made millionaire, or nurse. As a daughter or son, you occupy a different status than as a neighbour or employee. One person can be associated with a multitude of roles and statuses. Even a single status such as "student" has a complex *role-set*, or array of roles, attached to it.

If too much is required of a single role, individuals can experience *role strain*. Consider the duties of a parent: cooking, cleaning, driving, problem solving, acting as a source of moral guidance – the list goes on. Similarly, a person can experience *role conflict* when one or more roles are contradictory. A parent who also has a full-time career can experience role conflict on a daily basis. When there is a deadline at the office but a sick child needs to be picked up from school, which comes first? When you are working toward a promotion but your children want you to come to their school play, which do you choose? Being a college student can conflict with being an employee, being an athlete, or even being a friend. Our roles in life have a great effect on our decisions and on who we become.

Humans interact with each other hundreds of times a day. Some interactions are verbal (a greeting, a farewell, and everything in between) and some interactions are non-verbal or symbolic (a wave, a nod, and even the clothes one wears).

For an interaction to work, everyone involved needs to understand the 'code' (the words, the wave, etc.). In fact, not knowing the code (or codes) is what makes you a cultural 'outsider' (a French person in Vietnam would be lost linguistically and culturally. The road signs, the customs, the language would be unknown or unfamiliar). So, the study of communication and the types of social interactions is an important topic for different sciences.



## 2. Read the text. Are these statements true or false?

1. Sociologists use the term 'role' to describe the access to resources and benefits a person experiences according to the rank or prestige of their role in society.

2. The development of appropriate social skills is enhanced when children are accorded an opportunity to play with others.

3. Social interaction is a dynamic, changing sequence of social actions between individuals.

4. Our roles in life have a great effect on our decisions and on who we become.

5. One person cannot be associated with a multitude of roles and statuses.

## READING Ĉ

### 3. Scan the text and answer the questions:

- 1. Can different social roles conflict between each other?
- 2. What are the types of social statuses?
- 3. Do people employ many types of behaviours in day-to-day life?
- 4. When is the development of appropriate social skills enhanced?

5. What do teachers in integrated preschools need to use as a part of instruction (especially by encouraging non-disabled pupils to play together with the disabled pupils)?

## VOCABULARY

### 4. Complete the words with the synonyms:

1) agency	a) suitable
2) contradictory	b) time limit
3) appropriate	c) to contain

4) interaction	d) rank	
5) deadline	e) firm, office	
6) to involve	f) control	
7) status	g) mass	
8) guidance	h) relation	
9) multitude	i) virtuous	
10) moral	j) conflicting	



## 5. Match the words/word combinations with their definitions:

1) outsider	a) a stock or supply of money, materials, staff, and other
	assets
2) advanced concept	b) respect and admiration
3) resource	c) at the present time
4) prestige	<ul> <li>d) a person who does not belong to a particular organization</li> <li>or group</li> </ul>
5) currently	e) the main idea
6) hierarchy	f) resolving an issue
7) decision	<ul> <li>g) a system in which members of an organization or society</li> </ul>
	are ranked according to relative status or authority



## 6. Match English words/word combination with the Ukrainian translation:

1) to occupy a status	а) місце в суспільстві
2) social interaction	— b) мати великий вплив на
3) position in society	— c) схожим чином
4) to have a great effect on	— d) повсякденне життя
5) day-to-day life	е) займати статус
6) similarly	 f) соціальна взаємодія
7) appropriate social skills	
8) social roles conflict	— h) використовувати різні типи поведінки
9) to employ many types of behaviours	i) доступ до ресурсів
10) access to resources	 ј) відповідні соціальні навички

## TRANSLATION 望

## 7. Translate the following sentences into Ukrainian.

1. In fact, not knowing the code of behaviour is what makes person a cultural 'outsider'.

- 2. Social interaction is a dynamic process, changing sequence of social actions.
- 3. Children often find themselves placed in their parents' situations.

4. Our roles in life have a great effect on our decisions and on who we become.

5. Roles are patterns of behaviour expected of a person who occupies particular social status or position in society.

6. Some statuses are ascribed – those you do not select, such as son, elderly person, or female.

7. Sociologists use the term status to describe the access to resources and benefits a person experiences according to the rank or prestige of their role in society.

## SPEAKING



8. Read the text below The role of social interaction and prepare a short overview of the text (3 minutes speech). After reading the text complete the table for making your speech.

The Aspects of Social Interactions	
Cooperation	
Accommodation	
Assimilation	
Competition	
Conflict	
Conflict	

## 7.2. The role of social interaction



https://steemit.com/social-interaction/@juvyjabian/role-taking-is-the-significant-process-to-social-interaction

Such cognitive processes as inferences, perception, and memory play a major role in understanding the behavior of every person in the community. The reminiscences of other's past behavior and the inference of such behaviors by an individual, strongly influence the response or reaction of the individual towards various situations.

To better understand the reasons behind a person's behavior in a social situation, it is important to first understand his/her thinking pattern and secondly to comprehend the process of others, when they behave in a certain social situation. For instance, if a husband sets up a date with his wife at 7:00 pm at White Rhino Hotel, the wife is to wait for him to turn up at that specific time and place. However, if the husband is late for 2 hours, then the wife's reaction will be negative for example, angry, disappointed, hateful etc. In such cases, therefore, the social thoughts and social behavior of every person are heavily influenced by the cognitive processes. A research on how individuals perceive, contemplate, and remember information about others has a tremendous effect on understanding human social behavior.

In a nutshell, peer pressure in social interaction, especially during play, influences children to do either right or wrong for them to "fit in the group". Likewise, adults are constantly worrying about how others perceive them and such thoughts and worries alter their behavior for them to fit in. Social influences exist in all spheres of life be it in the books, television, the internet, and above all in others. During interactions with things and people, it is important to bear in mind the fact that the influence of others is weaker than the personality already instilled in us.

It is, therefore, necessary for adults to remind children of their importance and that they are loved by those who interact with them; this is essential since the children are discovering who they are and where they fit in. Otherwise, what they turn out to be in future should not be defined by social influences.

### The Aspects of Social Interactions

There are many aspects of social interaction, however, we will dwell on the main facets. These are cooperation, accommodation, assimilation, competition and conflict.

#### *Cooperation*

It is among the basic processes in the society. Fairchild defined cooperation as the process by which groups or individuals combine their power in a relatively organized way for the achievement of a mutual objective. Cooperation involves the coming together of two or more people or groups working together so as to accomplish similar goals. It is due to the struggles in life that necessitates cooperation among individuals and groups. Social interaction is affected significantly by cooperation in that whenever individuals share common goals which they cannot be able to achieve they combine their power to realize those goals. In this process there must be some form of social interaction. Kropotkin observes that due to its importance, no single society can exist without cooperation.

Cooperation is both a social and psychological requirement for human beings, especially for both male and female, in ensuring continuity of mankind. Lack of cooperation may lead one to live a life of misery and solitude.

People aspire for a progressive lifestyle. Continuous progress can never be achieved without embracing cooperation. The spirit of cooperation among people and nations has meaningfully contributed to the exceptional advancement in transport, and communication, science and technology, agriculture and industry. Thus, cooperation is not only necessary for the social interaction between individuals but also amongst nations.

#### Accommodation

As Maclver and Page say, "the term accommodation refers particularly to the process in which man attains sense of harmony with his environment". Accommodation thus, refers to the process of social adjustment. It occurs when an adjustment between people allows harmonious behavior in the society. A person attains accommodation when s/he acquires attitudes, habits and mannerisms conveyed to them socially. Adjustment is the process whereby groups and individuals alter the changed circumstances so as to conquer their difficulties. For instance, whenever there is a new situation in the society, people normally adjust the situation or themselves so as to adapt to the new environment.

Accommodation generally has many facets which include subordination, rationalizing, tolerance, conversion, arbitration and compromise among others. It thus makes individuals or groups to interact socially by coercion since one or both parties do not have a choice other than to cooperate.

Accommodation is equally important in the society similar to cooperation since its absence brings about conflict which in turn leads to the disruption of social stability, integration and order.

Accommodation minimizes or controls conflict as well as empowering individuals and groups to adapt to new conditions in the society. It is for this reason that Burgess notes that, "Social organization is the sum total of accommodation to past and present situations. All the social heritages, traditions, sentiments, culture, techniques are accommodations...". Due to its closeness to conflict and cooperation, accommodation is necessary if social harmony is to be achieved.

#### Assimilation

Ogburn and Nimkoff describe assimilation as the process whereby individuals or groups once dissimilar become similar, that it becomes identified in the interests and outlook.

According to Park and Burgess, "Assimilation is a process of interpenetration and fusion in which individuals and groups acquire the attitudes and values of other persons or groups, and by sharing their experience and history, are incorporated with them in a common cultural life".

In social interaction, assimilation stipulates the disappearance of cultural disparities between diverse groups of people. The assimilated individuals act, feel and think in the same way as they internalize foreign attitudes, common traditions and subsequently adopt the new cultural identity.

However, assimilation is not limited to culture as is evidenced when husbands and wives with differing upbringings often develop an unanticipated unity of purpose and interest. The process of assimilation is slow and gradual in that quite some time is required before groups or individuals can be converted from being divergent to similar.

During assimilation, acculturation- borrowing some or all cultural elements from other people and incorporating them into their own- process takes place. Although the process of assimilation certainly affects both groups, it is usual that the weaker society (in terms of culture) will borrow more and contribute less to the stronger group.

A merger of two cultures necessitates that the main culture becomes the mutual culture for the two. Assimilation as an aspect of social interaction is promoted by cultural similarity, amalgamation, equal economic opportunity, toleration, common physical traits, and close social contact. On the other hand, it is hindered by the following elements: cultural differences, domination and subordination, prejudice, physical differences, isolation, sense of superiority and inferiority.

#### *Competition*

Sutherland, Woodword and Maxwell state that, "Competition is an impersonal, unconscious, continuous straggle between individuals and groups for satisfaction which, because of their limited supply, all may not have". Based on the above definition by Sunderland et al competition is the central form of social struggle. Competition arises as a result of scarce resources which most if not all individuals endeavor to acquire.

Money, power, fame, status, name, glory, luxuries etc. are among the topmost things that people compete for. Scarcity is another reality in life and as such, competition can never lack in any given society. For instance, there are so many graduates from universities and colleges in Kenya, however, the job market does not match up the number and thus there is a lot of competition for employment.

Those employed are also in competition with others for better paying jobs so that they can be in a position to attain the above topmost scarce things.

Characteristics of competition can be derived by analyzing the various definitions. The most prominent facets are that competition is a continuous process, impersonal, universal, and an unconscious activity. Competition is universal and as such it is manifested in various forms. The various forms of competition are political, cultural, economic, racial, social competition etc.

H.T. Mazumdar noted both the negative and positive functions of competition in the society. Positively, competition is conducive to progress, is a source of motivation and ensures that the right individuals are assigned to the right positions in the society. In contrast the negative aspect of competition may lead to conflict, monopoly and even frustration. It is therefore important to maintain a healthy and fair competition at all cost to avoid the negatives.

#### **Conflict**

According to J.H. Fitcher, "Conflict is the social process in which individual or groups seek their ends by directly challenging the antagonist by violence or threat of violence". It is similar to competition since they are both disintegrative or dissociative social processes. Often, conflict results when the attention of rivals is averted from the object of competition to themselves. The contrasting aspect between conflict and competition is that the former achieves goals by weakening or eliminating the adversaries. Conflict deliberately attempts to coerce, oppose or resist the will of others or another. Simply put, conflict is a competition in its hostile personal and occasional forms. Conflict is part and parcel of humanity and thus a significant form of social process. It is characterized by being a conscious activity, universal process, intermittent process, and a personal activity. Although conflict is universal, it is not known when it originated or what actually causes it. However, numerous thinkers have tried to explain the valid reasons of conflict.

Charles Darwin, an eminent biologist argued that, the principle of struggle for existence and survival of the fittest are the key foundations of conflict. Malthus an eminent economist and mathematician stated that conflict arises only when there is shortage of food or means of subsistence.

According to him, the increase of population in geometrical progression and the means of subsistence in arithmetical progression is the main cause of conflict between the people. Freud and some other psychologists noted that, the origin of conflict lies in man's inmate or inborn aggressive tendency.

Differences in interest of individuals, ideologies, aspirations, and attitudes of people lead to conflicts. Since no human being is precisely identical to another, then conflict is due to arise especially if people do not accommodate each other. A change in the society may also propagate conflict.

For example, the new generation may conflict with the older generation whenever there is a social change whereby the former embraces while the latter lags behind. The rapid change in moral norms of a community, desires, hopes, and demands of man can also be attributed to the rise of conflicts. For instance, since the ancient days, it was mandatory for children to respect and obey their parents. However, today's generation is rebellious to such moral norms and as such there is more parent-child conflict that ever before.

There are numerous ways in which conflict exists based on varying schools of thought and authors. The most common types of conflict include indirect conflict, latent, litigation, conflict of impersonal ideals, personal and corporate conflict, feuds, war, direct conflict, and overt conflict among others. Conflict has both its merits and demerits in the society. The merits of conflict are that it changes the relative status of the conflicting parties, leads to redefinition of value system, promotes solidarity and fellow feeling, acts as a cementing factor in the establishment of intimate relations, and enlarges the victorious group. On the other hand, the negative functions of conflict are that it causes a lot of psychological and moral damage, causes social confusion, chaos, and disorder, disrupts social unity and cohesion.

In conclusion, social interaction has very many aspects with the most prominent being cooperation, accommodation, assimilation, competition and conflict. As discussed above, these aspects contribute significantly to how human beings tend to interact with others and subsequently how such interaction influences them psychologically.

https://www.linkedin.com/pulse/role-social-interactions-psychology-isaac-danlope

# PRE-LISTENING

### 9. Answer the questions from the side of your own experience:

1. Is social interaction important for children and adults? If yes/no, explain why?

2. Give the examples of social connections between people. Can people live out of social interaction?

3. Can poor marital or poor relationship quality weaken physical health? If yes/no, explain why?

4. What is the connection between your achievements and social connections?

5. What is the secret of strong social relationship?

# WHILE-LISTENING

## 10. Follow the link and listen to the audio Importance Of Social Connections:

https://www.youtube.com/watch?v=RijQpsWEdrE:

#### **Complete the sentences:**

1. If you talk to someone that has recently moved, started in your job, or retired, and ask them what they miss most about their past situation, one of the most common answers is that they miss \_\_\_\_\_\_ that were in their life.

2. Social connections or \_\_\_\_\_ with other individuals is crucial to mental health.

3. The lack of social connections has shown to increase \_\_\_\_\_\_, weaken the immune system, and lessen cardiovascular function.

4. Social relationships allow you to share your \_\_\_\_\_, and have support when times are tough.

5. Giving support in relationships can actually be more beneficial than \_\_\_\_\_\_.

6. Some social relationships can be bad, a person that is constantly negative and has \_\_\_\_\_\_, can bring you down and cause stress, making that relationship toxic.
7. Poor marital or poor relationship quality, can also weaken \_\_\_\_\_\_ and erode physical health.

8. Dealing with stress from a poor relationship can lead to over consuming food or alcohol, smoking, or taking medications \_\_\_\_\_\_, which in turn can damage systems in the body.

9. Having \_\_\_\_\_\_ with just a few people is fine, a few people that we can share life's good and bad moments with, a few people that we can connect with on a regular basis, with no stress, and no judgement.

# POST-LISTENING

11. Summarize the information from the video about the Importance Of Social Connections and answer the questions. Give your comments on every point.

**What are the benefits of social relations for people? Illustrate the examples.** 

**What can be the results of pure relationship and lack of socialization**?

What are the main reasons of poor outlook? Is it possible to change the situation?

# WRITING

12. Look at the scheme below Sleep and social relationships in healthy populations. Write your ideas on the issue: what is the connection between sleep and social relationships? What habits can improve the quality of sleep? What are the positive and negative sides of social connections? Use the given statements and word combinations to make your essay.

**k** social bonds **1** organized groups outside the environment rational choice  $\mathbb{N}$  to have a great influence Social Relationships Sleep **Relationship Quantity Sleep Quantity** Social network size · Total sleep time Social isolation · Perceived loneliness Sleep Quality **Relationship Quality**  Fragmentation Positive: Negative: · Nighttime awakenings Social support Social strain Sleep efficiency Relationship satisfaction Relationship conflict Warmth and intimacy Intimate partner violence . Sleep onset latency Positive parenting Workplace bullying/abuse Subjective quality

https://www.sciencedirect.com/science/article/abs/pii/S1087079221000137

GRAMMAR

13. Complete the sentences using Present Simple Passive.

- 1. The hospital \_\_\_\_\_ (to be; build) by the sponsors.
- 2. The program of intensification \_\_\_\_\_ (to be; create) by our leading specialist.
- 3. How many articles on the issue \_\_\_\_\_ (to be; print) every week?
- 4. In this country alcohol \_\_\_\_\_ (to be; not; sell) to people under 21.
- 5. This seminar \_\_\_\_\_ by our manager.
- 6. The flowers in our office \_\_\_\_\_ (to be; water) by her every morning.
- 7. Coffee \_\_\_\_\_ (to be; drink) by a lot of people every day.
- 8. In the situation of emergency they \_\_\_\_\_ by the police.
- 9. Emails from this organization \_\_\_\_\_\_ every Monday.
- 10. It looks crazy but his car \_\_\_\_\_ (to be; wash) every day.

# ADD-ON TASK

14. Study the scheme of the components of social communication. Summerize the information. What components are crucially important? What components do we use every day for studying/work? Explain why.



# UNIT 8. BUSINESS AND MANAGEMENT PSYCHOLOGY

#### 1. Discuss the issues:

- 1. How do you understand the term business psychology?
- 2. In what spheres can business psychologists work?
- 3. What are the main responsibilities of a business psychologist?



### 8.1. What is business psychology?

Business psychologists focus on studying the workplace and work on motivating employees and staff to improve working conditions in organisations and ensure a smooth day-to-day business.

You may be wondering, "What is business psychology?" "Why is it important? "What is a business psychologist?" "What can you do with a business psychology degree?" Well, technically there are many things that you can do with a Bachelor's or Master's degree in business psychology.

Getting a degree in Business psychology is definitely worth it and it pays off in the long run, because of its diverse field and the various trendy career paths it opens up for you. We will discuss what business psychology is, why is it important, the different types of business psychology careers and career paths, the roles and responsibilities of business psychologists, business psychology degree programmes and what you learn in them.

#### Psychology vs. Business Psychology

https://www.uel.ac.uk/about/our-schools/school-psychology/business-psychology-lab

At first, many people do not have a clear idea of what business psychology is. At parties, you'll usually hear the following reaction: "What? You're studying psychology? I'll have to watch out for that! Can you look into my soul now? Do you want to treat me now and are you interested in my childhood?" The reason: Commonly, many people automatically understand 'psychology' to mean 'clinical psychology,' which actually deals with the diagnosis and treatment of mental illnesses, such as anxiety disorders or depression. But business psychology has little to do with this. In a completely different way, the latter focuses on organizations and economies and all the processes there that have to do with people and not with numbers. Let's take a look at the exact meaning of business psychology.

#### What is business psychology?

Business Psychology (also referred to as organisational psychology) is defined as the practice of understanding and improving the working life of employees. It combines an understanding of the science of human behaviour with experience of the world of work to gain effective and sustainable performance for both individuals and organisations. What kind of environment do employees need for their optimal development? And how can teams be led effectively? The economy is one of the largest employers of business psychologists. With their specialist knowledge of psychological and economic interrelationships, they play a major role in helping companies to better understand their customers and employees, and in establishing a good working atmosphere.

#### What are business psychologists and what do they do?

A business psychologist examines employees and organizations with one goal in mind, which is improving the environment at work and increasing the productivity of employees. A business psychologist evaluates the company's goals, work strategies, and employees in order to assess areas and tools for improvement. Business psychologists use the aspects of business psychology first to analyze the issues within the company and then implement solutions accordingly. They use different ways and methods to collect information on employee behaviours, such as interviews, surveys, and polls.

They may also help human resource employees by assessing future candidates to ensure that they are the right fit for the role and the company and to pick the ones that share the same values, mission, and goals with the organization. Depending on the company or the specific position, business psychologists may also support in developing leadership and training programs, to help utilize the skills in the best possible way.

As a business psychologist you can expect any of the following tasks: assist with employee hiring process, increase business efficiency, create a positive work environments, establish employee training and motivation, perform employee appraisals and evaluations, provide employee counseling, improve employee morale, organize and manage initiatives for the overall health and well-being of employees, improve organizational structure, provide leadership development.

#### What can you do with a business psychology degree?

Business psychology is still a relatively new & young field and is still unknown to the 'masses'. However, business psychologists are some of the most sought-after professionals on the job market. What makes it also interesting is that business psychologists can also compete with 'normal' economists for positions in the personnel and marketing departments of big international corporations.

The diverse and versatile nature of the currently offered business psychology degrees and majors enable students to cover a very broad range of topics including many aspects of psychology and multiple soft skills. It is therefore important for young business psychologists to know their own competencies well and to be able to present them. Those who know this and position themselves accordingly are often preferred to graduates of classic degree programs.

The two classic and most common career paths for business psychologists (which includes. for human resources example, personnel are development/selection, training, continuing education), and marketing (with the facets of market research, strategic marketing, advertising, and consumer analysis). In general, large companies offer business psychologists far more opportunities than smaller ones. Mainly because large corporations deal with topics such as diversity management, corporate social responsibility, or change management, for which business psychologists are often needed. In addition, business psychologists could also be utilized in areas such as internationalization, intercultural cooperation, usability, or assistance.

Here are 15 careers to consider in business psychology: human factors specialist, industrial counselor, college professor, human resources executive, market research analyst, marketing executive, corporate consultant, industrialorganizational psychologist, recruitment or training specialist, sales representative, employee retention consultant, customer relationship specialist, professional development coach, customer service manager, change management specialist.

Business psychologists are increasingly in demand and companies are always on the lookout for them, especially in areas such as personnel development and market research. Therefore, professionals with a bachelor's or master's degree in Business Psychology, have great chances of landing a lucrative well-paid job.

The average starting salary for a business psychologist is 2500 euros per month. However, the compensation varies significantly depending on the industry, experience, and location. Someone with a few years experience can earn up to 3000 to 5000 euros per month. That amount can go up to 10,000 euros for managerial positions. Business psychologists play a crucial role in creating a more productive, positive workplace environment. Companies always look for graduates with good soft skills, i.e. people who can leverage a variety of skills – analytical, interpersonal, and critical thinking skills – people who are approachable and able to relate to others. It is precisely these competencies that make you stand out from the crowd.



### 2. Read the text. Are these statements true or false?

1. Business psychologists are increasingly in demand and companies are always on the lookout for them.

2. Business psychologists could also be utilized in areas such as internationalization, intercultural cooperation, usability, or assistance.

3. The two classic and most common career paths for business psychologists are human resources and management.

4. Business psychologists focus on studying the workplace and work on motivating employees and staff to improve working conditions.

5. Business psychologists use the aspects of sociology first to analyse the issues within the company and then implement solutions accordingly.

# READING C

#### 3. Scan the text and answer the questions:

- 1. What are business psychologists focused on?
- 2. What can you do with a business psychology degree?
- 3. What are the standard career paths for business psychologists?
- 4. What tasks can you expect as a business psychologist?
- 5. What is the average starting salary for a business psychologist?

## VOCABULARY

#### 4. Complete the words with the synonyms:

1) leverage	a) quantity
2) corporate	b) employment

3) amount	c) occupation
4) demand	d) feature
5) recruitment	e) promoting
6) career	f) support
7) strategic	g) ethics
8) advertising	h) request
9) aspect	i) commercial
10) morale	j) planned



### 5. Match the words/word combinations with their definitions:

1) significant	a) of a great importance
2) workplace environment	b) something, typically money, awarded to someone in recognition of loss
3) crucial	c) worth of attention
4) compensation	<ul> <li>d) a division of a large organization</li> </ul>
5) average	<ul> <li>e) the department of a business or organization that deals</li> <li>with the hiring, administration, and training of staff</li> </ul>

6) human resources	f) atmosphere at work
7) department	g) of the usual or ordinary amount, standard, level, or rate

# VOCABULARY

# 6. Match English words/word combination with the Ukrainian translation:

1) to implement	а) клієнт
2) productivity	— b) сталий
3) sustainable	с) значно залежати
4) international corporation	— d) процес найму робітників
5) employee training	е) оцінювати кандидатів
6) hiring process	f) ефективність роботи
7) to assess future candidates	 g) початкова зарплата
8) to depend significantly	— h) навчання працівників
9) starting salary	— i) втілювати в життя
10) customer	 ј) міжнародна корпорація
(20)	



7. Translate the following sentences into English.

1. Бізнес-психологи користуються попитом на ринку праці і компанії постійно їх шукають на вакансії.

2. Вони також можуть допомагати HR-спеціалістам, оцінюючи майбутніх співробітників на відповідність кандидатурі.

3. Яка атмосфера для працівників буде оптимальною для їх розвитку?

4. Зазвичай багато людей автоматично розуміють під терміном психологія клінічну психологію, яка займається дослідженням та діагностикою психічних захворювань, таких як тривожність і депресія.

5. Економіка – це найбільший постачальник робочих місць для бізнес психологів.

6. Ви можете займатися багатьма речами, маючи диплом бакалавра або магістра з бізнес психології.

7. Отримання вищої освіти однозначно варте того, і воно окупається в довгостроковій перспективі.

SPEAKING



8. Read the text above What is business psychology and give the reasons for the necessity of business psychology as a profession. Complete the table for making your notes.

Business Psychology		
main features		
definition		
how & where to apply		
job market place		
salary		
PRE-LISTENING		

## 9. Answer the questions from the side of your own experience:

- 1. What negotiation skills are in need for business psychologist?
- 2. What is mental stagnation?
- 3. Explain the term constant personal growth. What is to be done to maintain it?
- 4. What are the ways to reach high performance at studies and work?
- 5. How to get organizational skills? What are the main of them?

# WHILE-LISTENING

## 10. Follow the link and listen to the audio What is business psychology:

https://www.youtube.com/watch?v=EC5Nicjylk&list=PLy3kLOS6BhrHRo64FtvY wGx9e7sVwhz\_P

### Answer the questions:

- 1. What is the scope of business psychology?
- 2. What is market environment?
- 3. What are the components of a market exchange environment?
- 4. What are three key assumption of neoclassical economists of how people make resource exchange devisions?

5. Do neoclassical assumptions accurately describe how individuals make resource exchange decisions?

# POST-LISTENING

11. Summarize the information from the audio What is business psychology and explain the meaning of the expressions:

- resources exchange
- influential expert
- <sup>10</sup> business entity
- to achieve better outcomes
- key strategic decision

- Ito achieve self-improvement
- job satisfaction

# WRITING

12. Read the text below General outline of the psychology of management. Write short review on the issue: what are the main management styles? What management slyle would you like to use? Explain why/how. Use the given statements and word combinations to make your essay.

- management styles
- team members
- 🏽 management model
- Migh-performance team
- set expectations
- influenct and motivatt people

### 8.2. General outline of the psychology of management



https://lifexchangesolutions.com/what-is-management/

People who are not in a management position simply do not understand how much effort, skill, and knowledge is required to do the job and be a great manager at the same time. Whilst being a manager is by and large highly satisfying, it is not easy, it is filled with a huge variety of daily challenges and stresses and takes a particular type of person to do it well. So, thinking about this I decided to write out a list of all the things I could think of that a great manager does on any one day.

#### What do team members want?

Today's new generation of employees unlike the baby boomers before them are vocal about what they want their workplace to look like, they will not accept the old-style methods of the traditional management model which they view as managing, administering, stifling, unreasonable and unwarranted. They want managers who recognize them for their efforts, and who work in a collaborative, supportive and motivational manner.

They want a say in how the workplace is managed, where free-thinking, empowerment and service and community are put ahead of self-interest. Progressive management styles and high-performance teams are perfect for them, they fulfil their willingness and desire to work across teams, as well as their constant need for feedback, reinforcement and praise for their being tech-savvy. No matter how they are viewed, the simple truth is that the new generation looks at work dramatically different than the generation that immediately preceded them.

There are different management styles, so let's pay attention to the most popular of them.

#### The Traditional Manager

These managers' jobs are to plan, organize staff, direct and control. They are largely autocratic and sometimes viewed as intimidating and can rule with compulsion, force, control and secrecy. They command respect through seniority and years of service and will in extreme circumstances use physical, psychological, and economic force.

They set expectations for the employees below them who need to meet certain goals, but the manager receives the reward for achieving those goals. These managers also tend to experience a frequent turnover of employees, they do not always welcome new ideas and are often unaware of problems amongst their team members.

#### The Copycat Manager

These are managers who have received no supervisory or management training and who have been subjected to traditional managers as their management role models. Not knowing any better, they simply copy the traditional management style believing this is what the path to success looks like. These managers' success, attitudes and approach to their employees is largely based on their personalities. Some can be extremely effective whilst most are abnormal, they are the cause of much employee dissatisfaction.

#### The Reluctant Manager

There are two types, the first is the manager who is appointed based on seniority or years of service where capability can be irrelevant, it is simply a matter of who is next in line. The second is people who don't want to be a manager but accept or apply for a promotion for pay or prestige. These people fundamentally lack any management potential, they are usually angry and frustrated as they have great difficulty in influencing and motivating others.

#### The Progressive Manager

These are managers who have adopted one of the newer management styles such as Servant, Democratic, Participative or Collaborative. Progressive managers have known for decades that the traditional, hierarchical pyramid model is outdated. It does not suit today's fast-moving environment, nor does it suit today's employees. Its rigidity cannot support agility, speed, or engagement, and then there is the troubling aspect of vesting too much often-abusive power in managers over their employees.

A progressive management style is marked by transparency and sharing information with employees where progressive leaders empower everyone. It is a leadership style that values sharing and collaboration.

#### The Transformational Manager

Transformational management is a progressive style with managers who are agile and who focus their efforts on pushing their team members to ever greater accomplishments through encouragement, pushing them regularly past their comfort zones and motivating them to raise their bar for achievements. They motivate their team members to do more than they thought was possible, they work alongside their employees, inspiring them to ever greater efforts by demonstrating their work ethic. Transformational managers set challenging expectations and typically achieve higher performance outcomes from their teams. They manage people as valuable individuals, identifying and developing their talents. They are role models who are respected and trusted and they build High-Performance Teams.

So, if you are a manager, congratulate yourself every day just for getting through your day. And if you are thinking about management, it is a great job to have, highly rewarding and satisfying but as you know - there are many demands and a lot to do.

https://www.linkedin.com/pulse/psychology-great-management-russell-futcher

# GRAMMAR

# 13. Complete the sentences using the right Adverbs (how, when, to, out, besides, also) or Prepositions (by, to, as, at).

1. \_\_\_\_\_ expressing genuine interest in someone's qualities, background, stories, hobbies, career, family, or anything else closely connected to that person, you will give them a gift – a sense of importance, well being and value.

2. \_\_\_\_ would you feel about telling lies?

3. \_\_\_\_ you meet people for the first time, you have an opportunity to make a positive impression on them.

4. There is a difference between simply listening \_\_\_\_\_ people and listening with deep interest.

5. It could be \_\_\_\_\_ simple \_\_\_\_\_ striking up a conversation with a co-worker about what they did over the weekend.

6. Those who call because they genuinely care about me, stand \_\_\_\_\_ in my mind.

7.\_\_\_\_, you would be able to show your team \_\_\_\_\_ their work matters.

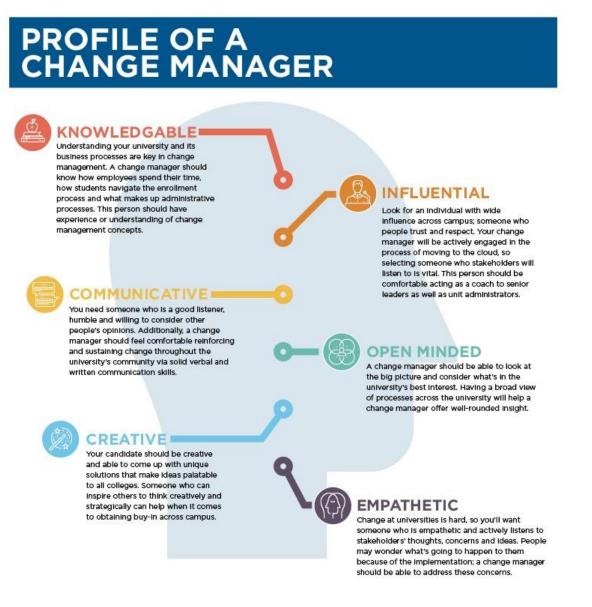
8. Also, the good news is that the ability to be genuinely interested in people is something that can be learned.

9. Everyone looked \_\_\_\_ her.

10. She will finish her homework by 5:00.

# ADD-ON TASK I

14. Study the scheme Profile of a Change Manager. What main qualitives are important for this position? Does this job suit you? If yes/no, explain why.



### **UNIT 9. THE PSYCHOLOGY OF WAR**

# LEAD-IN

#### 1. Discuss the issues:

1. What are the most common responses of people during extreme high stress events?

- 2. What reactions of a human body can appear during combat situations?
- 3. What is natural response of a person to stress?



### 9.1. Psychological phases of war

There is a wide range of possible responses and experiences during extreme high stress events. Sharper focus, visual clarity, slow-motion time, temporary paralysis, dissociation, and intrusive thoughts can all occur. When dissociation (a detachment from physical and emotional reality) occurs, it may be a red flag for the onset of post-traumatic stress disorder (PTSD). Loss of bladder and bowel control during moments of intensity is a common occurrence that is rarely discussed.

The range in responses to high stress result from changes in the autonomic nervous system, the part of human physiology responsible for automatic response to stimulus (the sympathetic nervous system) and basic bodily maintenance (the parasympathetic nervous system).

https://visitukraine.today/blog/1040/when-the-war-in-ukraine-will-end-budanov-gave-an-optimistic-forecast

When one's "fight or flight" response is triggered, the sympathetic nervous system begins shutting down things like salivation and digestion while increasing the production of epinephrine (adrenaline). Once the action is over it is followed by a parasympathetic backlash, the body attempting to calm down. Responses to this can vary depending on how prolonged the violence or stress has lasted. Soldiers fighting for hours find themselves exhausted and falling asleep because they have burned all their adrenaline. People who have experienced only a brief violent instance may find themselves unable to sleep for some time.

Heart rate increase in response to fear is correlated with a deterioration of motor skills and senses like vision and hearing. Eventually cognitive abilities degrade to a point called condition black (based off of work done by Bruce Siddle and Jeff Cooper).

Grossman gives conditions white, yellow, red, gray, and black, with white being unconcerned and black being overwhelmed. He believes high pressure situations call for condition yellow in which motor and cognitive skills are functioning at peak performance. Condition black is said to be when the heart rate gets above 175 beats per minute because of the influx of adrenaline from stress. At this point vasoconstriction, the tightening of the blood vessels, allows less oxygen to the brain. The mid-brain, the part we share with animals like dogs and bears, takes over. Rational thought goes out the window.

During combat situations there are a variety of perceptual distortions caused by biomechanical changes in the body. "Auditory exclusion" is when sounds like gunfire stop being heard or are muted. "Tunnel vision" is when the field of view is narrowed down, cutting out the periphery.

Depending on the environment the body may focus its attention almost entirely on either audio or visual stimulus, as is the case when hearing becomes sharper in low light situations. Sensory exclusion also occurs when adrenaline masks the pain of an injury until after the stress has passed. Other experiences can present themselves, such as loss of memory and "tactical fixation", during which a person may attempt the same thing over and over expecting a different result each time. There are also memory distortions.

People who have participated in extreme high stress situations may remember events incorrectly, believing them to be more negative than they actually were. There can also be an "autopilot effect" during which a person may do things without thought. Distance and depth perception can also distort.

A natural response to prolonged stress is the desire to eat, though at times of high stress, when one is in condition red or higher, the desire to eat is extremely unlikely. Similarly, stress may cause either a pronounced increase or decrease in sexual desires. It is also possible that women will stop menstruating after a particularly stressful incident.

#### Combat Psychology and Phases of War

People do not like killing, however joy can come from the act. Grossman presents the stages a person will go through after they have killed someone in a combat situation. The first stage is "survivor euphoria", which comes about as a result of the realization that the life taker is still alive. This is followed by a sense of remorse (and possible vomiting).

The happiness the survivor feels at being alive is difficult to separate from the death of the other party. This can lead to questions of morality and mental health ("I just killed and I am happy about it. Does that mean I like killing?").

The final stage is the prolonged process of rationalization, which becomes necessary when actions (in this case killing) do not match personal belief systems ("killing is wrong"). Grossman's belief is that when this process fails posttraumatic stress disorder can be the result. Killers can have different reactions depending on their levels of emotional preparedness and the context of the situation. Resistance to killing inside one's own species is present in many animals. Grossman holds the belief that no other species kills its own with the frequency of humanity because humans have spent centuries developing better methods to train killers and better killing implements. Weapons have been developed, based on human beings' inherent physical weaknesses, to increase the force, mobility, distance, and protection of the combatant.

Physical distance and mobility enable killing. However, killing from a distance also lessens the psychological impact on the target, thus the compliance of an enemy is most difficult to gain through long range assaults like air strikes or artillery, though it should be noted that, according to Grossman, research has shown the accuracy of a weapon directly influences its psychological potency. Crew served weapons, like machine guns and cannons, and proximate leaders also enable killing by serving to diffuse the responsibility for the death through the social group.

Posturing is another component of combat. The ornamentation, battle cries, and weapons of a military all serve in an effort to convince the other side that confrontation is foolish. Guns are noted as being particularly effective due to the loud sound produced versus a bow and arrow. This posturing is meant to destabilize the opponent emotionally, possibly ending the fight before it begins. However, historically much of the killing that happens on the battlefield occurs as one side is fleeing. Grossman believes this for two reasons: first the victims humanity is lessened when their eyes and face are not visible, and second that there is a deep seated urge (like dogs) to pursue when a target flees.

#### **Post-Traumatic Stress Disorder**

People have different responses to extreme high stress events. What might be traumatic to one person may not affect another. The susceptibility to trauma can be influenced by other prior factors like physical health (having an illness that day) or interpersonal relationships (having a fight with a spouse the night before). Post-traumatic stress disorder can occur after experiencing a perceived life or death event that caused feelings of fear and helplessness. The symptoms are recurrent (lasting at least a month), and can include anger, anxiety, avoidance, withdrawal, sleeplessness, increased arousal, hallucinations, and hypervigilance among others.

The sympathetic nervous system bears responsibility for symptoms of PTSD. It is normal for sufferers to try and avoid the stimulus that causes them anxiety, but it can be important not to run from the stimulus, assuming it is no longer presenting a situation of possible death.

Violence from other people is more traumatizing than violence from nature. The physiological and psychological responses a person will have to violence, or an extremely high stress experience, have a wide range of possibilities. One can really be "scared speechless", or have "the crap scared out of them". Cognitive impairments, both immediate and long term, are not uncommon. Witnesses may find themselves unable to act. Survivors may experience guilt.

Psychologically one must not be in denial about horrible possibilities. Physically one must be free from stressors like dehydration, hunger, and especially lack of sleep to be able to function effectively. Repetitive training, stress inoculation, and tactical breathing can help avoid being entirely overtaken by the stimulus of the moment. After incident debriefings can help survivors, witnesses, and victims process the event and de-link emotions from actions. Exercise can be used to burn off stress hormones. It is important to be prepared to recognize and act on the psychological and physiological responses to extreme high stress and violence.

https://www.beyondintractability.org/bksum/grossman-on-combat

# READING C

#### 2. Read the text. Are these statements true or false?

- 1. People have different responses to extreme high stress events.
- 2. The sympathetic nervous system bears responsibility for symptoms of PTSD.

3. Repetitive training, stress inoculation, and tactical breathing cannot help avoid being entirely overtaken by the stimulus of the moment.

4. Violence from other people is more traumatizing than violence from nature.

5. Exercise can't be used to burn off stress hormones.



### **3.** Scan the text and answer the questions:

1. By what can the susceptibility to trauma be influenced?

- 2. What are the symptoms of PTSD?
- 3. What is one of the reasons why weapons have been developed?

4. What are the stages people will go through after they have killed someone in a combat situation?

5. What is a natural response to prolonged stress?

# VOCABULARY

### 4. Complete the words with the synonyms:

1) to survive	a) agreeability
2) speechless	b) repeated
3) stimulus	c) fighting
4) anxiety	d) to remain alive
5) recurrent	e) regret
6) to destabilize	f) motivation
7) combat	g) voiceless
8) compliance	h) to upchuck

9) remorse	i) worry
10) to vomit	j) to weaken



### **5.** Match the words with their definitions:

1) experience	a) to happen
2) temporary	b) verbal or written answer
3) to occur	c) knowledge or skill
4) bladder	<ul> <li>d) a strong negative reaction by a large number of people,</li> <li>especially to a social or political development</li> </ul>
5) response	e) lasting for only a limited period of time
6) backlash	f) logical and clear
7) rational	g) a muscular membranous sac in the abdomen which receives urine from the kidneys and stores it for excretion

# VOCABULARY

### 6. Match English words with the Ukrainian translation:

1) visual	а) випадковий, властивий, побічний
2) perception	b) знати з досвіду
3) incident (adj)	с) свідок

4) debriefing	d) насильство
5) witness	е) зоровий, наочний
6) to experience	f) відміна
7) violence	g) сприйняття
8) avoidance	h) дружина/чоловік
9) spouse	i) схильність
10) susceptibility	j) підведення підсумків

# TRANSLATION

### 7. Translate the following sentences into English.

1. Вправи можна використовувати для спалювання гормонів стресу.

2. Жорстокість з боку людей є більш травматичною, ніж жорстокість з боку природи.

3. Люди, які були у надзвичайно стресових ситуаціях, можуть пам'ятати події неправильно.

4. Вбивці можуть мати різну реакцію залежно від рівня емоційної готовності та контексту ситуації.

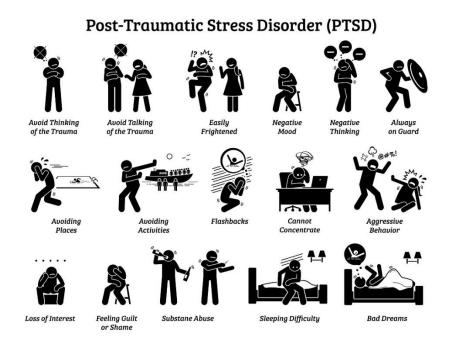
5. Посттравматичний стресовий розлад може виникнути після пережитої події життя або смерті, яка викликала почуття страху та безпорадності.

6. Існує широкий діапазон можливих реакцій і переживань під час надзвичайно сильних стресових подій.

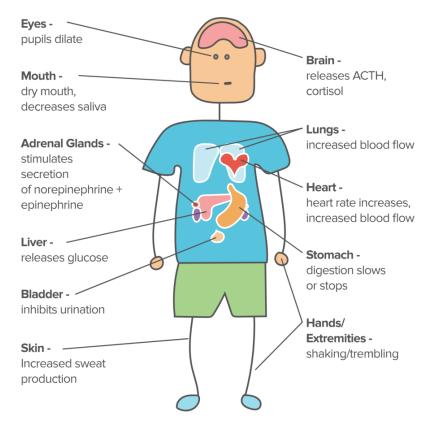
7. Важливо бути готовим розпізнавати психологічні та фізіологічні реакції на надзвичайно сильний стрес і насильство та діяти відповідно до них.



1. Look at the pictures and complete the table. Discuss the causes, features and results of Post-Traumatic Stress Disorder with your partner.



https://www.wockhardthospitals.com/experts-list-ways-on-how-to-cope-with-ptsd-2/posttraumaticstressdisorderptsdsigns and symptoms-illustrations depict/



 $\underline{https://www.khanacademy.org/test-prep/mcat/behavior/psychological-disorders/a/post-traumatic-stress-disorder-articleging and a stress-disorder-articleging and a stress-diso$ 

Post-Traumatic Stress Disorder	
health	
behaviour	
personality	
memory	
	$\Omega_{2}^{\prime}$

# PRE-LISTENING

### 9. Answer the questions from the side of your own experience:

- 1. What is PTSD?
- 2. What are the causes and results of PTSD?
- 3. What is the treatment for Posttraumatic stress disorder?
- 4. What situations can be harmful for people with Posttraumatic stress disorder?

# WHILE-LISTENING

# **10.** Follow the link and listen to the audio Posttraumatic stress disorder (PTSD) - causes, symptoms, treatment & pathology:

https://www.youtube.com/watch?v=hzSx4rMyVjI

#### **Complete the sentences:**

1.\_\_\_\_\_\_, also called PTSD, happens when some memory of a past traumatic event – like war or sexual assault – causes recurrent mental and physical distress.

2. Somebody might start to avoid environments and situations that remind them of their trauma and feel a sense of hypervigilance where they are constantly on guard or hyperarousal where they have this exaggerated startle response to \_\_\_\_\_.

3. Whether or not someone develops PTSD in response to trauma is determined by a number of \_\_\_\_\_\_.

4. People that go through \_\_\_\_\_\_ as children are more likely to develop PTSD in response to other traumas faced in their adult life.

5. As far as causes go, there are some clues about \_\_\_\_\_ related to development of PTSD.

6. PTSD has also been linked to having a family history of \_\_\_\_\_ or anxiety disorders.

7. Treatment for PTSD can be \_\_\_\_\_\_, since people with the disorder are often reluctant to to engage with the trauma in any way – in their thoughts, emotions, or in conversations, which can make treatment really hard.

8. Research has shown that exposure therapy, which slowly exposing individuals to situations that cue recall of trauma, can be \_\_\_\_\_\_.

9. \_\_\_\_\_ is also a popular choice for individuals with PTSD, because it provides survivors with a safe place to relive their trauma in a supportive environment.

10. So an important \_\_\_\_\_\_ for both therapy and medications, is to help alleviate their symptoms while also safely managing substance abuse issues.



11. Summarize the information from the audio Posttraumatic stress disorder (PTSD) - causes, symptoms, treatment & pathology and give the definitions of word combinations:

- effective coping strategy
- interpersonal trauma
- worsen the symptoms
- flashbacks and nightmares
- anti-anxiety medications
- depressive symptoms
- group therapy

# WRITING

12. Read the text below Posttraumatic stress disorder treatment. Write your ideas on the issue: What are the symptoms and causes of PTSD? Is it important to research different ways of treatment of PTSD? If yes/no, explain why.

### 9.2. Posttraumatic stress disorder treatment



https://www.health.harvard.edu/heart-health/post-traumatic-stress-disorder-when-fear-strikes-the-heart

Over the course of a lifetime, many people directly experience or witness harrowing events. These include serious car accidents, violent personal trauma (including sexual assault), natural or human-made disasters, and military combat. Life-threatening health conditions – such as a sudden cardiac arrest, a devastating stroke, or any illness – can also leave people traumatized.

As many as one in five people with such histories experience short-term post-traumatic stress disorder (PTSD). This debilitating mental health condition is characterized by recurrent, frightening episodes during which people relive the traumatic event. Some go on to develop long-term symptoms. Over all, about 8% of all people will develop PTSD during their lifetime, which may leave them vulnerable to other health problems.

#### **PTSD** Symptoms

Symptoms of PTSD most often begin within 3 months of the event. In some cases, however, they don't begin until years later. The severity and duration of the illness can vary. Some people recover within 6 months, while others have it much longer. Symptoms of PTSD often are grouped into four main categories, including:

*Reliving:* People with PTSD repeatedly relive the ordeal through thoughts and memories of the trauma. These may include flashbacks, hallucinations, and nightmares. They also may feel great distress when certain things remind them of the trauma, such as the anniversary date of the event.

*Avoiding:* The person may avoid people, places, thoughts, or situations that may remind them of the trauma. This can lead to feelings of detachment and isolation from family and friends, as well as a loss of interest in activities that the person once enjoyed.

*Increased arousal:* These include excessive emotions; problems relating to others, including feeling or showing affection; difficulty falling or staying asleep; irritability; outbursts of anger; difficulty concentrating; and being "jumpy" or easily startled. The person may also suffer physical symptoms, such as increased blood pressure and heart rate, rapid breathing, muscle tension, nausea, and diarrhea.

*Negative cognitions and mood:* This refers to thoughts and feelings related to blame, estrangement, and memories of the traumatic event.

Young children with PTSD may have delayed development in areas such as toilet training, motor skills, and language.

The intensity of PTSD symptoms may vary. You may have more symptoms when you feel stress in general, or when you encounter a specific reminder about what happened.

#### **PTSD** Causes and Risk Factors

Everyone reacts to traumatic events differently. Each person is unique in their ability to manage fear, stress and the threat posed by a traumatic event or situation. For that reason, not everyone who has a trauma will develop PTSD. Also, the type of help and support a person receives from friends, family members, and professionals following the trauma may impact the development of PTSD or the severity of symptoms.

PTSD was first brought to the attention of the medical community by war veterans; hence the names shell shock and battle fatigue syndrome. However, anyone who has had a traumatic event can develop PTSD. People who were abused as children or who have been repeatedly exposed to life-threatening situations are at risk for developing PTSD. Victims of trauma related to physical and sexual assault face the greatest risk for PTSD.

You may be more likely to develop PTSD after a traumatic event if you have a history of other mental health problems, have blood relatives with mental health problems, or have a history of alcohol or drug abuse.

#### **PTSD Treatment**

The goal of PTSD treatment is to reduce the emotional and physical symptoms, to improve daily functioning, and to help the person better manage with the event that triggered the disorder. Treatment for PTSD may involve psychotherapy (a type of counseling), medication, or both.

Psychotherapy for PTSD involves helping the person learn skills to manage symptoms and develop ways of coping. Therapy also aims to teach the person and their family about the disorder, and help the person work through the fears associated with the traumatic event. A variety of psychotherapy approaches are used to treat people with PTSD, including: *Cognitive behavioral therapy*, which involves learning to recognize and change thought patterns that lead to troublesome emotions, feelings, and behavior.

**Prolonged exposure therapy**, a type of behavioral therapy that involves having the person relive the traumatic event, or exposing the person to objects or situations that cause anxiety. This is done in a well-controlled and safe environment. Prolonged exposure therapy helps the person confront the fear and gradually become more comfortable with situations that are frightening and cause anxiety. This has been very successful at treating PTSD.

*Psychodynamic therapy* focuses on helping the person examine personal values and the emotional conflicts caused by the traumatic event.

*Family therapy* may be useful because the behavior of the person with PTSD can have an affect on other family members.

*Group therapy* may be helpful by allowing the person to share thoughts, fears, and feelings with other people who have experienced traumatic events.

*Eye Desensitization and Reprocessing* is a complex form of psychotherapy that was initially designed to alleviate distress associated with traumatic memories and is now also used to treat phobias.

Some studies suggest that early intervention with people who had a trauma may reduce some of the symptoms of PTSD or prevent it all together. Researchers are studying the importance of the resilience and risk factors for PTSD. They are also studying how genetics and neurobiology can affect the risk of PTSD. With more research, someday it may be possible to predict who is likely to develop posttraumatic stress disorder treatment. This could also help in finding ways to prevent it.

https://www.webmd.com/mental-health/post-traumatic-stress-disorder



**13.** Join together each of the following pair of sentences using the right Relative Pronouns.

- 1. I met Susan. She had just lost her job.
- 2. They need something. I will give them that.
- 3. I got into a bus. It was crowded.
- 4. She is my friend. I was speaking of her.
- 5. The old lady has informed the police. Her car was stolen.
- 6. John betrayed me. I trusted him.
- 7. The man was very happy. He won a prize.
- 8. Give me my laptop. The laptop is on the table.
- 9. We praised Julia. Her performance was unbeliveable.
- 10. The children came late. They were punished.
- 11. You bought the presentation. Show me the presentation.
- 12. You are very agressive. You should be attentive.
- 13. They caught a boy. He was a shoplifter.

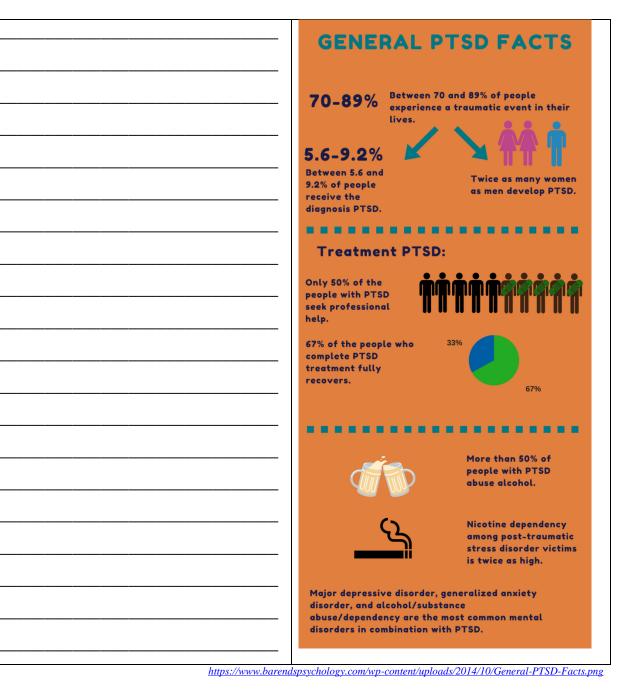
14. The wall of the building was damaged. The building has now been reconstructed.

15. You are cheater. You will be punished.



14. Study the scheme of General PTSD facts. Comment on the given facts, add your descriptions and examples. Complete the table.

Facts with examples	General PTSD facts
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# **UNIT 10. ATTENTION**

# LEAD-IN

#### 1. Discuss the issues:

- 1. Explain the meaning of the word attention.
- 2. What is needed to be attentive? Is it possible to be attentive all the time?
- 3. What is the role of attention at studies and work? Give the examples.
- 4. Does everyone have the same ability and skills for attention? Explain if yes/no.
- 5. Is it possible ti train attention? What are the ways?



### 10.1. General notion of attention

https://www.verywellmind.com/what-is-attention-2795009

Attention is the ability to actively process specific information in the environment while tuning out other details. Attention is limited in terms of both capacity and duration, so it is important to have ways to effectively manage the attentional resources we have available in order to make sense of the world.

In his 1890 book "The Principles of Psychology," psychologist and philosopher William James wrote that attention "is the taking possession by the mind, in clear and vivid form, of one out of what may seem several simultaneously possible objects or trains of thought...It implies withdrawal from some things in order to deal effectively with others."

#### **Understanding Attention**

Think of attention as a highlighter. As you read through a section of text in a book, the highlighted section stands out, causing you to focus your interest in that area. It's not just about centering your focus on one particular thing; it also involves ignoring a great deal of competing information and stimuli. Attention allows you to "tune out" information, sensations, and perceptions that are not relevant at the moment and instead focus your energy on the information that's important.

#### Why Attention Matters

Attention helps us learn in school, get ahead in the workplace, and build successful relationships, but when it's compromised, achievement of any kind becomes far more challenging. Some individuals may seem naturally to have more control over their focus, but most people's ability to pay attention varies depending on the situation, the number of distractions they face, and whether they are employing the aid of stimulants like caffeine or Ritalin. And others – particularly those with attention-deficit/hyperactivity disorder (ADHD) or other mental health concerns – may struggle to pay attention even when it matters most.

The ability to focus on a particular task for an extended period of time can vary widely among individuals. Evolutionary psychologists speculate that individuals with long and short attention spans both had value in early human societies. The latter, for example, might have been novelty-seekers, more adventurous and quicker to migrate than others.

Many people attempt to perform two or more tasks at once – driving while texting, for example, or reading while listening to a podcast – but a growing body of research finds that attempting to split our focus actually leads to lower efficiency on both tasks, greater stress and distractibility, and even reductions in the brain's grey matter.

#### The Role of Attention in Learning and Thinking

Attention is a basic component of our biology, present even at birth. Our orienting reflexes help us determine which events in our environment need to be attended to, a process that aids in our ability to survive.

Newborns attend to environmental stimuli such as loud noises. A touch against the cheek triggers the rooting reflex, causing the infant to turn his or her head to nurse and receive nourishment. These orienting reflexes continue to benefit us throughout life.

Attention plays a critical role in almost every area of life including school, work, and relationships. It allows people to focus on information in order to create memories. It also allows people to avoid distractions so that they can focus on and complete specific tasks.

There has been a tremendous amount of research looking at exactly how many things we can attend to and for how long. Key variables that impact our ability to stay on task include how interested we are in the stimulus and how many distractions there are.

#### **Improving** Attention

For the most part, our ability to focus our attention on one thing while blocking out competing distractors seems automatic. Yet the ability of people to selectively focus their attention on a specific subject while dismissing others is very complex. But even people without attention problems can benefit from using strategies designed to improve attention and focus. Some things you can try include:

*Avoiding multitasking:* If you want to improve your focus, try to avoid multitasking. Trying to juggle multiple tasks hurts productivity, so you can make the most of your limited attentional research by only working on one thing at a time.

*Getting enough sleep:* Research has shown that sufficient sleep is essential for maintaining optimal levels of attention. Not only that, the two appear to have a bidirectional relationship; sleep helps regulate attention, but attentional demands can also play a role in sleep.

*Practicing mindfulness:* Mindfulness, which involves paying attention to the present moment, is sometimes conceived of as a form of attention. Research has shown that mindfulness training may be helpful for improving attention.

New ways of improving attention may also be on the horizon. This may be helpful for treating attentional problems that are the result of some conditions. For example, research published in 2017 says that neural circuitry (pathways in the brain) related to attention are intricately related to conditions such as attention-deficit/hyperactivity disorder. Achieving a greater understanding of this process holds promise for better treatments for those coping with this condition down the line.

https://www.verywellmind.com/what-is-attention-2795009



# 2. Read the text. Are these statements true or false?

1. Trying to juggle multiple tasks sometimes hurts productivity.

2. Attention isn't limited in terms of both capacity and duration.

3. The ability of people to selectively focus their attention on a specific subject while dismissing others is very complex.

4. Sufficient sleep is not essential for maintaining optimal levels of attention.

5. Attention plays a critical role in almost every area of life including school, work, and relationships.

# READING Ĉ

# 3. Scan the text and answer the questions:

- 1. What are the key variables that impact our ability to stay on task?
- 2. What is the important function of attention?
- 3. Can people perform two or more tasks at once? How do we call such action?
- 4. Who is the author of the book "The Principles of Psychology", written in 1890?
- 5. What should person do to improve attention?



# 4. Complete the words with the synonyms:

1) mindfulness	a) to control
2) bidirectional	b) numerous
3) to regulate	c) certain
4) sufficient	d) caution
5) multiple	e) compound
6) to juggle	f) scrupulous
7) benefit	g) satisfactory
8) complex	h) two-way
9) selective	i) advantage
10) specific	j) to shuffle

# VOCABULARY



# 5. Match the words/word combinations with their definitions:

1) demand	a) doing of more than one task at the same time
2) hyperactivity	b) an insistent request
3) to play a role	c) to be involved in something

4) to cope with	d) a person or thing that distracts
5) multitasking	e) done spontaneously
6) distractor	f) the state or condition of being overly active
7) automatic	g) to deal with and attempt to overcome problems



# OCABULARY 📾

# 6. Match English words/word combination with the Ukrainian translation:

1) nourishment	а) ефективність
2) to survive	b) стан, положення, умова
3) efficiency	c) дефіцит уваги
4) condition	d) звільняти, видаляти, відпускати
5) disorder	е) живлення
6) attention-deficit	f) величезний
7) to dismiss	g) виживати
8) tremendous	h) розлад

9) ability	і) лікувати, доглядати	
10) to treat	ј) здатність, можливість	

# TRANSLATION

# 7. Translate the following sentences into Ukrainian.

1. New ways of improving attention may also be on the horizon.

2. Key variables that impact our ability to stay on task include how interested we are in the stimulus and how many distractions there are.

3. Newborns attend to environmental stimuli such as loud noises.

4. Attention is the ability to actively process specific information in the environment while tuning out other details.

5. Sufficient sleep is essential for maintaining optimal levels of attention.

6. Achieving a greater understanding of this process holds promise for better treatments for those coping with this condition down the line.

7. Attention allows people to avoid distractions so that they can focus on and complete specific tasks.

# SPEAKING



8. Read the text below Attention concept and types and explain the meaning of the words *in italics*. What types of attention are the most important for studies and work? Give arguments for your ideas. Compare your ideas to the ideas of your partner.

**10.2.** Attention concept and types



https://madalynsklar.com/2021/07/5-tips-for-being-more-attentive-on-social-media/

There are many different types of attention that people may use. Some of these include:

#### **Sustained Attention**

This form of attention, also known as *concentration*, is the ability to focus on one thing for a continuous period. During this time, people keep their focus on the task at hand and continue to engage in a behavior until the task is complete or a certain period of time has elapsed.

Research suggests that sustained attention peaks during the early 40s and then gradually declines as people age.

#### **Alternating Attention**

This type of attention involves *multitasking* or effortlessly shifting attention between two or more things with different cognitive demands.3 It's not about focusing on more than one thing at the same time, but about stopping attending to one thing and then *switching* to the next task.

#### Selective Attention

Since attention is a limited resource, we have to be selective about what we decide to focus on. Not only must we focus our attention on a specific item in our environment, but we must also filter out an *enormous* number of other items.

Selective attention involves being able to choose and selectively attend to certain stimuli in the environment while at the same time tuning other things out. For example, you might *selectively* attend to a book you are reading while tuning out the sound of your next-door neighbor's car alarm going off.

This type of attention requires you to be able to tune out extraneous external stimuli, but also internal distractions such as thoughts and emotions in order to stay selectively attuned to a task.

### **Focused Attention**

This type of attention involves being able to be suddenly drawn to a specific visual, auditory, or tactile stimuli such as a loud noise or a flash of light. It is a way of responding rapidly to *external stimuli*, which can be particularly important in situations where something in the environment requires immediate attention and quick action.

## Limited Attention

Limited attention, or divided attention, is a form of attention that also involves multitasking. In this case, however, attention is divided between multiple tasks. Rather than shifting focus, people attend to these stimuli at the same time and may respond simultaneously to *multiple demands*.

https://www.verywellmind.com/what-is-attention-2795009

# PRE-LISTENING

## 9. Discuss the issues with your partner. Compare your ideas:

- ▲ complete attention myth or reality
- ▲ inattentiveness inborn or gained
- attention and memory connection
- ▲ attention process can be compared to an analogy of a filter
- ▲ attention and concentration what is the difference?

# WHILE-LISTENING

# 10. Follow the link and listen to the audio Attention:

https://www.youtube.com/watch?v=jrpFJcthIY0

# Answer the questions:

- 1. What is attention?
- 2. What is selective attention?
- 3. What is divided attention?
- 4. What does word combination 'inattentional blindness' mean?
- 5. What is another example of our lack of awareness? Give its definition.

# POST-LISTENING

11. Summarize the information about the audio Attention, look and the scheme below and make a summary of attention types. Add your own examples.

Ту	pes Of Attention
0	Sustained Attention Allows a person to focus on a subject matter for a long, continuous and uninterrupted period of time.
2.	Selective Attention It allows to be selectively attentive to a certain stimulus. At the same time, ignores all other things that might be a distraction.
3	Alternating Attention Allows one to switch awareness and focus from one task to another, based on the importance.
4.	Focused Attention Takes place during emergency situations and random outbreaks, when utmost awareness and focus is required in a quick span of time.
5.	<b>Divided or Limited Attention</b> Similar to selective attention except cognitive resource is divided among different tasks, resulting in multi-tasking.
MIND 🛞 HEL	p MIND <b>JOURNAL</b>

https://mind.help/topic/attention/



12. In the rhythm of modern life people are often distracted by a lot of things, which decrease efficiency of work and studies. Write your ideas on the issue: How to focus attention and reach the needed results? Use the tips given below:

- ▲ to complete a lot of tasks
- ▲ distraction

- ▲ multitasking
- ▲ to focus your attention
- ▲ to switch attention from ... to...



# 13. Complete the sentences using the proper Posessive Pronouns.

1. Ann, \_\_\_\_\_ (you) handwriting is really difficult to read.

2. My aunt lost \_\_\_\_\_ (she) way in the city.

- 3. Lina, is \_\_\_\_\_ (you) brother at home?
- 4. We always try to keep \_\_\_\_\_ (we) office clean.
- 5. I gave \_\_\_\_\_ (I) report to her.
- 6. They invited me to \_\_\_\_\_ (they) party.
- 7. Kim and Tina are in \_\_\_\_\_ (they) car.
- 8. Nina is washing \_\_\_\_\_ (she) hair.

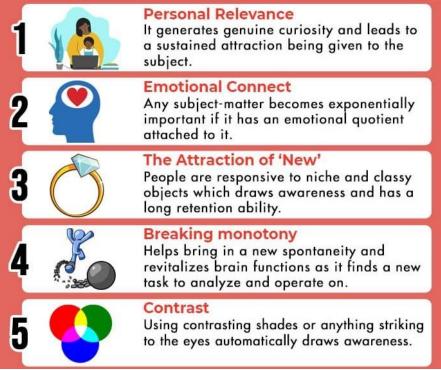
9. They live on the other side of the street. That's \_\_\_\_\_ (they) house, the next one.

10. Cristina is married. \_\_\_\_\_ (she) husband is a journalist.

# ADD-ON TASK

14. Study the scheme Factors affecting attention. Make a short list of tips for inattentive people: how to develop concentration, how to stay interested in an activity for a certain period of time, etc.

# **Factors Affecting Attention**



https://mind.help/topic/attention/

# **UNIT 11. MENTAL HEALTH**



## 1. Discuss the issues:

- 1. What is mental health?
- 2. What are the risk factors for mental health conditions?
- 3. What factors contribute to the development of mental health disorders?



# **11.1. Mental health: definition and common disorders**

https://www.wellwoodhealth.com/people/mentalhealthhcareplans/

Mental health is "more than just the absence of mental disorders or disabilities." Peak mental health is not only about managing active conditions but also looking after ongoing wellness and happiness. It also emphasizes that preserving and restoring mental health is crucial individually and at a community and society level. In the United States, the National Alliance on Mental Illness estimates that almost 1 in 5 adults experience mental health problems each year.

## Risk factors for mental health conditions

Everyone is at some risk of developing a mental health disorder, regardless of age, sex, income, or ethnicity. In the U.S. and much of the developed world, mental disorders are one of the leading causes of disability. Social and financial circumstances, adverse childhood experiences, biological factors, and underlying medical conditions can all shape a person's mental health. Many people with a mental health disorder have more than one condition at a time. It is important to note that good mental health depends on a delicate balance of factors and that several elements may contribute to developing these disorders. The following factors can contribute to mental health disruptions.

### Continuous social and economic pressure

Having limited financial means or belonging to a marginalized or persecuted ethnic group can increase the risk of mental health disorders. A 2015 Iranian studyTrusted Source describes several socioeconomic causes of mental health conditions, including poverty and living on the outskirts of a large city. The researchers also described flexible (modifiable) and inflexible (nonmodifiable) factors that affect the availability and quality of mental health treatment for certain groups.

Modifiable factors for mental health disorders include: socioeconomic conditions, such as whether work is available in the local area occupation; a person's level of social involvement; education; housing quality; gender.

Nonmodifiable factors include: gender, age, ethnicity, nationality. The researchers found that being female increased the risk of low mental health status by nearly four times. People with a "weak economic status" also scored highest for mental health conditions in this study.

#### Childhood adversity

Several studiesTrusted Source support that adverse childhood experiences such as child abuse, parental loss, parental separation, and parental illness significantly affect a growing child's mental and physical health.

There are also associations between childhood abuse and other adverse events with various psychotic disorders. These experiences also make people vulnerable to post-traumatic stress disorder (PTSD).

#### **Biological factors**

Genetic family history can increase the likelihood of mental health conditions as specific genes and gene variants put a person at higher risk. However, many other factors contribute to the development of these disorders. Having a gene associated with a mental health disorder does not guarantee that a condition will develop. Likewise, people without related genes or a family history of mental illness can still have mental health issues.

Chronic stress and mental health conditions such as depression and anxiety may develop due to underlying physical health problems, such as cancer, diabetes, and chronic pain.

#### Myths vs. facts about mental health

There are several commonly held beliefs and misconceptions about mental health. Here are some examples.

Myth: A person with a mental health condition has low intelligence. Fact: Mental illnesses can affect anybody regardless of intelligence, income, or social status.

Myth: Teenagers do not have mental health issues. They just have mood swings due to their fluctuating hormones. Fact: While it is true that teenagers often have mood swings, it does not mean that they cannot have mental health issues. Half of all mental health conditions begin by age 14.

Myth: People with mental health illnesses are dangerous, violent, and unpredictable. Fact: Many people are quick to label people doing mass violence and crime as "mentally ill." However, crimes committed by people with serious mental health disorders only make up 5% of all violent crimes.

Myth: Psychiatric medications are harmful. Fact: Mental illnesses, like other health conditions, are real illnesses. These medications may be necessary to help them function normally, ease their symptoms, and improve their quality of life. They are not harmful or an "excuse" for people to avoid dealing with their problems.

Myth: People with bipolar disorder are moody. Fact: Bipolar cycles last from weeks to months and do not change as fast as people's moods often do.

Myth: A person with a mental health condition is weak. Such conditions would not affect strong people. Fact: Having a mental health condition is beyond choice or willpower. Anyone can have a mental health condition.

Myth: Bad parenting causes adolescents to have mental health conditions. Fact: Many adverse experiences and factors may influence a person's mental health and well-being. Adolescents' relationships with their parents and family are just one factor. A person raised in supportive and loving homes and those raised in homes maintained by caregivers who need mental support can experience mental health difficulties equally.

Myth: People with mental health needs cannot keep and perform well in a job. Fact: People with mental health conditions can perform well in a job, especially in a supportive workplace that supports and promotes mental health.

The term mental health refers to a person's cognitive, behavioral, and emotional well-being. It affects how people react to stressors, engage with others, and make choices. Mental health is more than just the absence of mental health problems. It is the ability to manage existing conditions and stressors while maintaining ongoing wellness and happiness. Factors such as stress, depression, and anxiety can all negatively affect mental health and disrupt a person's routine.

https://www.medicalnewstoday.com/articles/154543#risk-factors



### 2. Read the text. Are these statements true or false?

1. People with mental health needs cannot keep and perform well in a job.

2. Many people with a mental health disorder have more than one condition at a time.

3. Chronic stress and mental health conditions such as depression and anxiety may develop due to underlying physical health problems, such as cancer, diabetes, and chronic pain.

4. A person with a mental health condition has low intelligence.

5. Having a gene associated with a mental health disorder does not guarantee that a condition will develop.



# 3. Scan the text and answer the questions:

- 1. What do modifiable factors for mental health disorders include?
- 2. What are the nonmodifiable factors?
- 3. Can teenagers have mental health issues?
- 4. Are people with mental health illnesses dangerous, violent, and unpredictable?
- 5. Can people with mental health needs keep and perform well in a job?

# VOCABULARY

# 4. Complete the words with the synonyms:

1) supportive	a) identical
2) caregiver	b) self-discipline
3) equal	c) damaging
4) willpower	d) encouraging
5) medication	e) misdeed
6) harmful	f) custodian
7) symptom	g) drug
8) crime	h) situation
9) condition	i) trait
10) income	j) salary



# **5.** Match the words/word combinations with their definitions:

1) stressor	a) using physical force to damage	
2) mental health	b) changeable, impossible to predict	
3) nonmodifiable	c) something causing stress	
4) violent	d) that can't be modified	
5) unpredictable	e) state of mental well-being	
6) to swing	f) despite the circumstances	
7) regardless	g) to move back and forth	

# VOCABULARY

# 6. Match English words/word combination with the Ukrainian translation:

1) mental health condition	a) той, що часто змінює настрій
2) bipolar disorder	b) психічно хворий
3) moody	с) змінювані фактори
4) to excuse	d) низький рівень інтелекту

5) mentally ill	е) стан психічного здоров'я
6) to affect	f) прогрес розладу
7) low intelligence	 g) біполярний розлад
8) social status	— h) вибачати, перепрошувати
9) development of disorder	— і) соціальний статус
10) modifiable factors	ј) чинити вплив

# TRANSLATION

# 7. Translate the following sentences into Ukrainian.

1. The term mental health refers to a person's cognitive, behavioral, and emotional well-being.

2. The National Alliance on Mental Illness estimates that almost one in five adults experience mental health problems each year.

3. Everyone is at some risk of developing a mental health disorder, regardless of age, sex, income, or ethnicity.

4. Social and financial circumstances, adverse childhood experiences, biological factors, and underlying medical conditions can all shape a person's mental health.

5. Crimes committed by people with serious mental health disorders only make up 5% of all violent crimes.

6. A person raised in supportive and loving homes and those raised in homes maintained by caregivers who need mental support can experience mental health difficulties equally.

7. These medications may be necessary to help them function normally, ease their symptoms, and improve their quality of life.



8. Read the information from the picture Some important risk factors for suicide. Comment on every factor, give the examples. Give additional factors which are not mentioned in the scheme. Share the information with your groupmates.



https://www.facebook.com/570881733065932/posts/risk-factors-associated-with-suicideit-is-vital-for-us-to-know-what-the-riskfac/1773078096179617/



# 9. Explain the meaning of word combinations:



# 10. Follow the link and listen to the audio What is mental health:

https://www.youtube.com/watch?v=BpzVvUGfJeA

**Complete the sentences:** 

1. Roughly 90 percent of all suicides are related to \_\_\_\_\_ and global mental health.

The World Health Organization defines health as a state of complete physical,
 \_\_\_\_\_ and not merely the absence of disease.

3. \_\_\_\_\_ is frequently stigmatized around the world and some cultures don't even have words to describe mental health illnesses.

4. Did you know that \_\_\_\_\_\_ is a risk factor for developing chronic diseases like hypertension, cardiovascular disease and diabetes?

Mental health is a complicated area to study it is extremely integral for our and health.

6. Global \_\_\_\_\_ can be researchers, scientists, physicians field staff and even people working in outreach some work with health care.

7. We work with all of the \_\_\_\_\_ that impact daily life.

# POST-LISTENING

# 11. Summarize the information about Nonverbal Communication Skills for Conversations, read the text below and answer the questions:

🤗 What is mental health?

 $\mathfrak{P}$  What is the educational background of global mental health professionals?

Solution What is the definition of health of The World Health Organization?

What is a risk factor for developing chronic diseases like hypertension, cardiovascular disease and diabetes?

Is it true that some cultures don't even have words to describe mental health illnesses?

# 11.2. Types of mental health problems



https://orchahealth.com/on-world-mental-health-day-orcha-reports-that-the-use-of-mental-health-apps-is-still-on-the-rise/

Specific mental disorders are grouped together due to features they have in common. Some types of mental illness are as follows: anxiety disorders, mood disorders, schizophrenia disorders.

## Anxiety disorders

According to the Anxiety and Depression Association of America, anxiety disorders are the most common mental illness. People with these conditions have severe fear or anxiety related to certain objects or situations. Most people with an anxiety disorder try to avoid exposure to whatever triggers their anxiety. Here are some examples of anxiety disorders:

### Generalized anxiety disorder

Generalized anxiety disorder (GAD) involves excessive worry or fear that disrupts everyday living. People may also experience physical symptoms, including: restlessness, fatigue, poor concentration, tense muscles, interrupted sleep. A bout of anxiety symptoms does not necessarily need a specific trigger in people with GAD. They may experience excessive anxiety when encountering everyday situations that do not pose a direct danger, such as chores or appointments. A person with GAD may sometimes feel anxiety with no trigger at all.

## Panic disorder

People with a panic disorder experience regular panic attacks involving sudden, overwhelming terror or a sense of imminent disaster and death.

### Phobias

There are different types of phobia. Simple phobias: these may involve a disproportionate fear of specific objects, scenarios, or animals. A fear of spiders is a typical example.

Social phobia: sometimes known as social anxiety, this is a fear of being subject to the judgment of others. People with social phobia often restrict their exposure to social environments.

Agoraphobia: this term refers to a fear of situations where getting away may be difficult, such as being in an elevator or a moving train. Many people misunderstand this phobia as the fear of being outside.

Phobias are deeply personal, and doctors do not know every type. There could be thousands of phobias, and what may seem unusual to one person can be a severe problem that dominates daily life for another.

#### **OCD**

People with obsessive-compulsive disorder (OCD) have obsessions and compulsions. In other words, they experience constant, stressful thoughts and a powerful urge to perform repetitive acts, such as handwashing.

#### **PTSD**

PTSD can occur after a person experiences or witnesses an intensely stressful or traumatic event. During this type of event, the person thinks that their life or other people's lives are in danger. They may feel afraid or that they have no control over what is happening. These sensations of trauma and fear may then contribute to PTSD.

#### Mood disorders

People may also refer to mood disorders as affective disorders or depressive disorders. People with these conditions have significant mood changes, generally involving either mania, a period of high energy and joy, or depression.

Examples of mood disorders include:

Major depression: an individual with major depression experiences

a constant low mood and loses interest in activities and events that they previously enjoyed (anhedonia). They can feel prolonged periods of sadness or extreme sadness.

*Bipolar disorder:* a person with bipolar disorder experiences unusual changesTrusted Source in their mood, energy levels, levels of activity, and ability to continue with daily life. Periods of high mood are known as manic phases, while depressive phases bring on low mood. Read more about the different types of bipolar here.

*Seasonal affective disorder (SAD):* Rreduced daylight during the fall, winter, and early spring months triggers this type of major depressionTrusted Source. It is most common in countries far from the equator.

#### Schizophrenia disorders

The term schizophrenia often refers to a spectrum of disorders characterized by psychotic features and other severe symptoms. These are highly complex conditions. Signs of schizophrenia typically develop between the ages of 16 and 30. The individual will have thoughts that appear fragmented and may also find it hard to process information. Schizophrenia has negative and positive symptoms. Positive symptoms include delusions, thought disorders, and hallucinations, while withdrawal, lack of motivation, and a flat or inappropriate mood are examples of negative symptoms.

#### Early signs

No physical test or scan reliably indicates whether a person has developed a mental illness. However, people should look out for the following as possible signs of a mental health disorder: withdrawing from friends, family, and colleagues; avoiding activities they would normally enjoy; sleeping too much or too little; eating too much or too little; feeling hopeless; having consistently low energy; using mood-altering substances, including alcohol and nicotine, more frequently; displaying negative emotions; being confused;

being unable to complete daily tasks, such as getting to work or cooking a meal; having persistent thoughts or memories that reappear regularly; thinking of causing physical harm to themselves or others; hearing voices; experiencing delusions.

#### Diagnosis

Diagnosing a mental health disorder requires a multi-step process. A doctor may begin by looking at a person's medical history and performing a thorough physical exam to rule out physical conditions or issues that may be causing the symptoms. No medical tests can diagnose mental disorders. However, doctors may order a series of laboratory tests such as imaging exams and bloodwork to screen for other possible underlying causes.

They will also do a psychological evaluation. This includes asking about a person's symptoms, experiences, and how these have impacted their lives. Sometimes, the doctor may ask a person to fill out mental health questionnaires to get an idea about a person's thoughts, feelings, and behavior patterns.

#### Treatment

There are various methods for managing mental health problems. Treatment is highly individual, and what works for one person may not work for another.

Some strategies or treatments are more successful in combination with others. A person with a chronic mental disorder may choose different options at various stages in their life. The individual needs to work closely with a doctor who can help them identify their needs and provide suitable treatment.

Below are some treatment options for people with mental ill health.

#### Psychotherapy, or talking therapies

This type of treatment takes a psychological approach to treating mental illness. Cognitive behavioral therapy (CBT), exposure therapy, and dialectical behavior therapy are examples. Psychiatrists, psychologists, psychotherapists, and some primary care physicians carry out this treatment.

It can help people understand the root of their mental illness and start to work on more healthful thought patterns that support everyday living and reduce the risk of isolation and self-harm.

### **Medication**

Some people take prescribed medications, such as antidepressants, antipsychotics, and anxiolytic drugs.

Although these cannot cure mental disorders, some medications can improve symptoms and help a person resume social interaction and a routine while working on their mental health.

Some of these medications boost the body's absorption of feel-good chemicals, such as serotonin, from the brain. Other drugs either boost the overall levels of these chemicals or prevent their degradation or destruction.

Find out more about antidepressant medications here.

## Self-help

A person coping with mental health difficulties may need to change their lifestyle to facilitate wellness. Such changes can include reducing alcohol intake, sleeping more, and eating a balanced, nutritious diet. People may need to take time away from work or resolve issues with personal relationships that may be causing damage to their mental health.

People with conditions such as anxiety or depressive disorder may benefit from relaxation techniques, which include deep breathing, meditation, and mindfulness. Having a support network, whether via self-help groups or close friends and family, can also be essential to recovery from mental illness.

https://www.medicalnewstoday.com/articles/154543#treatment



12. Write your ideas on the issue: is it important to use all the options for mental health problems treatment? If yes/no, explain why. What kinds of treatment are the most effective? Why? Complete the table and discuss the results with your partner.

Mental health problems treatment		
Treatment options Advantages + Disadvantages -		

Psychotherapy, or talking therapies	
Medication	
Self-help	



## 13. Complete the sentences using the right forms Zero Conditional.

1. If teachers explain the material well, students \_\_\_\_\_ (to learn) quickly.

2. If she's tired, she \_\_\_\_\_ (to go) to bed early.

3. If you \_\_\_\_\_ (to heat) water to 100°C, it boils.

4. If you \_\_\_\_\_ (to put) water into the freezer, it freezes.

- 5. If he has a lot of work, he \_\_\_\_\_ (to stay) in the office until late.
- 6. If we have time, we \_\_\_\_\_ (to go) to the cinema and watch some movie.

7. If you \_\_\_\_\_ (to eat) too much sweets, you put on weight quickly.

8. If you don't take care of plants, they \_\_\_\_\_ (to die).

9. If you burn wood, you \_\_\_\_\_ (to get) ash.

10. If we \_\_\_\_\_ (to go) shopping very often, we spend a lot of money.

# ADD-ON TASK

14. Study the scheme of 9 positive mental health habits to try and maintain each week. Comment on every habit. What habits are the most important? Why? Give your ideas illustrating all the given habits. Share your ideas with your groupmates.



https://twitter.com/BelievePHQ/status/1345707219757756416

# UNIT 12. ARTIFICIAL INTELLIGENCE IN PSYCHOLOGY

## **1. Discuss the issues:**

- 1. What is artificial intelligence?
- 2. What are the advantages of using artificial intelligence?
- 3. What are the risks of artificial intelligence?

# 12.1. The benefits and challenges of artificial intelligence



https://www.chitkara.edu.in/blogs/what-is-artificial-intelligence-and-future-scope/

Artificial intelligence (AI) is one of the most rapidly developing fields in the technology industry. AI is now used in a variety of fields, including healthcare, transportation, and security. Multiple sectors demand the knowledge of experienced AI specialists as a result of this increase.

As a result, Artificial Intelligence programme is quite popular and has a wide range of applications. Students may use Artificial Intelligence to learn about Machine Learning and automation, as well as make smarter decisions. It is possible to gain an overview of essential machine learning algorithms and common methodologies.

Artificial intelligence is the science and engineering of teaching computers to do activities that require human intellect, such as perception, speech recognition, decision-making, and language translation. It is a discipline of computer science dedicated to the development of intelligent systems.

# Scope of Artificial Intelligence

The goal is to create computer intelligence programmes that can handle realtime problems and help organisations and everyday people achieve their goals. Machine games, speech recognition, language detection, computer vision, expert systems, robotics, and other fields have potential. The more you understand machine learning sciences, such as physics or biology, the better.

People have to study psychology and the nervous system for biological approaches to Artificial Intelligence. Studying one basic machine language is a good idea to start your journey in the field of AI. Understanding programming languages is typically required for jobs nowadays.

Career choices in AI include jobs in intelligence, medicine, game programmers, robotic scientists, computer scientists, and data scientists among others. Artificial Intelligence is, thus, a very popular course worldwide. It is beneficial to master at least one basic machine language in order to work in this field.

#### Science and Research

In the scientific community, AI is making significant progress. Artificial intelligence is capable of handling vast amounts of data and processing it faster than human minds. This makes it ideal for studies using large amounts of data from multiple sources.

In this discipline, AI is already making strides. Drug development is a rapidly expanding field, and AI is assisting researchers much in this regard. Researchers are also employing AI to develop microbes for industrial purposes in biotechnology. AI and machine learning are causing substantial advances in science.

#### Medicine

Artificial intelligence in medicine is the use of machine learning models to search medical data and uncover insights to help improve health outcomes and patient experiences. Thanks to recent advances in computer science and informatics, artificial intelligence is quickly becoming an integral part of modern healthcare. AI algorithms and other applications powered by AI are being used to support medical professionals in clinical settings and in ongoing research. Currently, the most common roles for AI in medical settings are clinical decision support and imaging analysis. Clinical decision support tools help providers make decisions about treatments, medications, mental health and other patient needs by providing them with quick access to information or research that's relevant to their patient. In medical imaging, AI tools are being used to analyze CT scans, x-rays, MRIs and other images for lesions or other findings that a human radiologist might miss.

#### Cyber Security

One successful cyberattack can devastate an organisation. Organizations are investing heavily in cybersecurity to protect their data and resources. AI's future potential in cybersecurity is promising. This field is well-represented by cognitive AI. It detects and analyses risks while also providing analysts with information to help them make better judgments. AI improves and becomes more robust over time by utilising Machine Learning algorithms and Deep Learning networks. This makes it capable of dealing with more advanced threats that may arise in the future.

#### Data Analysis

AI and machine learning may help a lot with data analysis. AI algorithms are capable of improving with iterations, increasing their accuracy and precision in the process. Data analysts can use AI to assist them in handling and analysing massive datasets. Without putting in a lot of effort, AI can spot patterns and insights that human eyes miss. Furthermore, it is more scalable and speedier at doing so. Google Analytics, for example, features Analytics Intelligence, which uses machine learning to assist webmasters in gaining insights about their websites more quickly.

#### **Transport**

For decades, AI has been used in the transportation industry. Autopilot has been used to control planes in the air since 1912. A plane's trajectory is controlled by an autopilot system, although it isn't limited to planes. Autopilot is also used by ships and spacecraft to assist them stay on course. Another area where AI's future potential is fairly vast is autonomous vehicles. Many businesses are developing self-driving cars that will rely largely on AI and machine learning to function properly. Self-driving cars, according to experts, will provide numerous long- and short-term benefits, including reduced emissions and improved road safety. Selfdriving cars, for example, will be free of human errors, which account for 90% of traffic accidents.

#### Home Assistance

In the guise of Smart Home Assistants, AI has found a special place in people's homes. Amazon Echo and Google Home are popular smart home devices that allow you to complete a variety of activities with only your voice. Mobile phones have smart assistants as well. Apple's Siri and Google Assistant are excellent examples. They constantly improve their ability to recognise and comprehend the voices of its users. They can also execute a wide range of tasks. Cortana, Microsoft's smart assistant, is also available.

The world is currently at one of the most important junctures in technological history. Correct decisions and innovations have the power to alter the course of history. It is possible to realise this innovative goal in a variety of ways. AI can be thought of as an exoskeleton for the human brain, with various dimensions that can be easily updated and added.

https://www.chitkara.edu.in/blogs/what-is-artificial-intelligence-and-future-scope/ https://www.ibm.com/topics/artificial-intelligence-medicine



#### 2. Read the text. Are these statements true or false?

1. Clinical decision support tools are not able to help providers make decisions about treatments, medications, mental health and other patient needs.

2. Self-driving cars, according to experts, will provide numerous long- and shortterm benefits, including reduced emissions and improved road safety.

3. Organizations all over the world don't want to invest heavily in cybersecurity.

4. Artificial intelligence and machine learning may help a lot with data analysis.

5. Studying one basic machine language is not a good idea to start your journey in the field of AI.



# 3. Scan the text and answer the questions:

1. What are the most common roles for AI in medical settings?

2. Where do people use autopilot?

3. What do the career choices in AI include?

4. What are the examples of AI home assistance?

5. What are the examples of numerous long- and short-term benefits of self-driving cars?

# VOCABULARY



# 4. Complete the words with the synonyms:

1) technology	a) computerization
2) security	b) way, process
3) demand	c) awareness
4) automation	d) automation
5) algorithm	e) unnatural
6) recognition	f) ultimatum

7) to handle	g) to be in need of
8) artificial	h) to help
9) to require	i) to manage
10) to assist	j) safety



# 5. Match the words/word combinations with their definitions:

1) to comprehend	a) devices loaded with software that you use to access
	information, perform tasks or control other devices
2) correct	b) incorrect or wrong; mistake
3) smart assistant	c) a device keeping automatically a particular course
4) device	d) free from error
5) error	e) space shuttle
6) autopilot	<ul><li>f) to understand something completely</li></ul>
7) spacecraft	<ul><li>g) an object that has been invented for a particular purpose</li></ul>

# VOCABULARY

6. Match English words/word combination with the Ukrainian translation:

1) a variety of activities	а) автономний транспортний засіб
2) ability to recognise	b) йти за курсом
3) dimension	с) розмаїття видів діяльності
4) excellent example	d) кібербезпека
5) autonomous vehicle	 е) вимір
6) to stay on course	f) здатність розпізнавати
7) cybersecurity	g) показувати ідеї
8) judgment	h) ідеальний зразок
9) to uncover insights	—— і) покладатися на когось/щось
10) to rely on	 j) судження

### TRANSLATION 望

#### 7. Translate the following sentences into English.

1. Ще одна сфера, де майбутній потенціал штучного інтелекту досить великий – це автономні транспортні засоби.

2. Розробки типу розумний дім постійно вдосконалюють свою здатність розпізнавати та розуміти голоси своїх користувачів.

3. Штучний інтелект є однією з тих галузей індустрії технологій, що найбільш швидко розвиваються.

4. Десятиліттями штучний інтелект використовується в транспортній галузі.

5. Зараз світ перебуває на одному з найважливіших етапів в історії технологій.

6. Аналітики даних можуть використовувати штучний інтелект, щоб допомогти їм в обробці та аналізі масивних наборів даних.

7. Завдяки останнім досягненням комп'ютерної науки та інформатики штучний інтелект швидко стає невід'ємною частиною сучасної охорони здоров'я.

#### SPEAKING



8. Read the text below Dangers of unregulated artificial intelligence and prepare a short overview of the text (3 minutes speech). After reading the text complete the table for making your speech.

The effects of AI-based technologies		
Control of information		
and product markets		
Labour market		
Democracy		
Technology		

#### 12.2. Dangers of unregulated artificial intelligence



https://www.harvardmagazine.com/2019/01/artificial-intelligence-limitations

Over the last decade, artificial intelligence (AI) has made great advances and influenced almost all industries. The current AI technologies are more likely to generate various adverse social consequences, rather than the promised gains. Artificial intelligence is often touted as the most exciting technology of our age, promising to transform our economies, lives, and capabilities. Some even see AI as making steady progress towards the development of 'intelligence machines' that will soon surpass human skills in most areas.

AI has indeed made rapid advances over the last decade or so, especially owing to the application of modern statistical and machine learning techniques to huge unstructured data sets. It has already influenced almost all industries: AI algorithms are now used by all online platforms and in industries that range from manufacturing to health, finance, wholesale, and retail. Government agencies have also started relying on AI, particularly in the criminal justice system and in customs and immigration control.

Current AI technologies – especially those based on the currently dominant paradigm relying on statistical pattern recognition and big data – are more likely to generate various adverse social consequences, rather than the promised gains. These harms can be seen in product markets and advertising, in terms of inequality, wage suppression and job destruction in labour markets, and in the broader societal effects of AI in the context of social communication, political discourse, and democracy.

#### Artificial intelligence, control of information, and product markets

In all of these cases, the main problem is not AI technologies but the way that leading firms, which have an overwhelming effect on the direction of AI technology, are approaching data and its use. Take the use of machine learning and big data methods in advertising and product design. Although, in principle, these methods can benefit consumers – for instance, by improving product quality and enabling customization – they can ultimately have various adverse effects on consumer welfare.

Other uses of these new techniques could be even more detrimental to consumers. For one, online platforms may come to control excessive amount of information about their users, because when they buy or acquire the data of some users, this also provides information about other users. This type of 'data externality' is more likely to arise when users directly reveal information about their friends and contacts, or when they are sharing information correlated with the information of others are in the same narrow demographic group. Data externalities can contribute to too much data being concentrated in the hands of companies, with adverse implications for privacy and consumer surplus.

Even worse, companies can use their superior information about consumer preferences to manipulate their behaviour. Behavioural manipulation is not common in models in which consumers are fully rational. However, it is quite likely when consumers do not fully understand how much new data collection and processing methods used to track and predict their behaviour.

The basic idea of such manipulation was understood by legal analysts of antitrust, such as Hanson and Kysar who observed that "once one accepts that individuals systematically behave in non-rational ways, it follows from an economic perspective that others will exploit those tendencies for gain". Indeed, advertising has always involved some element of manipulation. However, the extent of such manipulation may have become amplified by AI tools.

There are already several examples of AI-based manipulation. These include the chain store Target successfully forecasting whether women are pregnant and sending them hidden ads for baby products, or various companies estimating 'prime vulnerability moments' and advertising for products that tend to be purchased impulsively during such moments. They may also include platforms such as YouTube and Facebook using their algorithms to estimate and favour more addictive videos or news feeds to specific groups of users.

#### AI and labour market inequality

The effects of AI-based technologies in the context of the labour market may be even more pernicious. Labour market inequality has increased in the US and several other advanced economies, and much evidence suggests that this is caused in part by rapid adoption and deployment of automation technologies that displace low and middle-skill workers from the tasks they used to perform. Such automation and its adverse inequality consequences predate AI and extensive use of data are likely to multiply automation possibilities, and thus can exacerbate the inequality trends.

In principle, automation can be efficiency-enhancing. However, there are also reasons to expect that it can take place inefficiently. An important reason for this is the presence of labour market imperfections, which increase the cost of labour to firms above its social opportunity cost. Under this scenario, firms will automate in order to shift rents away from workers to themselves, even when such automation reduces social surplus.

Other uses of AI can have even more powerfully negative consequences. These include the use of AI and workplace data in order to intensify worker monitoring. Once again, when there are worker rents (either because of bargaining or efficiency wage considerations), greater monitoring can be beneficial for firms in order to claw these rents back from the workers. But with the same reasoning, such rent-shifting is socially inefficient and excessive – at the margin, it is a costly activity that does not contribute to social surplus but transfers it from one set of agents to another.

#### Artificial intelligence, social discourse, and democracy

AI-based automation can have other negative effects as well. Although it is not likely to lead to mass unemployment anytime soon (and disemployment effects from other automation technologies have so far been modest), worker displacement has various socially disruptive effects. Citizens with lower attachments to jobs may participate less in civic activities and politics. Even more importantly, automation shifts the balance of power away from labour towards capital, and this can have far-ranging implications on the functioning of democratic institutions. AI's effects on democracy are not confined to its impact by automation. One of the domains that has been most radically transformed by AI so far is communication and news consumption, especially via the products and services offered by various social media platforms. The use of AI and harvesting of user data have already changed social discourse, and existing evidence is that they have contributed to polarization and diminished the shared understanding of facts and priorities that is critical for democratic politics.

#### A problem of direction of technology

AI is a promising technological platform. The problem lies with the current direction in which this technology is being developed and used: to empower corporations (and sometimes governments) at the expense of workers and consumers. This current approach is a consequence of the business practices and priorities of the corporations controlling AI, and in the incentives that this creates for AI researchers.

Take social media. A major reason for the problems is that platforms are trying to maximize engagement by ensuring that users are 'hooked'. This objective is rooted in their business model, which is centered on monetizing data and consumer traffic by advertising. It is further enabled by the fact that they are unregulated.

The same is true when it comes to the negative effects of automation. AI can be used for increasing human productivity and for generating new tasks for workers. The fact that it has been used predominantly for automation is a choice. This choice of the direction of technology is driven by leading tech companies' priorities and business models centred on algorithmic automation.

The more general point is that the current path of AI empowers corporations at the expense of workers and citizens, and often also provides additional tools for control to governments for surveillance and sometimes even repression (such as new censorship methods and facial recognition software).

#### Conclusion: The need for regulation

This reasoning leads to a simple conclusion: the current problems of AI are problems of unregulated AI, which ignores its broader societal and distributional consequences. In fact, it would be naïve to expect that unregulated markets would make the right trade-offs between societal ills and profits from monopolisation of data.

This perspective also suggests that the problem is not just one of monopoly power. If there were more than a few large tech companies, there is no guarantee that they would have different business models and different approaches to AI. Hence, anti-trust is not the most potent, and certainly not a sufficient, tool for dealing with the potential harms of AI. Instead, policy should focus on redirecting technological change away from automation and harvesting of data to empower corporations and towards those that create new capabilities and opportunities for workers and citizens. It should also prioritise the systematic regulation of collection and harvesting of data and use of new AI techniques for manipulating user behaviour and online communication and information exchange.

https://cepr.org/voxeu/columns/dangers-unregulated-artificial-intelligence

# PRE-LISTENING

#### 9. Answer the questions from the side of your own experience:

1. Is artificial intelligence important for the future and science? If yes/no, explain why?

2. Give the examples of artificial intelligence usage in our daily life. What device/appliance is the most important for you?

- 3. What is the main task of artificial intelligence?
- 4. What is the connection between artificial intelligence and medicine?
- 5. What tasks can be automated with the help of artificial intelligence?

### WHILE-LISTENING

#### 10. Follow the link and listen to the audio What is artificial intelligence:

https://www.youtube.com/watch?v=UFDOY1wOOz0&list=PL9ooVrP1hQOGHNa CT7\_fwe9AabjZI1RjI&index=4

#### **Complete the sentences:**

1. Artificial intelligence is a broad area of computer science that makes machine seem like they have \_\_\_\_\_\_.

2. The goal of artificial intelligence is \_\_\_\_\_ and create systems that can function intelligently and independently.

3. \_\_\_\_\_ is nothing more than a shell concealing what's actually used to power the technology.

4. Artificial intelligence can \_\_\_\_\_\_ itself in many different ways.

5. As artificial intelligence becomes more intelligent it will obviously take on the role of an \_\_\_\_\_ while most of the repetitive and largely time oriented tasks can be automated.

6. Using artificial intelligence we will still need \_\_\_\_\_ who can build and maintain these synthetic BOTS and work on the strategic and creative aspects of a job.

## POST-LISTENING

11. Summarize the information from the video What is artificial intelligence. Explain the meaning of word combinations:

to mimic the human brain

computer science

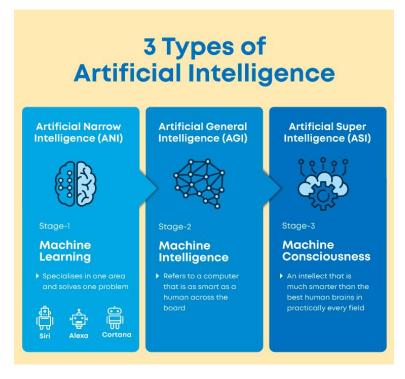
to power the technology

to function intelligently and independently

repetitive and time oriented tasks

### WRITING

12. Look at the scheme Three types of artificial intelligence. Write your ideas on the issue: what are the spheres of life and industry where these types of AI can be used? What are the positive and negative sides of their usage? While writing your essay mind the structure: introduction, main body, conclusion.



https://www.mygreatlearning.com/blog/what-is-artificial-intelligence/

GRAMMAR

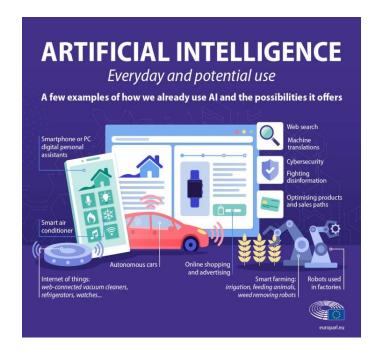
#### **13.** Complete the sentences using Conditional I.

- 1. If you \_\_\_\_\_ (not like) this presentation, I'll do another one.
- 2. If he \_\_\_\_\_ (work) hard today, he'll go home earlier on Tuesday.
- 3. If they \_\_\_\_\_ (need) a laptop, I'll lend them mine.
- 4. If you \_\_\_\_\_ (eat) fastfood every day, you will become fat.
- 5. They won't know the truth if you \_\_\_\_\_ (to deceive) them.
- 6. If you don't go to the party, I \_\_\_\_\_ (to be) very upset.

- 7. If I leave now, I \_\_\_\_\_ (to arrive) in New York by 7:00 AM.
- 8. I'll call you as soon as I \_\_\_\_\_ (to come).
- 9. If I send this document now, he \_\_\_\_\_ (to receive) it in two minutes.
- 10. Ann will go to Netherlands next week if she \_\_\_\_\_ (to get) a cheap flight.



14. Study the scheme of Artificial intelligence: everyday and potential use. Summerize the information. Make a guide of your personal usage of artificial intelligence in daily life, studies and work. Share the information with your groupmates.



https://www.europarl.europa.eu/news/en/headlines/society/20200827ST085804/what-is-artificial-intelligence-and-how-is-it-used

#### **UNIT 13. PSYCHOTHERAPY**

### LEAD-IN

#### 1. Discuss the issues:

- 1. What is psychotherapy?
- 2. What is the main difference between psychotherapy and counseling?
- 3. What are the similarities between "counselor" and "psychotherapist"?

#### 13.1. The difference between psychotherapy and counseling



https://www.wondriumdaily.com/how-effective-is-psychotherapy/

Psychotherapy, or talk therapy, is a way to help people with a broad variety of mental illnesses and emotional difficulties. Psychotherapy can help eliminate or control troubling symptoms so a person can function better and can increase wellbeing and healing.

Problems helped by psychotherapy include difficulties in coping with daily life; the impact of trauma, medical illness or loss, like the death of a loved one; and specific mental disorders, like depression or anxiety. There are several different types of psychotherapy and some types may work better with certain problems or issues. Psychotherapy may be used in combination with medication or other therapies.

The terms "counselor" and "psychotherapist" are often used interchangeably and have many similarities, but there are some important differences as well. In general, counseling is recommended for specific issues and situations, such as addiction or grief, and takes place over weeks to several months. Psychotherapy, in contrast, tends to explore past issues that might be contributing to present day problems. It often takes place continually or intermittently over a period of years. In actual practice, however, there is a great deal of overlap between the two types of therapies. Understanding some more of the differences between counseling and psychotherapy may be helpful in choosing the type of therapy that will be most effective for you as an individual.

#### Counseling vs. Psychotherapy

While the same therapist may provide both counseling and psychotherapy, psychotherapy generally requires more skill than simple counseling. It is conducted by professionals trained to practice psychotherapy such as a psychiatrist or psychologist, a trained counselor, or a social worker.

While a psychotherapist is qualified to provide counseling, a counselor may or may not possess the necessary training and skills to provide psychotherapy.

That said, a therapist may provide counseling with specific situations and a counselor may function in a psychotherapeutic manner.

#### Counseling

Technically speaking, "counselor" means "advisor." It involves two people working together to solve a problem. It is a term that is used in conjunction with many types of advice giving. For example, financial planning and spiritual guidance are both types of counseling. Just about anyone may claim to be a counselor if they are in the role of giving advice. The term counseling may also properly be used to refer to what occurs in a relationship with a psychotherapist. In the context of mental health, "counseling" is generally used to denote a relatively brief treatment that is focused primarily on behavior. It often targets a particular symptom or problematic situation and offers suggestions and advice for

dealing with it.

In this setting, the counselor offers guidance and support as the individual figures out ways to better manage life and adjust to change or adversity. There are many types of counselors, such as marriage and family therapists, grief counselors, addiction and substance abuse counselors, and more.

#### **Psychotherapy**

"Psychotherapy" on the other hand is generally a longer-term treatment that focuses more on gaining insight into chronic physical and emotional problems. Its focus is on the person's thought processes, and how these may be influenced by past events such that they cause problems in the present. In other words, psychotherapy addresses the root cause and core issues of current problems so that lasting change and personal growth may occur.

There are several different types of therapy that fall under the general heading of psychotherapy, including approaches such as cognitive behavioral therapy, dialectical behavior therapy, psychoanalytic psychotherapy, and much more.

#### Similarities between counseling and psychotherapy

There are many similarities between counseling and psychotherapy, and even with the distinction, counseling often includes some psychotherapy and psychotherapy often includes some counseling. Similarities include: development of a healing, safe, and therapeutic relationship between a therapist and an individual; effectiveness for a wide range of people, both adults and children; understanding a person's feelings and behaviors, and addressing issues with the goal of improving a person's life.

#### Differences between counseling and psychotherapy

While mental health professionals with more advanced degrees (eg. psychology PhD) are more likely to provide psychotherapy, the same provider may do both types of therapy. There are some key differences between the providers, however.

Counseling: focus on present problems and situations; specific situations or behaviors; short term therapy (for a period of weeks and up to 6 months); action and behavior focused; talk therapy; guidance, support, and education to help people identify and find their own solutions to current problems; secondary process. Psychotherapy: focus on chronic or recurrent problems; overall patterns, big picture oriented; long term therapy, either continuous or intermittent over many years; feeling and experience focused; may include testing (such as personality, intelligence), talk therapy, other therapies such as cognitive behavioral therapy; indepth focus on internal thoughts/feelings (core issues) leading to personal growth; primary process.

#### How to Choose Between a Counselor and Psychotherapist

When choosing a therapist, it's helpful to learn about the differences noted above, as well as the background of specific providers and the approaches they use. Sometimes the choice will come down to personal preferences, access, or insurance coverage.

The most important step, however, is to find a therapist you can trust. In fact, the level of trust a person has in their mental health care practitioner plays the greatest role in whether the therapy will be successful or not. You may actually need to talk with a provider or visit for a few appointments before you know which type of therapy is best for you. For example, with some situations it can be difficult to know if it is a short term, a limited problem you are facing (and thus, may fall under conditions best treated with counseling), or if instead there are events or situations in your past that are leading to the current problem.

#### When You May Wish to See a Counselor

Counseling may be a better option than psychotherapy if:

vou have specific issues or short term problems you wish to addres

you wish to learn coping skills to help better manage stress and improve relationships

you are coping with life transitions and adjustments, such as divorce or grief

*i* you are coping with addiction issues

you are looking for someone who is essentially a "coach" who can guide and support you as you learn to recognize problems and formulate healthy solutions yourself.

#### A psychotherapist may be a better option if:

- you have problems that are significantly impacting your life and relationships;
  - Solution with past trauma, or if you believe situations in the past may be playing a role in your current issues;
  - your present issues are chronic or recurring concerns;
  - you have a chronic medical condition (such as autoimmune disease, cancer, etc.) that is affecting your emotional well-being;
  - whyou have a diagnosed mental health condition such bipolar disorder or a major anxiety disorder;
  - you have seen a counselor and your issues aren't improving even though you've been actively working on solutions.

There are some reasons why you may wish to choose a counselor instead of a psychotherapist, or vice versa, but the most important step is getting started. It can take some time to find a therapist who you fully trust, and you may need to visit a few providers before you find the right fit. Keep in mind that you are the consumer, and it's OK to shop around. Personalities differ, and the best therapist for someone else may not be the right therapist for you.

> https://www.verywellmind.com/counselor-or-psychotherapist-1067401 https://www.psychiatry.org/patients-families/psychotherapy

### READING <sup>C</sup>

#### 2. Read the text. Are these statements true or false?

1. The most important step is to find a therapist you can trust.

2. "Psychotherapy" is generally a longer-term treatment that focuses more on gaining insight into chronic physical and emotional problems.

3. There are many types of counselors, such as marriage and family therapists, grief counselors, addiction and substance abuse counselors, and more.

4. Counseling is a way to help people with a broad variety of mental illnesses and emotional difficulties.

5. Problems helped by counseling include difficulties in coping with daily life; the impact of trauma, medical illness or loss, like the death of a loved one; and specific mental disorders, like depression or anxiety.

### READING C

#### **3.** Scan the text and answer the questions:

- 1. How to choose between a counselor and psychotherapist?
- 2. What is the focus of counseling?
- 3. What are the similarities between counseling and psychotherapy?
- 4. Are psychotherapists qualified to provide counseling?
- 5. May psychotherapy be used in combination with medication or other therapies?



#### 4. Complete the words with the synonyms:

1) counselor	a) to notice
2) solution	b) to draw up
3) to recognize	c) competent
4) support	d) particular
5) to formulate	e) leadership
6) specific	f) mentor, advisor
7) preference	g) likeness
8) guidance	h) way out
9) similarity	i) help, aid



#### **5.** Match the words with their definitions:

1) provider	a) an advance or movement made by raising the foot and bringing it down
2) emotional	b) of a suitable quality, standard, or type
3) chronic	c) a state of confusion
4) step	d) persisting for a long time or constantly recurring
5) fit	e) is a small change that is made to something
6) disorder	f) a person or thing that provides something
7) adjustment	g) relating to emotions

### VOCABULARY

#### 6. Match English words with the Ukrainian translation:

1) limited	а) періодичний
2) helpful	b) рецидивуючий
3) intermittent	с) терапевтичний, лікувальний
4) recurrent	d) обмежений

5) guidance	е) в цілому
6) therapeutic	f) відзнака, винятковість
7) overall	g) пропозиція
8) distinction	h) корисний
9) suggestion	i) безперестанку
10) continually	 j) керівництво

#### TRANSLATION

#### 7. Translate the following sentences into Ukrainian.

1. There are many similarities between counseling and psychotherapy.

2. There are some reasons why you may wish to choose a counselor instead of a psychotherapist, or vice versa, but the most important step is getting started.

3. Psychotherapy is a longer-term treatment that focuses more on gaining insight into chronic physical and emotional problems.

4. The term counseling may also properly be used to refer to what occurs in a relationship with a psychotherapist.

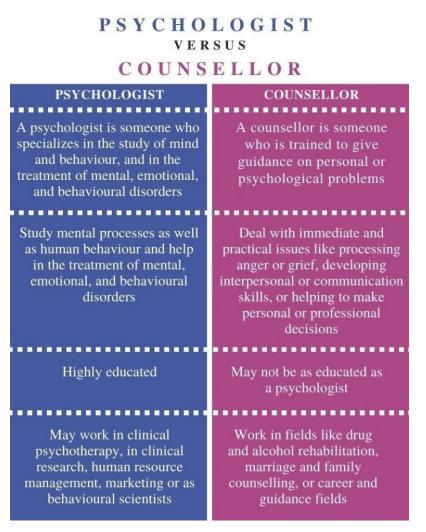
5. It often targets a particular symptom or problematic situation and offers suggestions and advice for dealing with it.

6. While a psychotherapist is qualified to provide counseling, a counselor may or may not possess the necessary training and skills to provide psychotherapy.

7. Personalities differ, and the best therapist for someone else may not be the right therapist for you.



8. Look at the picture and complete the table. Discuss the main differences and similarities of psychologist and counsellor with your partner.



https://pediaa.com/what-is-the-difference-between-psychologist-and-counsellor/

Psychologist and Counsellor		
What person is a psychologist?		
What person is a counsellor?		
Similarities		

### PRE-LISTENING

#### 9. Answer the questions from the side of your own experience:

1. What are the titles for mental health professionals?

2. Can the terms psychologist and therapist be used interchangeably? If yes/no, explain why.

3. What education is needed to become a psychologist/therapist?

### WHILE-LISTENING

10. Follow the link and listen to the audio What Is The Difference Between Psychologist and Therapist? Which one do you need:

https://www.youtube.com/watch?v=AYcSGugmF-E

#### **Complete the sentences:**

1. \_\_\_\_\_ are the titles that come up during every conversation about mental health professionals.

2. The terms are used interchangeably with several people not knowing the difference between the two both are educated and trained in \_\_\_\_\_\_.

3. What are \_\_\_\_\_ between a psychologist and a therapist?

4. Both terms are so interchangeably used that even \_\_\_\_\_\_ often fail to make the distinction between them.

5. Psychologists with a \_\_\_\_\_ may often adopt the title of therapist or psychotherapist.

6. Those who stick around \_\_\_\_\_\_ are often called counselors.

7. Psychologists are \_\_\_\_\_ who rely on psychological research and aim to further it.

8. Psychologists do not have the credentials \_\_\_\_\_\_ to their patients.

9. Psychologists rely the most on \_\_\_\_\_ which offers details on how people respond to stress and how they deal with mental health problems.

10. To summarize the difference between the two a psychologist has more in-depth knowledge about their field but a therapist forms \_\_\_\_\_ and social knowledge.

11. A \_\_\_\_\_ cannot make a diagnosis without being under the direct supervision of a psychologist.

12. Selecting between a psychologist and a therapist can depend \_\_\_\_\_\_ however that does not change the fact that both professionals have significant overlap when it comes to their treatment and areas of expertise.

13. Both can help you deal with \_\_\_\_\_\_ such as anxiety and depression.

14. A psychologist with a \_\_\_\_\_ is bound to cost more than a therapist.

# POST-LISTENING

11. Summarize the information from the audio What Is The Difference Between Psychologist and Therapist? Which one do you need and give the definitions of word combinations:

ki mental health professional
ki psychologist
ki therapist
area of expertise
mental health disorder

12. Read the text below The techniques of psychotherapy. Write your ideas on the issue: What are the most effective techniques of psychotherapy? Give the reasons and examples for your point of view.

#### 13.2. The techniques of psychotherapy

https://societyforpsychotherapy.org/functional-analytic-psychotherapy-fap-using-awareness-courage-love-treatment/

Psychotherapy is a type of treatment for a variety of mental disorders that has been used in psychology for decades. Psychotherapy can be defined as a collaborative treatment between an individual and a psychologist where the psychologist uses scientifically validated procedures to help people develop healthier, more effective habits. We can also define psychotherapy as a psychological treatment for a variety of mental health disorders that may or may not be delivered in concert with pharmaceutical treatment.

#### Psychotherapy Techniques, Tools & Exercises

One recent paper laid out a generalized approach that psychotherapists should take to lead successful sessions. This approach is broken up into four steps: Relating: this includes respecting the patient's self-esteem and struggles, as well as being kind.

Exploring: this includes paying attention to what a client says (as well as what they don't say) and their body language, as well as asking questions to better understand the client and clear up contradictions.

Explaining: this includes considering how the client's and the therapist's cognitive biases may be shaping the session, as well as considering any other factors (sociological, interpersonal, developmental, etc.) that could shape the client's thinking, then finally ask the client whether or not they agree with your hunches and conclusions.

Intervening: this includes presenting one's interpretations to the client so they can agree or disagree with them, not enabling the client's destructive or dishonest behaviors, and teaching the client ways to deal with their issues (such as coping skills).

#### How to Deal with Resistance in Psychotherapy: Techniques for Therapists

One way to deal with resistance in psychotherapy is for the therapist to ask the client for feedback at the end of each session, and attempt to modify their treatment plan in response to that feedback.

For example, certain clients whose feedback was solicited expressed that their therapist did not understand their situations because of their own privilege as a therapist. The therapist was then able to recognize this and incorporate it into their treatment so that they could deal with their client from a more honest and open perspective.

Another study looking at resistance in psychotherapy focused specifically on in-session distress. These researchers had clients complete post-session questionnaires which asked them to identify any in-session distress they experienced. From there, the therapists were more careful to monitor in-session distress and discussed this distress with their client when they felt it was becoming an issue. When in-session distress was identified and discussed, clients completed more therapy sessions and achieved better post-therapy outcomes.

This idea is reinforced in the description of a case study of a man who sought therapy for anger issues at the behest of his wife. When the therapist was encountering extreme resistance from the client, she briefly stopped the session and (politely) confronted him about his resistance, allowing the client to feel that he was being listened to.

From there, the therapist gave the client more control by allowing him to structure the session himself, at which point he became less guarded and was eventually able to resolve some of his issues (with multiple psychotherapy sessions). The common thread in all three of these papers is the idea of adaptability. In all cases, therapists encountered resistance when they ran the sessions by the book and somewhat rigidly. By getting direct feedback from the client, the therapists were able to modify their treatment plans to address the client's concerns, and from there they encountered less resistance. Since psychotherapy is supposed to be an individualized process, the ability to adapt a treatment plan is crucial for any therapist encountering resistance.

#### The Best Psychotherapy Interventions

While different psychotherapy interventions can be useful for different people and for different disorders, here are 10 of the best-proven psychotherapy interventions out there.

Three psychotherapy treatment plans which have been described as empirically supported treatments (ESTs) are cognitive-behavioral therapy (CBT), psychodynamic psychotherapy, and supportive psychotherapy. CBT helps you identify unhealthy, negative beliefs and behaviors and replace them with healthy, positive ones.

Psychodynamic psychotherapy consists of increasing your awareness of unconscious thoughts and behaviors, developing new insights into your motivations, and resolving conflicts, while supportive psychotherapy reinforces your ability to cope with stress and difficult situations.

Psychotherapy incorporating aspects of mindfulness-based stress reduction (MBSR) has been shown to be effective for reducing symptoms of stress and anxiety. According to the Center for Mindfulness at the University of Massachusetts, MBSR aims to help you develop the ability to cope more effectively with both short-term and long-term stressful situations. This is an interesting finding because mindfulness and the teachings of MBSR can easily be incorporated into traditional psychotherapy. Short-term psychodynamic therapy with mentalization-based therapy (STMBP) has been shown to be an effective treatment for a major depressive disorder (MDD). According to Dr. John Grohol with PsychCentral, mentalization-based therapy (MBT) aims to help people to differentiate and separate out their own thoughts and feelings from those around them. This is another example of how a simple adaptation of a traditional psychotherapy treatment can make it beneficial to more people.

Psilocybin-assisted psychotherapy has been shown to be effective in reducing stress and anxiety symptoms in cancer patients. In this study, psilocybinassisted psychotherapy referred to a long psychotherapy session during which the client had been administered psilocybin. Unlike most psychotherapy, psilocybinassisted psychotherapy would likely only consist of a single session, though that session may be part of a longer, multi-session treatment plan.

Interpersonal psychotherapy (IPT) has been shown to reduce depressive symptoms in adolescents. According to the Mayo Clinic, IPT focuses on addressing problems with your current relationships with other people to improve your interpersonal skills. IPT can be effective in treating disorders that lead to social deficiencies, as well as in marriage and family therapy.

Cognitive hypnotherapy (CH) has been shown to be effective in treating anger issues. Cognitive hypnotherapy is an integration of hypnosis with CBT that initially arose as a way to use hypnosis to treat depression. This is a good example of how traditional psychological ideas (such as hypnosis) can be made more palatable to skeptics through integration with more modern, empirically-supported treatments.

Dialectical behavior therapy (DBT) has been shown to be effective for reducing suicidal ideation as well as depression and anxiety symptoms in combat veterans. Dialectical behavior therapy is a type of CBT that teaches behavioral skills to help you handle stress, manage your emotions and improve your relationships with others. A type of art therapy called short-term clay art therapy (CAT) has been shown to be effective in improving the mental health of participants with MDD. According to the American Art Therapy Association, art therapy is an integrative mental health and human services profession that enriches the lives of individuals, families, and communities through active art-making, creative process, applied psychological theory, and human experience within a psychotherapeutic relationship. Art Therapy can help children, adolescents, and less vocallyexpressive adults get more out of a psychotherapy session than traditional talk therapy.

#### What is the Best Psychotherapy Counseling Treatment

Since psychotherapy is such a personal undertaking, there is no single best "one-size-fits-all" treatment. That said, cognitive-behavioral therapy (CBT) is often considered the most effective treatment for the widest range of disorders. For example, therapist-led (as opposed to self-administered) CBT has been shown to be effective for both bulimia nervosa (BN) and consequential depressive symptoms.

CBT has also been shown to be effective (by itself or in concert with other treatments) for anxiety, general depressive symptoms, depressive symptoms in insomniac patients, tinnitus distress, and smoking cessation.

Functional analytic psychotherapy (FAP, a subset of CBT) has also been shown to be effective for decreasing interpersonal difficulty in nursing home residents. As we saw above, other adaptations of CBT (such as DBT and cognitive hypnotherapy) have also gained acceptance, showing its versatility as well as the variety of disorders it can be useful for.

All of that said, it can be tempting to think that CBT is easily the best treatment for most disorders since it has been shown to be useful for such a wide variety of disorders. Psychotherapy comes in many different forms and can be used to treat many different disorders, but at the end of the day, it is a personalized process that requires a psychotherapist who is keenly aware of their client's personal needs. For example, while CBT is an effective treatment for a variety of disorders, it may require adaptation (such as in the cases of DBT and CH) to best help a client, and in other cases, it may not even be the best treatment plan available.

Aside from specific treatment plans, some psychotherapy sessions require feedback from the client and adaptability from the psychotherapist to be maximally effective.

In other words, while the goal of many psychotherapy treatments is to get the client to challenge their own thoughts and assumptions, psychotherapists would also do well to interrogate their own beliefs rather than accept them as fact.

https://positivepsychology.com/psychotherapy/

### GRAMMAR

# 13. Join together each of the following pair of sentences using the right Possessive Pronouns.

1. I haven't seen \_\_\_\_\_ (he) laptop. It's \_\_\_\_\_ (my).

2. Is this your parents' house? Yes, it's \_\_\_\_\_.

3. Is this your car? No, \_\_\_\_\_ (me) car is on the next street.

4. Can I take \_\_\_\_\_ (you) chair?

5. She loves pizza. It's \_\_\_\_\_ (she) favourite food.

6. What's \_\_\_\_\_ (you) telephone number?

7. She likes \_\_\_\_\_ (she) new job.

8. I can't find \_\_\_\_\_ (me) new bag. Have you seen it?

9. You can't have any cake. It's \_\_\_\_\_ (me).

10. My computor needs to be fixed. But \_\_\_\_\_ (he) is working.



14. Study the scheme of Types of psychotherapy. Comment on every type, add your descriptions and examples, completing the table.

Type of	Characteristics and examples
psychotherapy	
Bioenergetic analysis	
Gestalt therapy	
Psychoanalysis	
Systemic therapy	
Transactional analysis	
anaryono	

Type of psychotherapy (institute)	Founder	Anthropological background/concept of human being	Main theoretical orientation/school
<b>Bioenergetic analysis</b> (SGBAT/DÖK)	Alexander Lowen (1958)	Patients are seen as psychosomatic entities. Somatic self awareness, emotional experiencing, body movement and interaction aim at dissolving character defenses and changing dysfunctional relational patterns.	Body-oriented psychotherapy
Gestalt therapy (SVG)	Perls, Hefferline, and Goodman (1951)	Focus is on the experiential present moment and on process (what is happening) over content (what is being talked about). Human beings know themselves against the background of their relationships with others. Enables the patient to become more fully alive and relies on the client's potential for self-healing.	Humanistic psychotherapy
<b>Psychoanalysis</b> (PSZ/DaS)	Sigmund Freud (1895 – 1945)	The therapeutic setting is seen as a laboratory situation, where transference of unconscious conflicts, mostly remnants from the past, onto the therapist is invited, in order to free conflicts from repression and to make them accessible to change.	Psychodynamic psychotherapy
Systemic therapy (SIW)	Virginia Satir (1988)	Problems can be solved by changing interactional patterns in the system - family, couple, group. The interpersonal construction of reality is one of the core concepts.	Systemic therapy
<b>Transactional analysis</b> (SGTA/ASAT)	Eric Berne (1967, 2001)	Stimulates patients' growth in the context of an empathic, facilitative relationship. Four levels of analysis: structural (ego states), transactional (interpersonal relationships), game (patterns of behavior) and script (attitudes, decisions in life)	Humanistic psychotherapy

https://www.semanticscholar.org/paper/Therapists'-interventions-in-different-approaches%3A-Koemeda-Lutz-Crameri/8ae1745538fc2804891b7d6349176280fe4c313b

#### **UNIT 14. PERSONALITY TEMPERAMENT**



#### 1. Discuss the issues:

- 1. What is temperament?
- 2. What types of temperament do you know?

3. Is it possible to combine traits of several types of temperament? If yes/no, explain why.



#### 14.1. General notion and types of temperament

https://judicature.duke.edu/articles/judicial-temperament-explained/

In a general sense of the word, temperament is known as a mixture of elements from the Latin word temperare, which means to blend, or mix in proportion. The word temperament was first conceived in a period of traditional Graceo-Arabic medicine when it was used to diagnose illness.

In the context of developmental psychology, temperament is defined as a combination of four humors that make up someone's disposition. In Latin, humors refer to fluids from the body that correspond with facets of personality. For instance, if a person had excessive humors of bodily blood, they were said to have had upbeat tendencies or a cheerful disposition.

Disposition is the result of repeated temperamental behaviors, positive or negative in nature. As an example of this, a person may display a pattern of shorttempered behaviors, so much so, that they may be diagnosed with a short-tempered disposition. The inherent disposition is the manifestation of the expected temperamental pattern. Almost as if temperament constituted the symptoms and disposition the underlying condition.

#### Types of Temperament in Adults

The world has come a long way since the origin of the word and its meaning, but psychology continues to rely on the principle of temperament to categorize people in an organized way in order to understand human behavior. There are four different types of temperament and their bodily correspondences. Melancholic is the type of temperament corresponding with black bile in the body. These people are traditional and non-adventurous, but they can also be plaintive.

Choleric is the type of temperament corresponding with yellow bile in the body. These people are ambitious thinkers, but can be hot-headed. Sanguine is the type of temperament corresponding with blood in the body. These people are carefree pleasure seekers. Phlegmatic is the type of temperament corresponding with phlegm in the body. These people are loyal, sociable, and generally calm.

Most people are said to contain a mix of these personality types, similar to how people would also have a mix of physical components within the body. Although the temperament model involving humors is, of course, partly allegorical in nature, many present-day personality theories are loosely masked versions of the same basic components.

This being true, temperament eventually develops into an individual's personality type. Predominant components of the personality remain largely the same from childhood through adulthood, however mixed the types may be that create the individual as a whole.

#### Melancholy

Because melancholic temperaments are oriented toward tradition, staying put as a happy homemaker is a common life choice. Melancholics are very unlikely to marry foreigners, move from their designated countries, or adventure beyond the walls of the establishment.

However, if a melancholic decides to work outside the home, he or she might flourish in professions such as management, accounting, and administration. They are organized and tidy, rule followers, and very consistent.

Melancholic temperament is the most emotional. Melancholics pay attention to those things others prefer to ignore. People in this category are perfectionists. They want to attain nothing less than 100%, even 99.999 is no good enough. And because of their perfectionistic tendencies, they end up unhappy and dissatisfied. They set high targets for themselves and others, which they often do not meet. They also find it difficult to accept and give compliments or approval. They are equally not very good at relationships and are prone to mood swings.

However, people in this category are often very creative. Their reserved lifestyle often give them time to come up with great ideas and inventions. A melancholy is often that sad-looking but intelligent student that answers all in the questions asked by the teacher. They are also very sympathetic and can easily be moved to tears.

A melancholy needs to learn to enjoy life a bit more. He/she should probably make friends to a sanguine, who will expose him/her to the pleasures of life. They also need to be confident in themselves and in their work. Most importantly, a melancholy needs to realize that being human means being flawed. No one is perfect. So it is advisable to be more realistic than idealistic, and then settle for the possible.

#### Choleric

If the melancholic is a rule follower, then the choleric is a rule breaker. Cholerics can be less than friendly, but are highly intelligent. They flourish in isolated environments where creativity is encouraged but high sociability and collaboration is not required. Cholerics will thrive in professions such as engineering, programming, and innovative technology. They might also excel in disciplines such as statistics.

People that belong to this category are firm, independent, hardworking, domineering and natural leaders. A choleric reminds you of a stern headmaster who is extremely strict. He is fast at dishing out punishments and both teachers and students tremble at his presence. A choleric is good at making decisions on the spot. He sticks tenaciously to his goals and is self-motivated. People in this group can also be very good boss (very bossy), team leaders, campaign leaders, supervisors, principals and military officers.

#### Sanguine

Sanguine temperaments are risk-taking pleasure-seekers. Sanguines may struggle against addictive traits. They might struggle with behavioral or 'process' addictions such as food addiction, where the process-preparing a meal, for instance is equally as exciting to the addict than the high itself. Though sanguines may struggle with self-discipline, they show interest and talent in cooking, fashion, marketing, and travel.

Sanguines love enjoying life. They are flamboyant, like gatherings, outings and parties. They are the kind that can light up a boring day. As friends, they are very lively to be with. However, a sanguine doesn't like commitment. As a result, he/she might not be very reliable. People in this group are also easily distracted as everything catches his/her attention. A sanguine needs to learn to be more disciplined, serious and purposeful. In as much as it is good to joke and party, there are situations that demand sobriety and meditation.

#### **Phlegmatic**

Since phlegmatic temperaments are overly sociable, they often act as the mediator in situations. They try to stay neutral, never taking sides and often becoming nonconfrontational. Phleghmatics become the best caretakers, parents, and spouses. They excel in psychology and counseling, nursing, teaching, social services, and generally caretaking.

You might know an easy-going, peace-loving, non-rebellious, stress-free neighbour who just wants everything to be the way they should be. A phlegmatic is hardly confrontational, he/she easily apologizes for doing something wrong in order to maintain a peaceful and cordial atmosphere. Most of the time, he/she needs to be pressured to produce results. Left on their own, phlegmatics want to lie on the bed watching the television idly. They just want to avoid anything that would bring stress or tension. A phlegmatic might be that man who leaves all the decision making to his wife. Or that women who has no opinion of her own and relies on whatever her spouse says.

As a result of his calm and peaceful nature, a phlegmatic is prone to be bullied or cheated. Since he/she is not the confrontational kind, he/she is often falls victim of dubious people. "Let him go with it", a phlegmatic will say, "we will get another one in future." A phlegmatic might make a good gardener, cleaner, reliable friend, cook, baby sitter etc.

People in this category need to learn that the world is not as friendly and peaceful as they look at it. They have to stand up for their rights and avoid been trampled upon. A phlegmatic needs to be more active and needs engage in activities that will bring him/her out.

#### **Child Temperament**

Temperament is such a multifaceted concept that some researchers believe it can be traced back to infancy. In fact, temperament is more observable in infants and children than in any other age group. The three types of childhood temperament recognized from infancy are easy, slow-to-warm-up, and difficult. A child with an easy temperament, a trait belonging to the majority group of babies and children at 40%, easily adapt to new people and situations; are regular eaters and sleepers; and positively reinforce their parents for their parenting efforts, whether it be through shy smiles, or, as the child grows, words of affirmation.

A child who is slow to warm up will show trepidation or preference toward certain caretakers. Only 5-10% of babies are slow to warm up, comprising the smallest documented group of babies and children. These babies are less physically active, display negative traits such as anxiety and moodiness, and are known to be shy and sensitive by caregivers.

It is possible to have more than one temperament, in fact, most of us have up to three temperaments. However, there is often a dominate one that overshadows that others. It is important to find where you belong and help yourself live a better life.

#### <u>https://study.com/learn/lesson/ltypes-of-temperament.html</u> https://flatimes.com/four-types-temperament-know-why-you-behave-way-you-do/



#### 2. Read the text. Are these statements true or false?

1. Sanguines love enjoying life, they are flamboyant, like gatherings, outings and parties.

2. A phlegmatic is confrontational, he/she hardly apologizes for doing something wrong.

3. Since phlegmatic temperaments are overly sociable, they often act as the mediator in situations.

4. In the context of psychotherapy, temperament is defined as a combination of four humors that make up someone's disposition.

5. The melancholic is a rule follower, and the choleric is a rule breaker.



#### 3. Scan the text and answer the questions:

1. What are the three types of childhood temperament?

2. What are the negative traits of sanguine temperaments?

3. In what spheres and professions can cholerics be the best?

4. What type of temperament is the most emotional?

5. Is it true that most people are said to contain a mix of different personality types?

# VOCABULARY



#### 4. Complete the words with the synonyms:

1) temperament	a) many-sided
2) effort	b) stable
3) multifaceted	c) to annoy
4) peaceful	d) nature
5) reliable	e) quiet
6) to bully	f) attempt
7) disposition	g) antagonistic
8) to cheat	h) parenting
9) confrontational	i) to falsify
10) caretaking	j) arrangement



5. Match the words/word combinations with their definitions:

1) trepidation	a) a husband or wife
2) to pressure	b) tending to attract attention because of their exuberance, confidence, and stylishness
3) spouse	c) at the moment, immediately
4) purposeful	<ul> <li>d) a feeling of fear or anxiety about something that may</li> <li>happen</li> </ul>
5) flamboyant	e) to use of persuasion or intimidation to make someone do something
6) on the spot	f) new, advanced and original
7) innovative	g) having or showing determination or resolve

### VOCABULARY

### 6. Match English words/word combination with the Ukrainian translation:

1) majority group	а) сердечний, душевний
2) age group	b) тверезість
3) cordial	с) комунікабельність
4) nonconfrontational	d) переважна більшість
5) sobriety	е) бути зворушеним до сліз
6) sociability	f) неконфліктний

7) to be moved to tears	g) вікова група
8) to accept compliments	h) дорослість
9) adulthood	 i) прояв
10) manifestation i)	j) приймати компліменти

### TRANSLATION

#### 7. Translate the following sentences into English.

1. Можна мати більше ніж один тип темпераменту, бо насправді, кожен з нас може мати риси навіть трьох типів темпераменту.

2. Над флегматиками часто знущаються та їх часто обманюють.

3. Темперамент краще, ніж в будь-якої іншої вікової групи, прослідковується у немовлят і дітей.

4. Сангвініки – це люди, які можуть покращити нудний день.

5. Флегматики можуть мати успіх в психології і консультуванні, догляді, викладанні, соціальних послугах та загалом в піклуванні.

6. Сангвініки схильні до ризику і гонитви за насолодами.

7. Холерики можуть бути не дуже доброзичливими, але дуже розумними.

# SPEAKING



8. Read the text below Personality disorders and ways of their overcoming and explain the meaning of the words in italics. What treatment for personality disorders can be the most effective? Give arguments for your ideas. Compare your ideas to the ideas of your partner.



#### 14.2. Personality disorders and ways of their overcoming

https://www.bridgestorecovery.com/blog/bpd-and-addiction-overcoming-treatment-barriers-with-individualized-care/

*Personality disorders* are a group of mental health conditions that are characterized by inflexible and atypical patterns of thinking, feeling, and behaving. These inner experiences and behaviors often differ from the expectations of the culture in which someone lives. If you have a personality disorder, you may have a difficult time relating to others and dealing with everyday problems in the ways that are expected by your cultural group. You may not be fully aware of this discrepancy between your thoughts and behaviors and those accepted by society. You may have a view of the world that's quite different than that of others. As a result, you could find it difficult to participate in social, educational, and family activities.

These behaviors and attitudes often cause problems and *limitations* in relationships, social encounters, and work or school settings. They may also make people you feel isolated, which can contribute to depression and anxiety. Personality disorders are treatable, however. Often a combination of talk therapy and medication can go a long way in helping you live with one of these conditions.

#### What causes personality disorders?

The cause of personality disorders isn't known. However, it's believed that they may be triggered by genetic and environmental influences, most prominently *childhood trauma*. Personality disorders tend to emerge in the teenage years or early adulthood. The symptoms vary depending on the specific type of personality disorder. For all of them, treatment typically includes talk therapy and medication.

#### What are the different types of personality disorders?

There are numerous types of personality disorders. They're grouped into three clusters based on similar characteristics and symptoms. Some people may have signs and symptoms of multiple personality disorders.

#### **Cluster A: Suspicious**

Paranoid personality disorder. People with paranoid personality disorder may be distrustful of others and suspicious of their motives. Schizoid personality disorder. People with *schizoid personality* disorder can display little interest in forming personal relationships or partaking in social interactions. They can have trouble interpreting social cues, causing them to seem emotionally distant. Schizotypal personality disorder. People with schizotypal personality disorder often believe that they can influence other people or events with their thoughts. They may misinterpret behaviors, leading to inappropriate emotional responses. They may also avoid having intimate relationships.

#### **Cluster B: Emotional and impulsive**

Antisocial personality disorder. People with antisocial personality disorder tend *to manipulate* or treat others without expressing remorse for their actions. They may engage in dishonest behavior like lying and stealing, and they may be prone to heavy alcohol and drug use.

Borderline personality disorder. People with borderline personality disorder often feel empty and abandoned, regardless of family or community support. They may have difficulty dealing with stressful events and have episodes of paranoia. They also tend to engage in risky and impulsive behavior, such as binge drinking and gambling.

Histrionic personality disorder. People with histrionic personality disorder frequently try to gain more attention by being dramatic or provocative. They may be easily influenced by other people and are sensitive to criticism or disapproval.

Narcissistic personality disorder. People with narcissistic personality disorder often believe that they're more important than others. They tend to exaggerate their achievements and may brag about their attractiveness or success. Other symptoms include a deep need for admiration but lack empathy for other people.

#### **Cluster C: Anxious**

Avoidant personality disorder. People with avoidant personality disorder often experience feelings of inadequacy, inferiority, or unattractiveness. They may dwell on criticism from others and avoid participating in new activities or making new friends.

Dependent personality disorder. People with dependent personality disorder depend on other people to meet their emotional and physical needs. They usually avoid being alone and regularly need reassurance when making decisions. They may also be more likely to tolerate physical and verbal abuse.

*Obsessive-compulsive personality disorder*. People with obsessivecompulsive personality disorder have an overwhelming need for order. They strongly adhere to rules and regulations, and they feel extremely uncomfortable when perfection isn't achieved. They may even neglect personal relationships to focus on making a project perfect.

#### How is a personality disorder diagnosed?

A primary care doctor or mental health professional will ask you questions based on these criteria to determine the type of personality disorder. In order for a diagnosis to be made, the behaviors and feelings must be consistent across many life circumstances. They should also cause *significant distress* and impairment in at least two of the following areas: the way you perceive or interpret yourself and other people; the way you act when dealing with other people; the appropriateness of your emotional responses; how well you can control your impulses. While voicing your concerns may cause tension, emphasize that your first priority is their well-being. You can also provide your loved one with a list of crisis resources for when they need immediate support.

The most important aspect of treating a personality disorder is determining the condition in the first place. When you recognize that you have a *mental health condition*, it will be easier for you to seek and stick with treatment. Once you find a treatment that works for you, you should see an improvement in your symptoms. You may have to try a few different types of treatment to find what works best. That's OK. What matters is that you find a good fit.

https://www.healthline.com/health/personality-disorders#outlook

# PRE-LISTENING

9. Read and explain the meaning of the given word combinations:

proto-psychological theory

fundamental personality types

associated characteristics of temperaments

strengths and weaknesses of temperament types

to identify with qualities from all temperaments

# WHILE-LISTENING

# **10.** Follow the link and listen to the audio The Four Temperaments - How To Assess People Quickly:

https://www.youtube.com/watch?v=yBasnNclE38

#### **Complete the sentences:**

1. It's a proto-psychological theory that suggests that there are \_\_\_\_\_.

2. These temperaments are believed to affect behavior – and learning more about them can help you \_\_\_\_\_\_, not only in others, but in yourself as well.

3. Each of the four temperaments has been studied intensively, so we know

all about their \_\_\_\_\_ – including their strengths and weaknesses.

4. As you might imagine, those who fall into the sanguine archetype are\_\_\_\_\_.

5. As \_\_\_\_\_\_, sanguine types love being the center of attention.

6. A major downfall of the sanguine type is that they tend to be \_\_\_\_\_.

7. Poor \_\_\_\_\_\_, disorganized thinking, and chaotic environments are the cost of living a life of spontaneity.

8. If you've ever met a \_\_\_\_\_\_, you would describe them as blunt, tough, or brave.

9. Choleric people excel in new \_\_\_\_\_, so they actively seek them out.

10. \_\_\_\_\_ naturally connect facts and feelings, and they have a good grasp on human thought and behavior.

11. As a result of their quiet nature, phlegmatic types tend to be \_\_\_\_\_\_.

12. \_\_\_\_\_ will laugh or cry as they see fit, and you can usually see their emotions as clear as day.

13. For melancholic types, \_\_\_\_\_\_ surpasses quantity.

14. Melancholic types tend to fantasize about meeting their \_\_\_\_\_ – and they seek out people who fit that perfect image.

15. Most people identify with qualities from each of \_\_\_\_\_\_, but there's usually one or two temperaments that dominate.

# POST-LISTENING

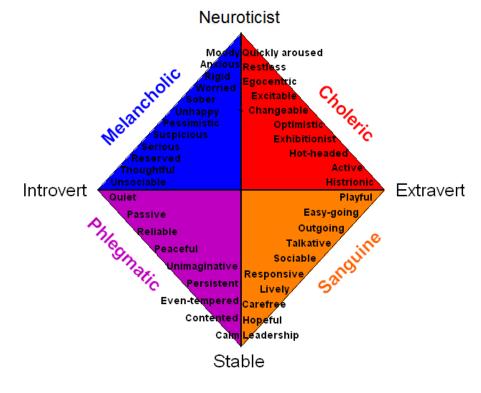
11. Summarize the information about the audio The Four Temperaments -How To Assess People Quickly, look and the scheme below and make a summary of temperament types. Add your own examples.

	TEMPERAMENT TYPES			
Туре	Characteristic	Strengths and Positives	Weakness and Negatives	
Choleric	Determined and Dominant	Leader Driven Ambitious Efficient, Planner Confident Motivating	Intolerant Inflexible Impatient Demanding Aggressive Overloaded, Stressed	
Sanguine	Inspiring and Influencing	Social Outgoing Fun loving Forgiving Optimistic Cheerful, Warm	Impulsive Forgetful Selfish, Shameless Exaggerating Volatile, hysterical Not punctual	
Melancholic	Cautious and Conscientious	Thoughtful Organized Detailed Self Reliant Creative Considerate	Perfectionist Moody Discontent Pessimistic Anxious Tunnel Visioned	
Phlegmatic	Steady and Supportive	Calm, composed Diplomatic Rational Accepting Reliable, Consistent Content, Patient	Lack drive, or ambition Socially shy Indecisive Permissive, Passive, Apathetic Compromising	

https://drvarsha.com/temperament-and-personality-types-traits-and-disorders/



12. Pay attention to the scheme of types of temperament. Write your ideas on the issue: My type of temperament and my personality qualities. Use the vocabulary given below:





#### 13. Complete the sentences using the proper Reflexive Pronouns.

- 1. The puppies are too young to take care of \_\_\_\_\_ (they).
- 2. Who did you go to the theatre with? Nobody. I went by \_\_\_\_\_ (I).
- 3. The girl lloked at \_\_\_\_\_ (she) in the mirror.
- 4. I was wrong. I'm angry with \_\_\_\_\_ (I).
- 5. She doesn't need any help. She can take care of \_\_\_\_\_ (she).
- 6. Since his wife died, he's been living by \_\_\_\_\_. (he)
- 7. I did't buy this dish in the shop. I made it by \_\_\_\_\_. (I)
- 8. Do you want me to do it for you? No, I'll do it \_\_\_\_\_ (I) .
- 9. They need some help, because they cannot do it by \_\_\_\_\_ (they).
- 10. The cat opened the door by \_\_\_\_\_ (it).

# ADD-ON TASK I

14. Study the scheme Temperament characteristics and types of temperament. Make a short informational list about your groupmate/friend and his/her temperament characteristics and type of temperament.

Temperament	Type of temperament		
characteristic	Easy	Slow-to-warm-up	Difficult
Activity level	Varies	Low to moderate	Varies
Rhythmicity	Very regular	Varies	Irregular
Distractibility	Varies	Varies	Varies
Approach/withdrawal	Approaches readily	Withdraws at first	Withdraws
Adaptability	Very adaptable	Slowly adaptable	Slowly adaptable
Attention span/persistence	High or low	High or low	High or low
Intensity of reaction	Low or mild	Mild	Intense
Sensitivity	High or low	High or low	High or low
Quality of mood	Positive	Slightly negative	Negative

#### **UNIT 15. PROFESSIONAL BURNOUT**

## LEAD-IN

#### 1. Discuss the issues:

- 1. What is professional burnout?
- 2. What are the reasons of professional burnout?
- 3. What is the difference between burnout and stress?

#### 15.1. Definition and symptoms of professional burnout



https://www.themedicalcityclinic.com/are-you-suffering-from-job-burn-out-watch-out-for-these-signs/

Experiencing workplace stress for prolonged periods can lead to burnout. Burnout symptoms include feeling exhausted, empty, and unable to cope with daily life. If left unaddressed, your burnout may even make it difficult to function. Learn the physical and mental symptoms of burnout, factors that may increase your risk, and a few recovery strategies.

Burnout is a reaction to prolonged or chronic job stress. It is characterized by three main dimensions: exhaustion, cynicism (less identification with the job), and feelings of reduced professional ability. More simply put, if you feel exhausted, start to hate your job, and begin to feel less capable at work, you are showing signs of burnout.

The term "burnout" is a relatively new term, first coined in 1974 by Herbert Freudenberger in his book, Burnout: The High Cost of High Achievement. Freudenberger defined burnout as "the extinction of motivation or incentive, especially where one's devotion to a cause or relationship fails to produce the desired results."

Most people spend the majority of their waking hours working. So, if you hate your job, dread going to work, and don't gain any satisfaction from what you're doing, it can take a serious toll on your life.

#### Symptoms of Burnout

While burnout isn't a diagnosable psychological disorder, that doesn't mean it shouldn't be taken seriously. Burnout symptoms can affect you both physically and mentally.

#### **Physical Burnout Symptoms**

When you experience burnout, your body will often display certain signs. Research indicates that some of the most common physical burnout symptoms include: gastrointestinal problems, high blood pressure, poor immune function (getting sick more often), reoccurring headaches, sleep issues.

Because burnout is caused by chronic stress, it's helpful to also be aware of how this stress, in general, affects the body. Chronic stress may be felt physically in terms of having more aches and pains, low energy levels, and changes in appetite. All of these physical signs suggest that you may be experiencing burnout.

#### Mental Burnout Symptoms

Burnout also impacts you mentally and emotionally. Here are some of the most common mental symptoms of burnout: concentration issues, depressed mood, feeling worthless, loss of interest or pleasure, suicidal ideation.

#### **Burnout vs. Depression**

Burnout shares symptoms with some mental health conditions, such as depression. Depression symptoms also include a loss of interest in things, feelings of hopelessness, cognitive and physical symptoms, as well as thoughts of suicide. How can you tell if it is burnout versus depression? Individuals with depression experience negative feelings and thoughts about all aspects of life, not just at work. If this is how you feel, a mental health professional can help.

Seeking help is important because individuals experiencing burnout may be at a higher risk of developing depression.

#### **Risk Factors for Burnout Symptoms**

Having a high-stress job doesn't always lead to burnout. If your stress is managed well, you may not experience these ill effects. But some individuals (and those in certain occupations) are at a higher risk of having burnout symptoms than others. For instance, a 2019 National Physician Burnout, Depression, and Suicide Report found that 44% of physicians experience burnout. Of course, it's not just physicians who are burning out. Workers in every industry at every level are at potential risk.

According to a 2018 Gallup report, there are five job factors that can contribute to employee burnout: 1) unreasonable time pressures. Employees who say they have enough time to do their work are 70% less likely to experience high burnout, while individuals who are not able to gain more time (such as paramedics and firefighters) are at a higher risk of burnout; 2) lack of communication and support from management. Manager support offers a psychological buffer against stress. Employees who feel strongly supported by their manager are 70% less likely to experience burnout symptoms on a regular basis; 3) lack of role clarity. Only 60% of workers know what is expected of them. When expectations are like moving targets, employees may become exhausted simply by trying to figure out what they are supposed to be doing; 4) unmanageable workload. When the workload feels unmanageable, even the most optimistic employees will feel hopeless. Feeling overwhelmed can quickly lead to burnout symptoms; 5) unfair treatment. Employees who feel they are treated unfairly at work are 2.3 times more likely to experience a high level of burnout. Unfair treatment may include things such as favoritism, unfair compensation, and mistreatment from a co-worker.

The stress that contributes to burnout can come mainly from your job, but stressors from other areas of life can add to these levels as well. Personality traits and thought patterns such as perfectionism and pessimism, for instance, can contribute to the stress you feel.

#### Effects of Untreated Burnout Symptoms

If left untreated, burnout symptoms can lead to: 1) alienation from workrelated activities. Individuals experiencing burnout view their jobs as increasingly stressful and frustrating. You may grow cynical about your working conditions and the people you work with. You might also emotionally distance yourself and begin to feel numb about your work; 2) emotional exhaustion. Over time, untreated burnout symptoms can cause you to feel emotionally drained and unable to cope; 3) reduced performance. Burnout affects everyday tasks at work, or in the home if your main job involves caring for family members. Individuals with burnout symptoms feel negative about tasks, have difficulty concentrating, and often lack creativity. Together, this results in reduced performance.

https://www.verywellmind.com/stress-and-burnout-symptoms-and-causes-3144516



#### 2. Read the text. Are these statements true or false?

1. Feeling overwhelmed cannot quickly lead to burnout symptoms.

2. Employees who feel strongly supported by their manager are 70% less likely to experience burnout symptoms on a regular basis.

3. Untreated burnout symptoms can cause you to feel emotionally drained and unable to cope.

4. Manager support offers a psychological buffer against stress.

5. Having a high-stress job doesn't always lead to burnout.



#### 3. Scan the text and answer the questions:

- 1. What do depression symptoms include?
- 2. When did the term "burnout" appear?

- 3. What are the most common mental symptoms of burnout?
- 4. What is the cause of burnout?
- 5. What is the definition of burnout?



#### 4. Complete the words with the synonyms:

1) cynical	a) payment
2) to contribute	b) to crush
3) compensation	c) focusing
4) to overwhelm	d) ironic
5) target	e) to donate
6) share	f) to turn back
7) concentration	g) to demonstrate
8) worthless	h) destination
9) to indicate	i) contribution
10) to reoccur	j) valueless



#### 5. Match the words with their definitions:

1) untreated	a) the act of fulfilling needs and pleasure derived from this

2) paramedic	b) a thing that motivates or encourages someone to do something
3) depression	c) to treat someone with attention and respect
4) to take seriously	d) not given medical care
5) satisfaction	e) a mood disorder that causes a persistent feeling of sadness and loss of interest
6) majority	f) a person trained to give emergency medical care
7) incentive	g) more than half of a total number

## VOCABULARY

### 6. Match English words/word combination with the Ukrainian translation:

1) personality traits	а) вигорання
2) burnout	b) можлива небезпека
3) mistreatment	с) втрата зацікавленості
4) on a regular basis	d) погане поводження
5) potential risk	е) особистісні риси
6) hopelessness	f) суїцидальні думки
7) lost of interest	g) погана робота імунної системи

8) suicidal ideation	h) безнадійність
9) chronic stress	і) хронічний стрес
10) poor immune function	ј) на регулярній основі



#### 7. Translate the following sentences into Ukrainian.

1. If left untreated, burnout symptoms can lead to alienation from work-related activities.

2. Individuals experiencing burnout view their jobs as increasingly stressful and frustrating.

3. The stress that contributes to burnout can come mainly from your job, but stressors from other areas of life can add to these levels as well.

4. Burnout shares symptoms with some mental health conditions, such as depression.

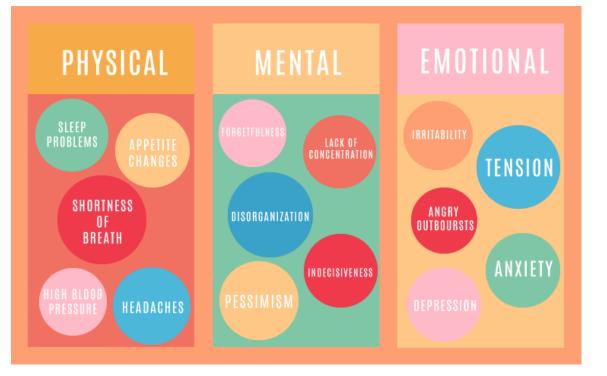
5. Because burnout is caused by chronic stress, it's helpful to also be aware of how this stress, in general, affects the body.

6. Some individuals are at a higher risk of having burnout symptoms than others.

7. Feeling overwhelmed can quickly lead to burnout symptoms.



8. Look at the scheme The signs of job burnout. What are the main types of burnout? Have you experienced any of them? Make a 3-minutes report on the issue. Share your results with the group, speaking on the topic (mind time limits).



https://www.paldesk.com/job-burnout-how-to-detect-it-and-react



#### 9. Pay attention to the given words/word combinations and explain them:

- $\checkmark$  stress at work
- ✓ excessive workload
- ✓ perfectionism
- ✓ workaholism
- $\checkmark$  concentration problems

### WHILE-LISTENING

# **10.** Follow the link and listen to the audio Burnout - causes, symptoms and treatment:

https://www.youtube.com/watch?v=aVk02DiUUPo

#### **Complete the sentences:**

1. The \_\_\_\_\_\_ of stress is to quickly prepare your body for action in case of danger but it also arises when we are for example worried.

2. During stress the adrenal gland produces three hormones: \_\_\_\_\_\_.

3. \_\_\_\_\_ stress can cause your body to function beyond what it can voluntarily do.

4. \_\_\_\_\_ may be caused by prolonged exposure to stress at work such as excessive workload or too little recognition combined with certain personal characteristics such as perfectionism, excessive conscientiousness and workaholism.

5. During a burnout you have no interest in \_\_\_\_\_, you feel constantly restless and tense and you often suffer from physical symptoms concentration problems and forgetfulness.

6. During therapy a psychologist examines \_\_\_\_\_ which have contributed to the emergence of a burnout.

7. The aim is to let you \_\_\_\_\_ to work as quickly as possible.

8. It is also important to learn \_\_\_\_\_\_ for example by relaxation and breathing exercises or by doing sports.

9. A person who has a burnout needs someone that can \_\_\_\_\_ him or her to take the signal seriously and someone who can join him or her to do relaxing things.

# POST-LISTENING

### 11. Summarize the information from the audio Burnout - causes, symptoms and treatment, read the text below about Professional burnout prevention and treatment and answer the questions:

- what are the most common symptoms of burnout?
- is it possible to find strategies to help you manage your stress? If yes, what are the strategies?
- is it possible to prevent burnout? If yes, how?
- what is stress management?
- is it important to have breaks while working? If yes/no, explain why.



#### 15.2. Professional burnout prevention and treatment

https://www.limeade.com/resources/blog/how-to-reduce-burnout-in-the-workplace/

Although the term "burnout" suggests that this may be a permanent condition, it is reversible. If you are feeling burned out, you may need to make some changes to your work environment.

Approaching human resources about problems you're having or talking to a supervisor could be helpful if the company is invested in creating a healthier work environment. In some cases, a change in position or a new job altogether may be necessary to begin to recover from burnout. If you can't switch jobs, it may help to at least switch tasks.

It can also be helpful to develop clear strategies to help you manage your stress. Self-care strategies like eating a healthy diet, getting plenty of exercise, and engaging in healthy sleep habits may help reduce some of the effects of a highstress job.

A vacation may offer you some temporary relief too, but a week away from the office won't be enough to help you beat burnout. Regularly scheduled breaks from work, along with daily renewal exercises, can be key to helping you combat burnout.

If you are experiencing burnout and are having difficulty finding your way out, or you suspect that you may also have a mental health condition such as depression, seek professional treatment. Talking to a mental health professional can help you discover the strategies you need to feel your best. Employee burnout is a problem during stable times let alone during stressful times. Lower productivity, emotional and physical exhaustion, lack of concentration, less recognition from managers, negativity and a decline in health are all signs of burnout at work. And employees are at risk now more than ever – with 40% of employees citing burnout as a top reason for leaving their job, according to our latest Limeade Employee Care Report on the Great Resignation. Reducing burnout in the workplace and further knowing how to prevent burnout is crucial for the sake of retention and overall employee well-being.

#### The 3 phases of employee burnout

Burnout occurs in three phases: low risk, moderate risk and high risk. In the low-risk phase, employees are still engaged in their work. There's a low level of stress, but it's manageable. Employees in the moderate-risk phase are still engaged, but they have high levels of manageable stress. Due to this stress, they may have trouble focusing on work activities. In the high-risk phase, stress becomes unmanageable. As a result, engagement declines.

#### 11 ways to prevent and reduce burnout

The good news is that burnout is preventable. With strong manager support and an understanding of what causes job burnout, employers can more readily prevent their top talent from burning out.

#### 1. Prioritize employee well-being and stress management

With so many employees experiencing burnout, there's clearly something missing from many workplaces. That missing link is well-being, or a state of physical, emotional and financial wellness. A lack of well-being makes it more difficult for employees to manage stress, increasing the risk of burnout. It's obvious why employers want to foster engagement, but few know how to foster high engagement and high well-being at the same time. Employee well-being drives engagement, and vice versa. When employees are engaged in their work, they feel good and live with a sense of purpose.

#### 4. Allow employees to set boundaries

How people think about stressors has an impact on their ability to handle and recover from them. What's stressful to one person can be energizing to another — it's subjective. For some, stress is enhancing and exhilarating, while for others, it's debilitating. When managers know how employees think about stress, they can help them cope with it better and prevent burnout.

Give employees permission to set emotional boundaries with their work by identifying limits and recognizing feelings. Without boundaries, employees are vulnerable to crippling disappointment when they receive critical feedback. When managers or executives support well-being improvement, employees will follow. Help employees find their "sweet spot" of stress. Acute (good) stress keeps you on

your toes, ready to rise to a challenge. Chronic (bad) stress, and our response to bad stress, can lead to many health problems, both physical and mental. Encourage employees to leave an hour early after a particularly stressful day or to take a break when needed.

#### 5. Build social connections

People are wired to be social. And the more we can rely on each other for support, the better off we are. In fact, social support positively relates to important factors that impact stress, health, well-being and engagement. Employers have the unique ability to foster community among employees by boosting team support and social networks. These social connections will help employees get the support they need and help guard against burnout.

Challenge employees to create a plan to connect with a friend, family member or colleague at a scheduled time each week. Schedule weekly team lunches, go on a walking meeting or plan a team-building activity or happy hour.

Celebrate your employees, and bring teams together to refresh and rejuvenate as a company to prevent work burnout. This will lift their mood and help them feel connected. Connections inside and outside the workplace are essential for increasing well-being, which ultimately helps prevent burnout. Employees and managers should feel a strong sense of connection to what they're doing, regardless of whether they're on the clock or on their own time.

#### 6. Help employees find their purpose

Helping employees connect to their purpose is key for workplace burnout prevention. When people have a real emotional connection to their work, they're more connected to the company and their own purpose. This helps put things into perspective when work gets hectic.

Connect each employee's role to your organization's mission and values. Connecting roles to how jobs directly contribute to the goals of the company helps reinforce why each employee's role matters. Help employees take ownership in crafting their job. Job crafting involves intentional reflection on how the employee frames their job and the purpose and meaning derived from it. This exercise will help employees think through small changes they can make to take more ownership over their role and uncover their unique set of skills and strengths that make them great at their job.

#### 7. Encourage flexible work arrangements

Flexibility reduces stress by giving employees a greater sense of control over their lives. When possible, offer flexible work schedules or allow employees to work from home. Employees tend to be more committed when they have the flexibility needed to balance their personal and professional responsibilities in a productive way. In some cases, employees are more productive under flexible arrangements than they would be if they had to spend an entire day in the office. This reduces stress for many people, and it may also help companies reduce the cost of office space, utilities, equipment and commuting benefits.

#### 8. Take a holistic approach to wellness

The term "wellness" often focuses on physical health, but true well-being has multiple dimensions. A holistic approach recognizes that employee well-being is influenced by a wide range of factors, giving employees the tools they need to manage stress effectively. Establishing a holistic wellness program reduces employee burnout, increases engagement, improves productivity and makes it easier to create a culture of caring. Holistic wellness addresses these four dimensions: physical health, emotional and mental health, social wellness, financial wellness.

#### 9. Set clear expectations

Keeping their boundaries in mind, make sure employees know what you expect of them. Understanding expectations helps employees feel more in control, reducing the risk of burnout caused by ambiguity and role conflict. When you outline your expectations, be as clear as possible to prevent misunderstandings that can lead to increased stress.

#### 10. Provide feedback and transparency

One of the most common causes of burnout is a lack of feedback and transparency from management. It's essential for employees to feel valued and in control of their professional growth, but it's difficult to feel in control if managers don't provide actionable feedback. Empower employees by identifying their unique strengths and giving them opportunities to improve upon their weaknesses.

Regular check-ins and progress meetings are helpful for employees and managers alike. These sessions give employees a chance to be heard and help create an inclusive environment. When employees feel included, they're less likely to feel stressed, increasing engagement and reducing the risk of burnout.

#### 11. Provide resources for burnt-out employees

Organizations and managers need to simultaneously help employees address and manage their stress and workload while enabling them to allocate time to replenish and build their resources. Resources are the physical, psychological, social or organizational aspects of the job that help achieve work goals, reduce job demands or stimulate personal growth, learning and development. Think of resources as the well-being drivers that people draw from to help combat the negative effects of stress. Employees who are completely burned out have lost sight of meaning in their work. Managers and organizations must recognize burnout and help reestablish meaningfulness in employees' lives and work. Employee burnout is real, and it's affecting millions of workers globally. It's imperative that companies understand the impact burnout has on employee engagement and business results – and know the tools and strategies for how to reduce burnout in the workplace. It's up to organizations (and managers) to spot signs of burnout and intervene as quickly as possible.

Companies should strive to prevent workplace burnout in the first place by focusing on employee well-being and manager support. When employees are burned out, companies and managers need to take an active role in helping the employee recover. Burnout isn't a personal issue, it's an organizational issue. Burnout needs to be addressed at all levels of the company to effectively prevent and combat it.

https://www.limeade.com/resources/blog/how-to-reduce-burnout-in-the-workplace/

# WRITING

12. You have to make 5-minutes speech for psychology seminar on the issue How to master stress. What will you include into your speech? What should be mentioned first/last? Use the proposed scheme to make your review. Share the information to your groupmates. Mind the timing.

# **MASTER STRESS**

Maintain healthy eating Avoid social isolation Stay informed, not obsessed Talk to others Engage in mindfulness Relax, play, exercise Start journaling Take deep breaths Rest and sleep well Engage in gratitude Step outside into nature Seek support from friends, family, and professionals\*

https://wellnesscenter.uic.edu/news-stories/stress-management-techniques/



# 13. Complete the sentences with the correct quantifiers, choosing one option for one sentence.

- 1. There aren't \_\_\_\_\_ (some/any) good restaurants here.
- 2. Hurry up! We have \_\_\_\_\_ (a little/a few) time.
- 3. There are \_\_\_\_\_ (some/little) expensive houses in this area.

4. They ate \_\_\_\_\_ (a lot/a few/a little) today and that's why they felt bad afterwards.

- 5. Do you drink \_\_\_\_\_ (much/many) fruit cocktails?
- 6. There aren't \_\_\_\_\_ (much/many) people here today.
- 7. You don't need \_\_\_\_\_ (much/many) sugar for this cake.
- 8. He has got \_\_\_\_\_ (many/much) information.
- 9. We haven't got \_\_\_\_\_ (some/any) free time today, sorry.
- 10. We have \_\_\_\_\_ (much/many) computers but we need more.



14. Study the scheme of Employee burnout main causes. Give the explanation and your ideas illustrating each cause.



#### **UNIT 16. STUDY OF EMOTIONS**



#### 1. Discuss the issues:

- 1. What is emotion?
- 2. What basic emotions exist?
- 3. What secondary emotions do you know?



#### 16.1. What are emotions in psychology?

https://www.psychologytoday.com/us/blog/get-out-your-mind/202106/the-secret-life-emotions

There are many different types of emotions that have an influence on how we live and interact with others. At times, it may seem like we are ruled by these emotions. The choices we make, the actions we take, and the perceptions we have are all influenced by the emotions we are experiencing at any given moment. Psychologists have also tried to identify the different types of emotions that people experience. A few different theories have emerged to categorize and explain the emotions that people feel.

#### **Basic Emotions**

During the 1970s, psychologist Paul Eckman identified six basic emotions that he suggested were universally experienced in all human cultures. The emotions he identified were happiness, sadness, disgust, fear, surprise, and anger. He later expanded his list of basic emotions to include such things as pride, shame, embarrassment, and excitement.

#### **Combining Emotions**

Psychologist Robert Plutchik put forth a "wheel of emotions" that worked something like the color wheel. Emotions can be combined to form different feelings, much like colors can be mixed to create other shades. According to this theory, the more basic emotions act something like building blocks. More complex, sometimes mixed emotions, are blendings of these more basic ones. For example, basic emotions such as joy and trust can be combined to create love.

A 2017 study suggests that there are far more basic emotions than previously believed.1 In the study published in Proceedings of National Academy of Sciences, researchers identified 27 different categories of emotion. Rather than being entirely distinct, however, the researchers found that people experience these emotions along a gradient. Let's take a closer look at some of the basic types of emotions and explore the impact they have on human behavior.

#### Happiness

Of all the different types of emotions, happiness tends to be the one that people strive for the most. Happiness is often defined as a pleasant emotional state that is characterized by feelings of contentment, joy, gratification, satisfaction, and well-being.

Research on happiness has increased significantly since the 1960s within a number of disciplines, including the branch of psychology known as positive psychology. This type of emotion is sometimes expressed through: facial expressions: such as smiling; body language: such as a relaxed stance; tone of voice: an upbeat, pleasant way of speaking.

While happiness is considered one of the basic human emotions, the things we think will create happiness tend to be heavily influenced by culture. For example, pop culture influences tend to emphasize that attaining certain things such as buying a home or having a high-paying job will result in happiness. The realities of what actually contributes to happiness are often much more complex and more highly individualized. People have long believed that happiness and health were connected, and research has supported the idea that happiness can play a role in both physical and mental health.

Happiness has been linked to a variety of outcomes including increased longevity and increased marital satisfaction. Conversely, unhappiness has been linked to a variety of poor health outcomes. Stress, anxiety, depression, and loneliness, for example, have been linked to things such as lowered immunity, increased inflammation, and decreased life expectancy.

#### Sadness

Sadness is another type of emotion often defined as a transient emotional state characterized by feelings of disappointment, grief, hopelessness, disinterest, and dampened mood. Like other emotions, sadness is something that all people experience from time to time. In some cases, people can experience prolonged and severe periods of sadness that can turn into depression. Sadness can be expressed in a number of ways including: crying, dampened mood, lethargy, quietness, withdrawal from others.

The type and severity of sadness can vary depending upon the root cause, and how people cope with such feelings can also differ. Sadness can often lead people to engage in coping mechanisms such as avoiding other people, selfmedicating, and ruminating on negative thoughts. Such behaviors can actually exacerbate feelings of sadness and prolong the duration of the emotion.

#### Fear

Fear is a powerful emotion that can also play an important role in survival. When you face some sort of danger and experience fear, you go through what is known as the fight or flight response. Your muscles become tense, your heart rate and respiration increase, and your mind becomes more alert, priming your body to either run from the danger or stand and fight. This response helps ensure that you are prepared to effectively deal with threats in your environment. Expressions of this type of emotion can include: facial expressions: such as widening the eyes and pulling back the chin; body language: attempts to hide or flea from the threat; physiological reactions: such as rapid breathing and heartbeat.

Of course, not everyone experiences fear in the same way. Some people may be more sensitive to fear and certain situations or objects may be more likely to trigger this emotion. Fear is the emotional response to an immediate threat. We can also develop a similar reaction to anticipated threats or even our thoughts about potential dangers, and this is what we generally think of as anxiety. Social anxiety, for example, involves an anticipated fear of social situations.

Some people, on the other hand, actually seek out fear-provoking situations. Extreme sports and other thrills can be fear-inducing, but some people seem to thrive and even enjoy such feelings. Repeated exposure to a fear object or situation can lead to familiarity and acclimation, which can reduce feelings of fear and anxiety. This is the idea behind exposure therapy, in which people are gradually exposed to the things that frighten them in a controlled and safe manner. Eventually, feelings of fear begin to decrease.

#### Disgust

Disgust is another of the original six basic emotions described by Eckman. Disgust can be displayed in a number of ways including: body language: turning away from the object of disgust; physical reactions: such as vomiting or retching; facial expressions: such as wrinkling the nose and curling the upper lip. This sense of revulsion can originate from a number of things, including an unpleasant taste, sight, or smell. Researchers believe that this emotion evolved as a reaction to foods that might be harmful or fatal. When people smell or taste foods that have gone bad, for example, disgust is a typical reaction. Poor hygiene, infection, blood, rot, and death can also trigger a disgust response. This may be the body's way of avoiding things that may carry transmittable diseases. People can also experience moral disgust when they observe others engaging in behaviors that they find distasteful, immoral, or evil.

#### Anger

Anger can be a particularly powerful emotion characterized by feelings of hostility, agitation, frustration, and antagonism towards others. Like fear, anger can play a part in your body's fight or flight response.

When a threat generates feelings of anger, you may be inclined to fend off the danger and protect yourself. Anger is often displayed through: facial expressions: such as frowning or glaring; body language: such as taking a strong stance or turning away; tone of voice: such as speaking gruffly or yelling; physiological responses: such as sweating or turning red; aggressive behaviors: such as hitting, kicking, or throwing objects.

While anger is often thought of as a negative emotion, it can sometimes be a good thing. It can be constructive in helping clarify your needs in a relationship, and it can also motivate you to take action and find solutions to things that are bothering you. Anger can become a problem, however, when it is excessive or expressed in ways that are unhealthy, dangerous, or harmful to others. Uncontrolled anger can quickly turn to aggression, abuse, or violence.

This type of emotion can have both mental and physical consequences. Unchecked anger can make it difficult to make rational decisions and can even have an impact on your physical health.

Anger has been linked to coronary heart diseases and diabetes. It has also been linked to behaviors that pose health risks such as aggressive driving, alcohol consumption, and smoking.

#### Surprise

Surprise is another one of the six basic types of human emotions originally described by Eckman. Surprise is usually quite brief and is characterized by a physiological startle response following something unexpected. This type of emotion can be positive, negative, or neutral.

An unpleasant surprise, for example, might involve someone jumping out from behind a tree and scaring you as you walk to your car at night.

An example of a pleasant surprise would be arriving home to find that your closest friends have gathered to celebrate your birthday. Surprise is often characterized by: facial expressions: such as raising the brows, widening the eyes, and opening the mouth; physical responses: such as jumping back; verbal reactions: such as yelling, screaming, or gasping; surprise is another type of emotion that can trigger the fight or flight response. When startled, people may experience a burst of adrenaline that helps prepare the body to either fight or flee.

Surprise can have important effects on human behavior. For example, research has shown that people tend to disproportionately notice surprising events. This is why surprising and unusual events in the news tend to stand out in memory more than others. Research has also found that people tend to be more swayed by surprising arguments and learn more from surprising information.

#### Other Types of Emotions

The six basic emotions described by Eckman are just a portion of the many different types of emotions that people are capable of experiencing. Eckman's theory suggests that these core emotions are universal throughout cultures all over the world. However, other theories and new research continue to explore the many different types of emotions and how they are classified. Eckman later added a number of other emotions to his list but suggested that unlike his original six emotions, not all of these could necessarily be encoded through facial expressions. Some of the emotions he later identified included: amusement, contempt, contentment, embarrassment, excitement, guilt, ride in achievement, relief, satisfaction, shame.

#### Other Theories of Emotion

As with many concepts in psychology, not all theorists agree on how to classify emotions or what the basic emotions actually are. While Eckman's theory is one of the best known, other theorists have proposed their own ideas about what emotions make up the core of the human experience. For example, some researchers have suggested that there are only two or three basic emotions. Others have suggested that emotions exist in something of a hierarchy. Primary emotions such as love, joy, surprise, anger, and sadness can then be further broken down into secondary emotions. Love, for example, consists of secondary emotions, such as affection and longing.

These secondary emotions might then be broken down still further into what are known as tertiary emotions. The secondary emotion of affection includes tertiary emotions, such as liking, caring, compassion, and tenderness. A more recent study suggests that there are at least 27 distinct emotions, all of which are highly interconnected.

Emotions play a critical role in how we live our lives, from influencing how we engage with others in our day to day lives to affecting the decisions we make. By understanding some of the different types of emotions, you can gain a deeper understanding of how these emotions are expressed and the impact they have on your behavior. It is important to remember, however, that no emotion is an island. Instead, the many emotions you experience are nuanced and complex, working together to create the rich and varied fabric of your emotional life.

https://www.verywellmind.com/an-overview-of-the-types-of-emotions-4163976

READING 🗘

#### 2. Read the text. Are these statements true or false?

1. Surprise is usually quite brief and is characterized by a physiological startle response following something predictable.

2. Emotions play a critical role in how we live our lives, from influencing how we engage with others in our day to day lives to affecting the decisions we make.

3. When a threat generates feelings of surprise, you may be inclined to fend off the danger and protect yourself.

4. The secondary emotion of affection includes tertiary emotions, such as liking, caring, compassion, and tenderness.

5. Poor hygiene, infection and blood can trigger a fear response.



### **3.** Scan the text and answer the questions:

- 1. What is the role of emotions in our life?
- 2. What negative emotion can sometimes be a good thing?
- 3. What powerful emotion can play an important role in survival?
- 4. What is the name of psychologist who identified six basic emotions?
- 5. What basic emotions can be combined to create love?



#### 4. Complete the words with the synonyms:

1) critical	a) enjoyment
2) to express	b) impartial
3) amusement	c) reaction
4) to yell	d) surprise
5) neutral	e) to show
6) startle	f) censorious
7) response	g) to scream

8) fear	h) disrelish
9) disqust	i) primary
10) basic	j) horror

# VOCABULARY

### **5.** Match the words/word combinations with their definitions:

1) to propose	a) a reason or set of reasons given in support of an idea
2) to clarify	b) to take part in a violent struggle involving the exchange of physical blows or the use of weapons
3) emotion	c) optimistic
4) argument	d) to give a plan or suggestion
5) fight	e) social gathering or enjoyable activity
6) to celebrate	f) to explain
7) positive	g) feeling or mood

### VOCABULARY

#### 6. Match English words/word combination with the Ukrainian translation:

1) to be linked	а) фізичне здоров'я
2) to have an impact	b) створювати почуття

3) uncontrolled anger	с) розчарування
4) physical health	d) бути пов'язаним
5) expression	е) ворожість
6) gruffly	f) мати вплив
7) to generate feelings	g) хвороби, що можуть передаватися
8) frustration	h) нестримний гнів
9) hostility	i) вираження
10) transmissible diseases	ј) грубо 

## TRANSLATION

#### 7. Translate the following sentences into English.

1. Потім ці вторинні емоції можуть бути розділені ще далі на так звані третинні емоції.

2. Теорія Екмана припускає, що ці основні емоції є універсальними для різних культур у всьому світі.

3. Інші теорії та нові дослідження продовжують вивчати багато різних типів емоцій та їх класифікацію.

- 4. Здивування може мати важливий вплив на поведінку людини.
- 5. Цей вид емоцій може мати як психічні, так і фізичні наслідки.
- 6. Гнів пов'язаний з ішемічною хворобою серця та діабетом.
- 7. Здавна люди вірили, що щастя і здоров'я пов'язані між собою.



8. Read the text below Positive thinking and prepare a short overview of the text (3 minutes speech). After reading the text complete the table for making your speech.

Positive thinking		
Empower yourself		
Take control of your state		
Adjust your mindset		
Study your habits and form new ones		
Choose your words carefully		
Identify those you admire		

#### **16.2.** Positive thinking



 $<sup>\</sup>underline{https://www.planetfitness.com/community/articles/heres-your-guide-positive-thinking-gym}$ 

Positive thinking is an emotional and mental attitude that focuses on the good and expects results that will benefit you. It's about anticipating happiness, health and success instead of expecting the worst. Leveraging the law of attraction, this mindset creates a positive feedback loop that brings even more good into your life. So what is positive thinking not? It is not a cure-all that will automatically make you happier and more fulfilled. It isn't a solution to deep-seated limiting beliefs like fear of failure and fear of success.

#### How to benefit from positive thinking

Ultimately, building a fulfilling life is about mastering your emotions, both positive and negative. Positive thinking is one tool in your toolkit, but there are others you'll need. Here are six ways to fully embrace not only the power of positive thinking but also the incredible power of your mindset.

#### 1. Empower yourself

You didn't get the promotion you worked so hard for. You've been let go from your job. Your partner broke up with you. You have chronic health issues that hold you back. These are all difficult situations that many of us will face at some point in our lives. The real question is: How will you react to them?

Do you blame others when bad things happen to you? Or do you look to yourself for the solution? When you take responsibility for how you think, act and feel, you have an internal locus of control – and that's a key trait of successful people. This type of thinking lends you a deep belief in yourself and a positive mindset that allows you to get up and start over after a failure. From there, everything else in your life can fall into place.

Remember: The only thing in life you can control is yourself. You can't control every event – but you can control how you react to them. Once you empower yourself to change what's in your control – you – only then are you ready for the power of positive thinking.

#### 2. Take control of your state

Have you noticed that when you're having a bad day, your body language shows it? You slump over in your chair, you have a hard time making eye contact with others and do things like cross your arms when you're feeling uncomfortable. You stop being mindful and allow your environment and circumstances to control you. This is not a powerful stance. Your body tells those around you that you are uneasy, angry or sad and want to be left alone. This creates a feedback loop as your poor posture reinforces your poor mindset. Positive thinking is as much about your body as it is about your brain. Take control of your physiology by taking pride in how you present yourself. Work on your posture to give those around you nonverbal cues that you are feeling strong and positive, and are ready to listen to them. Stop nervous habits like fidgeting or twirling your hair.

This technique requires you to observe yourself; as soon as you catch yourself giving in to a nervous tic or starting to slump, straighten up. As you hold your body in a power pose, a more positive mindset will naturally follow.

Those around you will pick up on the physiological signals you're sending and will respond with positivity. The more you portray positivity and others see you this way, the easier positive thinking becomes, creating a new feedback loop. You will then be able to focus on others and do things such as asking three vital questions to find out how you can give to the world and others.

#### 3. Adjust your mindset

Adjusting your physiology is only one part of the puzzle; it's critical to catch the other negativity trigger in its opening stages as well. Your mindset governs what thoughts flow through your head and how you feel and react to each one. If your mindset is poor, everything around you is going to seem all the worse. For example, you're at the airport and are unnecessarily delayed while going through security. Then the airline attendant checking you in is rude to you. Another airline worker overhears, apologizes and bumps your ticket up to business class.

Once you're in the air, are you fixated on the hassles you faced in the airport, or are you grateful for your spacious seat and free cocktail? Do you think of the delay as wasted time or as a way to take time and reconnect with yourself? Do you automatically revert to the power of positive thinking or do negative thoughts take over?

You can choose to focus on the negatives or the positives of this – and any – scenario, but if you choose to focus on what's bothering you, it will begin to negatively impact your life. You'll also attract more negative situations – people won't be friendly to you when you're scowling and hostile. You may punish your partner or others for not living up to your expectations, eroding your relationships and adding to more bitterness. You'll forget that you can empower yourself to tackle any situation and start believing that a positive mindset is out of your reach. Positive thinking bypasses that rage and inconvenience, allowing you to enjoy the moment and be fully present. By consciously choosing to focus on positive begin thoughts, in your life, you'll to reframe moments your cultivating an abundance mindset that is grateful and open rather than negative and closed off.

#### 4. Study your habits and form new ones

You can't form new habits and harness the power of positive thinking if you're unaware of your current ones. Are there things that set you into a negative spiral of self-doubt? Do you react to situations openly or do you utilize defense mechanisms? If so, what are they? Perhaps you become agitated whenever you start thinking about going after a promotion at work. Your thoughts take you to a dark place and positive thinking goes out the window. You calculate how long you've been with the company and start thinking about why you haven't been promoted already. Do your bosses know something you don't? Maybe they don't think you're capable of doing the job. You begin to question your skill set, and then you wonder if you'll ever move up in your field. Maybe you'll just quit.

Think of all the time you're wasting by falling back on this negative habit. Self-doubt is almost always rooted in fear – often the fear of failure. Doing something and failing seems like it would be unbearable, so your mind comes up with all sorts of reasons as to why you won't even make an effort. If you give in to these negative thoughts, you might not fail but you will stagnate, which is worse.

What if, instead of getting swept up in a pattern of negative thoughts, you refocused your energy and developed empowering habits that use positive thinking? Stop the spiral of doubt by blocking it with positive thoughts. If you're able to cut off a negative thought pattern before it gets out of hand, you can shift to recalling positive affirmations instead.

By training your mind to block negative thoughts with positive thinking, you're steadily training yourself to stop thinking in a negative way. Fear won't rule you anymore. That's the power of positive thinking.

#### 5. Choose your words carefully

One habit that is essential to positive thinking is to transform your vocabulary. The words you choose – both in conversation and in your own mind – have a deep impact on your mindset. Studies have found that positive self-talk improves psychological states, helps people regulate their emotions and more. Your conversation affects how others respond to you, again creating a feedback loop that can be either positive or negative.

Before you can choose different words, you need to recognize what words you're already using. Take note of how you label and describe things in conversation, particularly your own emotions. Are you really "terrified" of that big work presentation or just a little nervous? Are you truly "angry" at your partner or mildly annoyed at one of their bad habits? When you dial back your vocabulary and use words that are less emotionally loaded, you'll find your mindset becomes attuned to more positive thinking.

Many people find it helpful to write down negative words they find themselves using throughout the day. For every negative word, write a positive alternative next to it. Keep the alternatives in the back of your mind to use next time. Find this aspect of positive thinking overwhelming? Start with just one area of your life that causes negative thoughts, like work or your relationship status. Catch yourself in those moments, and build from there.

### 6. Identify those you admire

Think of someone who's had a profound impact on your life. It can be a close friend, family member or someone you've never met, like a celebrity, professional athlete or renowned entrepreneur. What mottos does that person live by? Have they been able to unlock extraordinary lives due to their positive thinking habits?

Chances are, they use the power of positive thinking to find the success they seek – and you can, too. When you feel yourself falling into negative habits and can't quite seem to figure out how to think positive, pull up a quotation from someone you respect. Read it and determine how you can best embody it. You can even write it down and post it somewhere you'll see it often, such as the refrigerator or on the side of your computer screen.

Positive thinking can change your life. Studies have found that positive thinking helps you live longer, reduces loneliness and more. But the most lifechanging effect of positive thinking has to do with the law of attraction. This is the idea that what you focus on, you attract. Whatever you hold in your mind on a consistent basis is exactly what you will experience in your life. When you focus on the negative, you'll experience more negatives. But when you focus on the positive, the whole world opens up to you.

https://www.tonyrobbins.com/positive-thinking/

# PRE-LISTENING

#### 9. Answer the questions from the side of your own experience:

- 1. What does thinking positive mean?
- 2. What are the effects of negative thinking?
- 3. What is stress? Is it always negative?

# WHILE-LISTENING

**10. Follow the link and listen to the audio Science of positive thinking:** *https://www.youtube.com/watch?v=Dauz2i3fCb4* 

## Answer the questions:

- 1. What are the pluses of thinking positive?
- 2. What is the danger of negative thoughts?
- 3. Can stress be positive? In what situation?
- 4. What is the name of stress hormone?
- 5. What is the connection between positive thoughts and cortisol?

6. What is the connection between serotonin and feeling of well-being and happiness?

7. What is cortex?



11. Summarize the information from the video Science of positive thinking. Explain the meaning of word combinations:

positive thinking
damage of stress
to weaken the immune system
life-threatening situation
feeling of well-being

WRITING

12. Look at the scheme Benefits of positive thinking. Write your ideas on the issue: what spheres of life can be improved with the help of positive thinking? Give the examples from your life experience. While writing your essay mind the structure: introduction, main body, conclusion.

Benefits of Positive Thinking

Improves ability to learn
Lowers rates of depression and distress
Increases resistance to physical illness
Increases ability to bounce back from stressful experiences quickly and efficiently
Increases ability to form relationships
Triggers upward spirals toward improved emotional well-being over time
Increases life span

https://www.wikihow.com/Think-Positively



## 13. Answer the questions using Conditional II.

What w	vould you do if you could travel back in time?	
What v	vould you do if you could travel into the future?	
What v	vould you do if you saw a ghost?	
What w	vould you do if you were the richest person alive?	
What w	vould you do if you had a pet dinosaur?	
What v	vould you do if you had a 3D printer?	
What w	vould you do if you were a robot?	
What v	vould you do if you could fly like a bird?	
What w	vould you do if animals could talk?	
What w	vould you do if you were the leader of your countr	/?
What v	vould you do if spiders could fly?	
What w	vould you do if a robber asked for all of your mone	y's
What w	vould you do if you were the leader of your countr	/?
What w	vould you do if you forgot your own name?	
What w	vould you do if you could travel anywhere?	

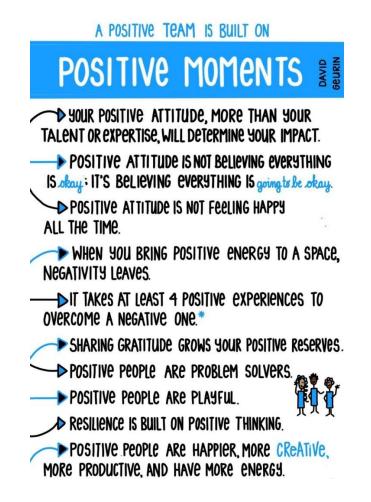
https://www.allthingsgrammar.com/second-conditional.html

1	 	 	
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14. Study the scheme A positive team is built on positive moments. Summarize the information. Make a guide of advantages of positive thinking in daily life, studies and work. Share the information with your groupmates.



### **UNIT 17. STRESS**



#### **1. Discuss the issues:**

- 1. What is stress?
- 2. What are the main reasons of stress?
- 3. What you can do to increase the resistance to stress?



#### 17.1. Stress: causes, symptoms, treatment

https://www.apa.org/topics/stress

Stress is your body's way of responding to any kind of demand or threat. When you sense danger – whether it's real or imagined – the body's defenses kick into high gear in a rapid, automatic process known as the "fight-or-flight" reaction or the "stress response." The stress response is the body's way of protecting you. When working properly, it helps you stay focused, energetic, and alert. In emergency situations, stress can save your life – giving you extra strength to defend yourself, for example, or spurring you to slam on the brakes to avoid a car accident.

Stress can have other positive aspects, sometimes referred to as "eustress." For example, it can help you rise to meet challenges such as keeping you on your toes during a presentation at work, sharpening your concentration when you're attempting a game-winning free throw, or driving you to study for an exam when you'd rather be watching TV. But while not all stress is bad for you, beyond a certain point, it stops being helpful and starts to cause major damage.

Stress that feels overwhelming can have a negative impact on your health, mood, productivity, relationships, and your quality of life.

When you feel threatened, your nervous system responds by releasing a flood of stress hormones, including adrenaline and cortisol, which rouse the body for emergency action. Your heart pounds faster, muscles tighten, blood pressure rises, breath quickens, and your senses become sharper. These physical changes increase your strength and stamina, speed up your reaction time, and enhance your focus – preparing you to either fight or flee from the danger at hand.

#### The effects of chronic stress

Your nervous system isn't very good at distinguishing between emotional and physical threats. If you're super stressed over an argument with a friend, a work deadline, or a mountain of bills, your body can react just as strongly as if you're facing a true life-or-death situation. And the more your emergency stress system is activated, the easier it becomes to trigger, making it harder to shut off.

If you tend to get stressed out frequently, like many of us in today's demanding world, your body may exist in a heightened state of stress most of the time. And that can lead to serious health problems. Chronic stress disrupts nearly every system in your body. It can suppress your immune system, upset your digestive and reproductive systems, increase the risk of heart attack and stroke, and speed up the aging process. It can even rewire the brain, leaving you more vulnerable to anxiety, depression, and other mental health problems.

Health problems caused or exacerbated by stress include: depression and anxiety, pain of any kind, sleep problems, autoimmune diseases, digestive problems, skin conditions, such as eczema, stress rash, or hives, heart disease, weight problems, reproductive issues, thinking and memory problems, signs and symptoms of stress overload.

The most dangerous thing about stress is how easily it can creep up on you. You get used to it. It starts to feel familiar, even normal. You don't notice how much it's affecting you, even as it takes a heavy toll. That's why it's important to be aware of the common warning signs and symptoms of stress overload. The situations and pressures that cause stress are known as stressors. We usually think of stressors as being negative, such as an exhausting work schedule or a rocky relationship. However, anything that puts high demands on you can be stressful. This includes positive events such as getting married, buying a house, going to college, or receiving a promotion.

Of course, not all stress is caused by external factors. Stress can also be internal or self-generated, when you worry excessively about something that may or may not happen, or have irrational, pessimistic thoughts about life. Finally, what causes stress depends, at least in part, on your perception of it. Something that's stressful to you may not faze someone else; they may even enjoy it. While some of us are terrified of getting up in front of people to perform or speak, for example, others live for the spotlight. Where one person thrives under pressure and performs best in the face of a tight deadline, another will shut down when work demands escalate. And while you may enjoy helping to care for your elderly parents, your siblings may find the demands of caretaking overwhelming and stressful.

Common external causes of stress include: major life changes, work or school, relationship difficulties, financial problems, being too busy, children and family. Common internal causes of stress include: pessimism, inability to accept uncertainty, rigid thinking, lack of flexibility, negative self-talk, unrealistic expectations/perfectionism, all-or-nothing attitude.

Health problems caused or exacerbated by stress include: depression and anxiety, pain of any kind, sleep problems, autoimmune diseases, digestive problems, skin conditions, such as eczema, stress rash, or hives, heart disease, weight problems, reproductive issues, thinking and memory problems.

#### Signs and symptoms of stress overload

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#### How much stress is too much?

Because of the widespread damage stress can cause, it's important to know your own limit. But just how much stress is "too much" differs from person to person. Some people seem to be able to roll with life's punches, while others tend to crumble in the face of small obstacles or frustrations. Some people even thrive on the excitement of a high-stress lifestyle.

Factors that influence your stress tolerance level include:

*Your support network.* A strong network of supportive friends and family members is an enormous buffer against stress. When you have people you can count on, life's pressures don't seem as overwhelming. On the flip side, the lonelier and more isolated you are, the greater your risk of succumbing to stress.

*Your sense of control.* If you have confidence in yourself and your ability to influence events and persevere through challenges, it's easier to take stress in stride. On the other hand, if you believe that you have little control over your life – that you're at the mercy of your environment and circumstances – stress is more likely to knock you off course.

*Your attitude and outlook.* The way you look at life and its inevitable challenges makes a huge difference in your ability to handle stress. If you're generally hopeful and optimistic, you'll be less vulnerable. Stress-hardy people tend to embrace challenges, have a stronger sense of humor, believe in a higher purpose, and accept change as an inevitable part of life.

*Your ability to deal with your emotions.* If you don't know how to calm and soothe yourself when you're feeling sad, angry, or troubled, you're more likely to become stressed and agitated. Having the ability to identify and deal appropriately with your emotions can increase your tolerance to stress and help you bounce back from adversity.

*Your knowledge and preparation.* The more you know about a stressful situation, including how long it will last and what to expect, the easier it is to cope. For example, if you go into surgery with a realistic picture of what to expect post-op, a painful recovery will be less stressful than if you were expecting to bounce back immediately.

#### Improving your ability to handle stress

*Get moving.* Upping your activity level is one tactic you can employ right now to help relieve stress and start to feel better. Regular exercise can lift your mood and serve as a distraction from worries, allowing you to break out of the cycle of negative thoughts that feed stress. Rhythmic exercises such as walking, running, swimming, and dancing are particularly effective, especially if you exercise mindfully (focusing your attention on the physical sensations you experience as you move).

*Connect to others.* The simple act of talking face-to-face with another human can trigger hormones that relieve stress when you're feeling agitated or insecure. Even just a brief exchange of kind words or a friendly look from another human being can help calm and soothe your nervous system. So, spend time with people who improve your mood and don't let your responsibilities keep you from having a social life.

If you don't have any close relationships, or your relationships are the source of your stress, make it a priority to build stronger and more satisfying connections.

*Engage your senses.* Another fast way to relieve stress is by engaging one or more of your senses – sight, sound, taste, smell, touch, or movement. The key is to find the sensory input that works for you. Does listening to an uplifting song make you feel calm? Or smelling ground coffee? Or maybe petting an animal works quickly to make you feel centered? Everyone responds to sensory input a little differently, so experiment to find what works best for you.

*Learn to relax.* You can't completely eliminate stress from your life, but you can control how much it affects you. Relaxation techniques such as yoga, meditation, and deep breathing activate the body's relaxation response, a state of restfulness that is the polar opposite of the stress response. When practiced regularly, these activities can reduce your everyday stress levels and boost feelings of joy and serenity. They also increase your ability to stay calm and collected under pressure.

*Eat a healthy diet.* The food you eat can improve or worsen your mood and affect your ability to cope with life's stressors. Eating a diet full of processed and convenience food, refined carbohydrates, and sugary snacks can worsen symptoms of stress, while a diet rich in fresh fruit and vegetables, high-quality protein, and omega-3 fatty acids, can help you better cope with life's ups and downs.

*Get your rest.* Feeling tired can increase stress by causing you to think irrationally. At the same time, chronic stress can disrupt your sleep. Whether you're having trouble falling asleep or staying asleep at night, there are plenty of ways to improve your sleep so you feel less stressed and more productive and emotionally balanced.

https://www.helpguide.org/articles/stress/stress-symptoms-signs-and-causes.htm



2. Read the text. Are these statements true or false?

1. The simple act of talking face-to-face with another human can trigger hormones that relieve stress when you're feeling agitated or insecure.

2. The more you know about a stressful situation, including how long it will last and what to expect, the easier it is to cope.

3. The way you look at life and its inevitable challenges makes no difference in your ability to handle stress.

4. All types of stress are caused by external factors.

5. Feeling tired can increase stress by causing you to think irrationally.



## **3.** Scan the text and answer the questions:

1. Is it possible to eliminate stress from your life completely?

2. Can rhythmic exercises such as walking, running, swimming improve the ability of handling stress?

3. What are the characteristics of stress-hardy people?

4. What does common internal causes of stress include?

5. What are the health problems caused or exacerbated by stress?

## VOCABULARY

## 4. Complete the words with the synonyms:

1) priority	a) to make worse
2) vulnerable	b) to weigh down
3) inevitable	c) illogical
4) to escalate	d) unavoidable
5) to overload	e) negative

6) unrealistic	f) preference	
7) pessimistic	g) unsafe	
8) promotion	h) disaster	
9) accident	i) extremity	
10) emergency	j) stimulation	



## **5.** Match the words with their definitions:

1) to control	a) behaviour, a feeling or an action that is a direct result of something else
2) stressor	b) to break apart
3) reaction	c) to order, limit, or rule something, or someone's actions or behaviour
4) demand	d) something causing a state of strain or tension
5) life-or-death	e) extremely tired
6) to disrupt	f) really essential and important
7) exhausted	g) an insistent and peremptory request



## 6. Match English words/word combination with the Ukrainian translation:

1) sense of humour	а) вилучити стрес
2) memory problems	b) погіршувати настрій
3) all-or-nothing	с) почуття гумору
4) rigid thinking	d) почуватися невпевнено
5) to eliminate stress	е) спосіб життя, наповнений стресами
6) to worsen your mood	f) проблеми з пам'яттю
7) social life	g) все або нічого
8) to feel insecure	h) зовнішні фактори
9) high-stress lifestyle	і) жорстке/суворе/чітке мислення
10) external factors	j) соціальне життя



## 7. Translate the following sentences into Ukrainian.

1. Eating processed and convenience food, refined carbohydrates, and sugary snacks can worsen symptoms of stress.

2. Relaxation techniques such as yoga, meditation, and deep breathing activate the body's relaxation response, a state of restfulness that is the polar opposite of the stress response.

3. You can't completely eliminate stress from your life, but you can control how much it affects you.

4. Feeling tired can increase stress by causing you to think irrationally.

5. The simple act of talking face-to-face with another human can trigger hormones that relieve stress when you're feeling agitated or insecure.

6. Upping your activity level is one tactic you can employ right now to help relieve stress and start to feel better.

7. Where one person thrives under pressure and performs best in the face of a tight deadline, another will shut down when work demands escalate.

## SPEAKING



8. Pay attention to the scheme above How to get rid of stress. Think about some additional factors that can help people to cope with stress. Make 3-minutes speech. Share the information with your groupmates.



https://eczemaless.com/stress-management-techniques-to-control-eczema/

# PRE-LISTENING

## 9. Answer the questions from the side of your own experience:

- 1. What are common stressors related to work and studies?
- 2. What type of people have more stress than others?
- 3. What are the ways of handling stress?



## 10. Follow the link and listen to the audio Causes of stress:

https://www.youtube.com/watch?v=1IbwM4-A\_SM

## **Complete the sentences:**

1. There are \_\_\_\_\_ related to work.

2. People with \_\_\_\_\_ personalities have more stress than people with \_\_\_\_\_\_ personalities.

3. If you have a type A personality you could end up with some problems \_\_\_\_\_\_.

4. Calm, \_\_\_\_\_ management styles produce less stress.

5. \_\_\_\_\_ through autocratic management tends to create more stress.

6. People who enjoy their jobs and derive \_\_\_\_\_ from them handle stress better than those who do not.

7. Some of the \_\_\_\_\_\_ of stress are an increased in the rate of breathing sweating change in appetite and acne.

8. \_\_\_\_\_ is the consistent lack of interest and motivation to perform one's job because of stress.

# POST-LISTENING

11. Summarize the information from the audio Causes of stress, read the text below about the Main types of stress in psychology and explain the meaning of words and word combinations:

immediate signs

- to end up with some problems
- to find temporary solution
- to be under pressure
- chronical distress
- impact on your personal and professional relationships
- to consult for suggestions



#### **17.2.** Main types of stress in psychology

Stress is our built-in response to a critical situation. The experience of a surge of hormones in a situation of fight, feelings or change in temperature or essence of danger is considered to be a stressful situation. The situations can be real or imaginary, current or futuristic but when imagined, it creates pressure on our mind igniting the surge on hormones.

As per the study, there are different types of stress however in psychology, it can be divided into three major categories. The rest of them are minor categories that you can read further.

#### Acute Stress

Acute Stress is a short-term experience of stress that is common in today's generation. This type of stress dwells when you are under pressure of an event, something that just happened or about to happen, that is challenging and running into your nerves. People tend to find temporary solution of acute stress like talking to someone, sharing their thoughts, asking for the suggestion, mastering the art of facing that situation. Symptoms: Acute Stress symptoms may include severe headache, tension, upset stomach, or chronical distress.

https://theprivatetherapyclinic.co.uk/blog/3-types-of-stress-and-their-causes/

These effects are short term effects and don't last long however repeated situations of acute stress may lead to harmful effects such as heart attack. Expression of anger, irritability, anxiety, depression may lead to tension, neck pain, back pain, jaw pain, muscle tension, pulled muscles or ligament disorder. You may also experience heartburn, acidic stomach, diarrhea, flatulence, constipation.

#### **Episodic Acute Stress**

There are people who are overburdened or at times take too much stress in their lives. They tend to worry about small things like boss shouting, pranks, friends too close or too far, more money or less money. They are trouble inventors as they can't find happiness even in positive circumstances. Your body and mind demand physical exercise, mental peace, and meditation to favor the situations. If that doesn't work, you may need to visit a therapist to consult for suggestions.

Such repeat stressful situations are considered as Episodic Acute Stress when we encounter another stressful situation before the first one is over. Symptoms: Poorly managed tasks, incomplete goals leading you into another stressful situation, anxiety, depression, serious illness or other complications in the body. Such symptoms may put a bad impact on your personal and professional relationships and may push you towards unhealthy eating, drinking or drugging habits. You should seek proper treatment to cure such disorder under medical supervision.

#### **Chronic Stress**

Chronic Stress is more dangerous and harmful and takes a longer time to develop. There needs to be a strong reason to suffer from chronic stress that may include ongoing poverty, unsuccessful married life, broken relationships, being jobless for months, family clashes or ongoing distressful situations for a long time. A disturbing experience in early childhood or victim of child abuse may also put someone in such a stressful situation. Symptoms: People suffering from such a traumatic situation may suffer hormonal disorder and result in cardiovascular, respiratory, sleep disorder, immune dysfunction or reproduction ailment. People suffering from such a traumatic situation may also experience severe attacks of type 2 diabetes, high blood pressure, heart disease, depression, anxiety, mental trauma, etc. People have also been identified risking their life with suicide attempts, violent actions, heart stroke or other severities.

#### **Other Types of Stress**

If we keep the psychological term aside, then there are other definitions of stress that people named it as per their symptoms. They are mainly known as Physical Stress, Psychological Stress, Psychosocial Stress, and Psychospiritual Stress. Prolonged stress may lead to different disabilities. You may suffer Cognitive Disorders like fearful anticipation, poor concentration, or difficulty in remembering things. Emotional Disorders like tension, irritability inability to relax, restlessness or worries. Behavioral Disorders like insomnia, crying, strong urge of eating drinking or smoking, clenching fists. Physiological Disorders like Grinding teeth, headache, vomiting, sweating, constipation, frequent urgency of urination, stomach-ache, tiredness, etc.

#### What Can Help?

There is a lot you can do to destress yourself and irrespective of what type of stress it is. There are steps that you can take to control your mind body and soul. Mindfulness: You can practice mindfulness meditation to fight anxiety and depression. Mindfulness changes the thinking structure and brings awareness, concentration or wise decision-making power.

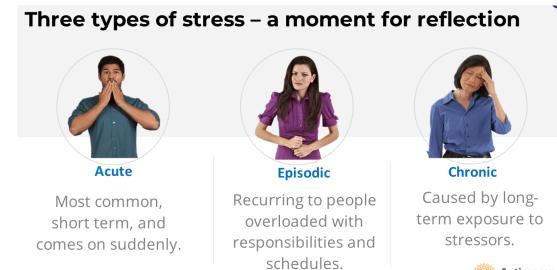
You can also practice two minutes of diaphragmatic breathing that can ease up your nervous system and help you dwell destress hormones. Time Management: If you can master the time management skills, you would be in a situation to avoid various stressful episodes. Well managed time may help you furnish your tasks swiftly without any tension resulting in praises as work and harmony at home.

You would also be able to figure out the time for yourself and maintain a healthy lifestyle. Mindset: A positive mindset is required to lead a positive life. Always see the positive side of anything even if it's a flat type as it gave you a chance to walk and stay fit. Developing positiveness in your thoughts may be a task for you but once done, it will bring positiveness in your thought process, circumstances, expectations, and environment. If you are positive and if you like the information, please drop a comment in the comments section. If you have any meaningful information worth sharing, please share a link or drop the information in the comments. Stay positive and stress-free to lead a happy lifestyle.

https://yourstory.com/mystory/stress-types-psychology



12. Write your ideas on the issue: Is it important to be know about stress and try to cope with it? What are the types of stress? What are the reasons of stress? Is it possible to cope with stress? Use the information from the given scheme and text above to make your review.





https://anticancerlifestyle.org/3-types-of-stress-and-how-the-body-responds/



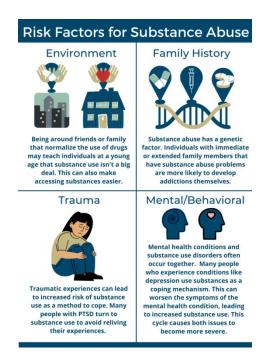
13. Answer the questions using the construction "to be used to".



https://www.allthingsgrammar.com/used-to.html



14. Study the scheme of Risk factors for substance abuse. What types of stress can cause such problems? Explain why. What can be done to improve the situation or eliminate it's appearance at all? Give your ideas and examples.



## **UNIT 18. POSITIVE PSYCHOLOGY AT WORK**



 $\underline{https://www.healthyplace.com/other-info/mental-illness-overview/what-is-positive-psychology-and-why-is-it-important_info/mental-illness-overview/what-is-positive-psychology-and-why-is-it-important_info/mental-illness-overview/what-is-positive-psychology-and-why-is-it-important_info/mental-illness-overview/what-is-positive-psychology-and-why-is-it-important_info/mental-illness-overview/what-is-positive-psychology-and-why-is-it-important_info/mental-illness-overview/what-is-positive-psychology-and-why-is-it-important_info/mental-illness-overview/what-is-positive-psychology-and-why-is-it-important_info/mental-illness-overview/what-is-positive-psychology-and-why-is-it-important_info/mental-illness-overview/what-is-positive-psychology-and-why-is-it-important_info/mental-illness-overview/what-is-positive-psychology-and-why-is-it-important_info/mental-illness-overview/what-is-positive-psychology-and-why-is-it-important_info/mental-illness-overview/what-is-positive-psychology-and-why-is-it-important_info/mental-illness-overview/what-is-positive-psychology-and-why-is-it-important_info/mental-illness-overview/what-is-positive-psychology-and-why-is-it-important_info/mental-illness-overview/what-is-positive-psychology-and-why-is-it-important_info/mental-illness-overview/what-is-positive-psychology-and-why-is-it-important_info/mental-illness-overview/what-is-positive-psychology-and-why-is-it-important_info/mental-illness-overview/what-is-positive-psychology-and-why-is-it-important_info/mental-illness-overview/what-is-positive-psychology-and-why-is-it-important_info/mental-illness-overview/what-is-positive-psychology-and-why-is-it-important_info/mental-illness-overview/what-is-positive-psychology-and-why-is-it-important_info/mental-illness-overview/what-is-positive-psychology-and-why-is-it-important_info/mental-illness-overview/what-is-positive-psychology-and-why-is-positive-psychology-and-why-is-positive-psychology-and-why-is-positive-psychology-and-why-is-positive-psychology-and-why-is-positive-psychology-and-why-is-po$ 

## LEAD-IN

### 1. Discuss the issues:

1. Is it possible to maintain positive psychology in the workplace? If yes/no, explain how/why?

2. What are the benefits of positive psychology in the workplace?

3. Is it possible to apply positive psychology in every work team? If yes/no, explain how/why?



## 18.1. Positive psychology in the workplace

https://mandala.gr/%EF%BB%BFpositive-psychology-coaching-and-mindfulness-program-for-positive-organizations/

One of positive psychology's key aims is to help individuals, groups, and organizations flourish. And this is vital if you wish to keep your best employees. According to the "paradox of influence," while developed nations are increasingly affluent, life satisfaction and mental wellbeing are not improving. This phenomenon is particularly true in the workplace, where once an employee's basic needs are met, additional income and benefits do not usually increase happiness, fulfillment, or meaning. The world faces tough challenges: record inflation, pandemics, war, and work trends such as employees quitting their jobs at record rates. Positive psychology recognizes that it is crucial to promote factors that enable individuals, organizations, and communities to thrive.

When built into the workplace, these factors have the potential to support broader business initiatives aimed at the following: improving employee engagement and satisfaction while increasing productivity and profitability for the organization; building a culture of positivity and wellbeing, leading to lower turnover rates and higher employee retention; improving communication and collaboration among team members, resulting in better decision-making and problem-solving; helping leaders develop a more resilient and adaptable workforce, better able to navigate change and uncertainty; enhancing creativity and innovation, leading to new products and improved service offerings; Supporting managers as they develop a more positive and empowering leadership style, boosting employee performance and motivation; helping organizations build a more positive brand image and reputation, which can attract top talent and improve customer loyalty; reducing employee stress and burnout, leading to improved physical and mental health and lower healthcare costs; improving employee wellbeing, resulting in increased job satisfaction and engagement.

Positive psychology is much more than a one-dimensional view of positive thinking and positive emotions; it is focused on what makes individuals and communities flourish, rather than languish.

#### The Benefits of Positive Psychology in the Workplace

Simply put, employees engaged in positive psychology-based programs and interventions at work typically tend to "flourish" more. Flourishing is a state where employees prosper, thrive, learn, engage, self-motivate, express themselves, and experience happiness". Such interventions frequently result in improved employee wellbeing and business performance outcomes.

#### **Examples of Positive Psychology in Organizations**

Several approaches have surfaced to apply and embed the principles of positive psychology in organizations and the workplace.

#### Psychological capital

Luthans adopted the term "positive organizational behavior" to mean applying positively oriented human resource strengths and psychological capacities to "stimulate and transform organizational behavior, leadership, and human resource management." Their research suggests that each person has "psychological capital" (PSYCAP) that they can build upon through interventions, learnings, and training. These four components – referred to by the acronym HERO – are as follows: Hope – Positive motivation based on goal-directed energy; (Self-)Efficacy – Self-belief in one's ability to mobilize motivation, cognitive resources, and actions and work toward something; Resilience – The capacity to rebound or bounce back from adversity; Optimism – A generalized positive outlook or expectancy.

While only a subset of the elements of positive psychology, PSYCAP and its four components are considered renewable, complementary, and synergistic. And they can be used flexibly and adaptively by employees to meet the demands of their job while maintaining high levels of competence and wellbeing. A review of 41 studies in 2019 confirmed the importance of PSYCAP. Findings identified various interventions to enhance employees' resources and strengths that significantly improved workplace psychological health and performance. Let's take a specific example. The US Army may not seem like a typical workplace, but it employs millions of people, from front-line soldiers to office staff. When Seligman implemented interventions to increase hope in soldiers deployed to the front line, the effect was staggering. It significantly improved relationships at home and positively impacted how they performed in active and stressful situations during training and deployment. In fact, in one study of over 6,000 soldiers, those who received positive psychology training were more emotionally fit and optimistic, better at coping, and showed better resilience.

#### Strengths-based leadership

Strengths-based leadership focuses on identifying and developing the strengths of individuals and teams to improve their wellbeing and performance. Effective leaders surround themselves with the right people and build on each other's strengths. When leaders adopt a strengths-based approach, they focus on the positive aspects of their staff rather than just addressing weaknesses. Such a change in focus can increase employee engagement and job satisfaction, leading to improved organizational performance.

When employees feel valued and appreciated for their strengths, they are more likely to be motivated, productive, and remain with the company. Strengthsbased leadership also benefits organizations by creating a culture of positivity and wellbeing. When employees feel that their strengths are recognized and used, they are more likely to experience a sense of purpose and fulfillment in their work, leading to increased creativity and innovation and improved collaboration and communication among team members.

Several research studies have confirmed the positive effect of strengthsbased leadership on employees' overall wellness, psychological wellbeing, innovative behavior, and organizational performance. Here's another specific example of how such positive psychology interventions can boost organizations' success and employee satisfaction. When Southwest Airlines implemented strengths-based training, its goal was to enhance employee experience by creating a culture focused on individual strengths. And it worked. Southwest leaders conducting one-to-one and group strengths conversations with their staff have seen increased engagement and better performance, leading to improved business outcomes. As a result, there is less staff turnover and higher productivity, and employees have the opportunity to do what they love in a way that makes customers feel like family. Create goals in line with values and interests to motivate. Engage in fascinating tasks to encourage the experience of flow.

#### 3. (Positive) relationships

Encourage a connection with peers, managers, and leaders to promote better communication and collaboration. Communication should be open and meetings active, where staff can connect and freely interact with one another. Partnerships and collaborations should be encouraged and rewarded, while support should be readily available.

#### 4. Meaning

Connect to purpose, values, and the promotion of reflection. Regular reflection on the difference staff make to others within the organization, their customers, and the wider community fosters feeling valued and connected to something bigger than the self. This should go beyond "employee of the month" by actively sharing customer feedback and expressing appreciation for employees going above and beyond.

#### 5. Achievements and accomplishments

Set and work toward goals to create a sense of accomplishment, fulfillment, and capability. Take opportunities to recognize and reward hard work and success. Support others as they develop their solutions or overcome the challenges they face. Share company growth milestones reached.

Building and maintaining each of the attributes above supports the employees, teams, and organization as they learn to flourish. What works will differ depending on the individuals and the context and must be tailored accordingly.

Other approaches, such as building on strengths; encouraging healthy eating, sleep, and exercise; and becoming more resilient, will also have far-reaching effects on wellbeing and boost performance.

As a manager, it's crucial to understand that the workplace can be a place where your staff find meaning and fulfillment. However, many employees today report dissatisfaction with their jobs and are even willing to give up job security in search of something that aligns more with their values.

Positive psychology offers a solution to this problem. Incorporating its principles in the workplace can improve employee wellbeing, resilience, and worklife balance. This can lead to increased employee engagement and satisfaction, a culture of positivity, and enhanced communication and collaboration among team members.

https://positivepsychology.com/positive-psychology-workplace-labor-of-love/

## READING C

#### 2. Read the text. Are these statements true or false?

1. Strengths-based leadership focuses on identifying and developing the strengths of individuals and teams to improve their wellbeing and performance.

2. Research studies all over the world have confirmed the positive effect of strengths-based leadership on employees' overall wellness, psychological wellbeing, innovative behavior, and organizational performance.

3. It's crucial to understand that the workplace can be a place where your staff find meaning and fulfillment.

4. When employees feel undervalued, they are more likely to be motivated, productive, and remain with the company.

5. Partnerships and collaborations should be encouraged and rewarded, while support should be readily available.



#### 3. Scan the text and answer the questions:

- 1. How to apply positive psychology at work?
- 2. What is the positive effect of strengths-based leadership on employees?
- 3. What is the focus of strengths-based leadership?

4. Who adopted the term "positive organizational behavior" to mean applying positively oriented human resource strengths and psychological capacities to "stimulate and transform organizational behavior, leadership, and human resource management"?

5. What positive psychology principles incorporating can improve?

# VOCABULARY



## 4. Complete the words with the synonyms:

1) resilience	a) prosperous
2) fulfillment	b) maintenance
3) affluent	c) possible
4) to thrive	d) flexibility
5) retention	e) proportion
6) potential	f) to suffer
7) satisfaction	g) to bloom
8) dimension	h) to place
9) to languish	i) realization
10) to embed	j) compensation



5. Match the words with their definitions:

1) innovation	a) a part or element
2) synergistic	b) grow or develop in a healthy way
3) component	c) natural aptitude or skill
4) to flourish	d) a new idea, method, or device
5) reputation	e) increase or improve
6) to boost	f) relating to the interaction or cooperation of two or
7) talent	more organizations, etc. g) the beliefs or opinions that are generally held about
· 	someone or something

# VOCABULARY

## 6. Match English words/word combination with the Ukrainian translation:

1) work-life balance	а) досягнення
2) beneficial	b) стійкість
3) accomplishment	с) зміна
4) resilience	d) психологічна здатність
5) complementary	е) баланс роботи та особистого життя
6) turnover	f) посилити мотивацію

7) psychological capacity	g) приходити в норму
8) to mobilize motivation	h) вигідний
9) to bounce back	 i) співпраця
10) collaboration	 j) додатковий

## TRANSLATION 💆

### 7. Translate the following sentences into English.

1. Модель особливо актуальна на роботі, оскільки вона підкреслює важливість створення позитивного та сприятливого середовища, яке сприяє добробуту та залученості працівників.

2. Як наслідок, оберт персоналу менший, продуктивність вища, працівники мають можливість займатися улюбленою справою, а клієнти відчувають себе як у родині.

3. Позитивна психологія – це набагато більше, ніж одновимірний погляд на позитивне мислення та позитивні емоції, він зосереджений на тому, що змушує людей і об'єднання процвітати, а не слабшати.

4. Спілкування має бути відкритим, а зустрічі – активними, де співробітники можуть поговорити та вільно взаємодіяти один з одним.

5. Підтримуйте інших, коли вони працюють над своїми рішеннями або долають труднощі, з якими вони стикаються.

6. Застосовуючи цю модель на роботі, керівники можуть створити середовище, яке відповідає потребам співробітників.

7. Такі зміни часто призводять до покращення добробуту співробітників і бізнес-результатів.



8. Read the information from the scheme Guide to create a positive work environment. Give additional information on the issue from your own experience. Use the scheme Guide to create a positive work environment and your own examples and make a 3-minutes speech. Share the information with your groupmates.



https://www.onestaff.co.nz/blog/guide-to-creating-a-positive-work-environment/

## PRE-LISTENING

#### 9. Answer the questions:

- 1. What can make employees happy at work?
- 2. What is employee turnover? Is it possible to avoid it? If yes/no, explain how?

3. Is it possible to create high level of trust in organization? If yes/no, explain how/why?

# WHILE-LISTENING

# **10.** Follow the link and listen to the audio This is what makes employees happy at work:

https://www.youtube.com/watch?v=PYJ22-YYNW8

### **Complete the sentences:**

1. There's \_\_\_\_\_ working people in the world.

2. Organizations that have a lot of \_\_\_\_\_ have three times the revenue growth, compared to organizations where that's not true.

3. And if you look at \_\_\_\_\_\_, it's half that of organizations that have a lot of unhappy employees.

4. It's all about how they're treated by their \_\_\_\_\_ and by the people that they work with.

5. In organizations where employees are happy, what you find is two things are present: \_\_\_\_\_\_.

6. So what can an organization do to have a high \_\_\_\_\_?

7. The thing that erodes trust in an organization faster than anything else is when employees feel that they're \_\_\_\_\_ unfairly.

8. Employees want to be treated the same, \_\_\_\_\_\_of their rank or their tenure or their age or their experience or their job category, compared to anyone else.

9. We've all been taught about \_\_\_\_\_ and eye contact – an intense stare and a compassionate look.

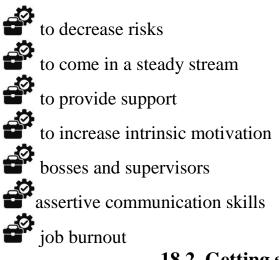
10. Being \_\_\_\_\_ and always hunting and searching for the best idea possible – that's what listening is.

11. The one thing that everybody appreciates and wants when they're speaking is to know that what they say \_\_\_\_\_ you might actually change your mind.

12. The way you behave, the way you treat others, the way you respond, the way you support, defines \_\_\_\_\_\_ for everyone around you.

# POST-LISTENING

11. Summarize the information from the audio This is what makes employees happy at work, read the text below and explain the meaning of word combinations:



## 18.2. Getting satisfaction from work



https://blog.sparkhire.com/2015/05/09/how-to-achieve-job-satisfaction

If you're overstressed and at risk for job burnout, you may feel that a major life overhaul is necessary for you to be able to enjoy your job and avoid burnout. Before making major changes, try some minor adjustments. They may help you enjoy your work and give you food for thought on whether major changes are truly necessary.

### **Be Clear About Job Requirements**

It's nearly impossible to do a good enough job at your work if you don't know what the requirements are. Unfortunately, sometimes it's difficult to know all of the requirements at a job when those in charge are poor communicators.

Some bosses and supervisors are vague with expectations, assign new tasks with little advance notice, request new tasks without providing training, and inadvertently set workers up to fail in other ways.

While you can't prevent things like this from happening altogether, you can gain a clearer view of what you need to do and help your situation quite a bit with assertive communication skills. Learning to speak up for yourself in a respectful way can help improve your work life and decrease your risk for burnout.

### Find Rewards and Recognition

We all need to feel recognized and rewarded for what we do. If your job doesn't have built-in opportunities for recognition, or if rewards are infrequent, you may need to add rewards and recognition to your own life. Giving yourself rewards has even been found to increase intrinsic motivation. You may decide to take yourself to a movie, have a home spa experience, buy yourself something nice, or give yourself other small but nurturing rewards when you complete a project or complete another month of hard work.

You can also team up with a supportive friend and agree to listen to each other's successes and provide support to one another if you don't get that support and recognition from your job.

### The Importance of a Psychologically Healthy Workplace

These things can nurture you emotionally and remind you of the importance of the work you do, especially if you work in a job or field where these rewards are sparse.

### Maintain a Balanced Lifestyle

Keeping balance in your lifestyle is important; if it's all work and no play, you may find your ability to work beginning to wane. In order to maintain balance in your lifestyle, the first step is to take an overview of your current lifestyle and see which areas are out of balance. Do you have enough time for relationships, hobbies, sleep, self care, exercise, healthy eating, and other important features of a healthy lifestyle, in addition to your work responsibilities? If not, the next step is to look at your priorities and make some changes so that your lifestyle reflects them better.

#### Think Positively

You can usually change your experience of your current circumstances by changing your attitude about them. Developing an optimistic point of view and changing negative self talk patterns can go a long way toward helping you see the glass half-full, as well as actually making you more productive and less stressed. Assess your current state of mind, and make some changes in yourself so that you see things in a more positive light, and you may just find you're much happier where you are in life.

### Know Yourself and Work With Your Personality

Certain features of your personality make some jobs a better fit for you than others. If you're in a job that's not well-suited for your personality, you may be putting yourself under unnecessary stress every day you go to work.

The following are some good questions to ask yourself:

1. Do you like to work toward deadlines, or do you like your tasks to come in a relatively steady stream?

2. Do you like to work as part of a team, or independently?

3. Do you like things to be structured and routine, or loose and variable?

4. Do you enjoy being a 'big fish in a small pond', or would you like to be a 'small fish in a big pond'? (Meaning, would you like to be a small part of a large company or a large part of a small company, or something else?)

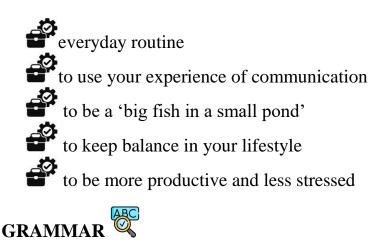
5. Do you believe in what you do, and is it important to you that you do?

These questions and others can give you a better picture of what kind of work would be best for you. If you find you're not in the type of position that's ideal for you, you can see if you can make additional changes in your job's structure to make it fit better with your needs, or you might think of what jobs might be better suited for you and see if working toward a change in jobs is a good idea for you.

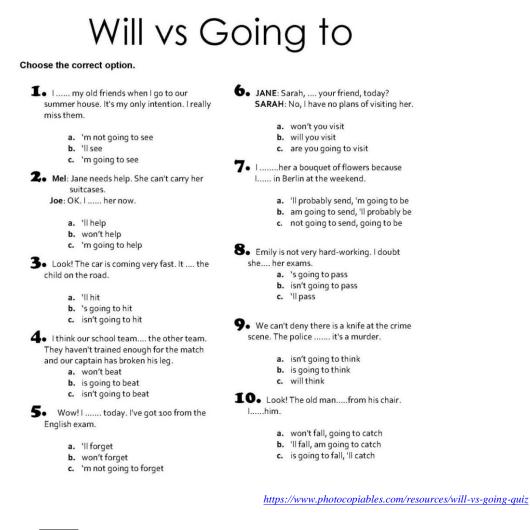
https://www.verywellmind.com/finding-and-increasing-satisfaction-at-your-current-job-3145271



12. Write your ideas on the issue: Is it important to get satisfaction from work and maintain positive climate at workplace? If yes/no, explain why. What factors influence positive climate at the workplace? Why? Use the given statements and word combinations to make your review.



13. Complete the sentences using the right forms of Gerund.



ADD-ON TASK

14. Study the scheme of Causes of job dissatisfaction. Can we put some features of dissatisfaction to studies? If yes/no, what and why? Give your ideas illustrating all the causes and propose possible ways for their solution. Share your ideas with your partner.



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4. What Is The Difference Between Psychologist and Therapist? (2022) [Electronic resource]. – Link access: <u>https://www.youtube.com/watch?v=AYcSGugmF-E</u> (date of application: 07.12.2022). – Title from the screen.

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6. Types of psychotherapy (2018) [Electronic resource]. – Link access: https://www.semanticscholar.org/paper/Therapists'-interventions-in-different-

approaches%3A-Koemeda-Lutz

<u>Crameri/8ae1745538fc2804891b7d6349176280fe4c313b</u> (date of application: 07.12.2022). – Title from the screen.

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1. General notion and types of temperament (2015) [Electronic resource]. – Link access: <u>https://judicature.duke.edu/articles/judicial-temperament-explained/</u> (date of application: 07.12.2022). – Title from the screen.

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8. Temperament characteristics and types of temperament (2022) [Electronic resource]. – Link access: <u>http://theyogaharbor.com/news/whats-your-temperament/</u> (date of application: 10.12.2022). – Title from the screen.

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2. Professional burnout (2022) [Electronic resource]. – Link access: <u>https://www.verywellmind.com/stress-and-burnout-symptoms-and-causes-</u>

3144516 (date of application: 15.12.2022). – Title from the screen.

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7. Employee burnout main causes (2021) [Electronic resource]. – Link access: <a href="https://www.iulianolariu.com/visualnotes/5-employee-burnout-causes-wljrs">https://www.iulianolariu.com/visualnotes/5-employee-burnout-causes-wljrs</a> (date of application: 15.12.2022). – Title from the screen.

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6. Benefits of positive thinking (2017) [Electronic resource]. – Link access: <u>https://www.wikihow.com/Think-Positively</u> (date of application: 20.12.2022). – Title from the screen.

7. Conditional II (2020) [Electronic resource]. – Link access: <a href="https://www.allthingsgrammar.com/second-conditional.html">https://www.allthingsgrammar.com/second-conditional.html</a> (date of application: 20.12.2022). – Title from the screen.

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3. How to get rid of stress (2018) <u>https://eczemaless.com/stress-management-</u> <u>techniques-to-control-eczema/</u> (date of application: 25.12.2022). – Title from the screen.

4. Causes of stress (2020) <u>https://www.youtube.com/watch?v=1IbwM4-A\_SM</u> (date of application: 25.12.2022). – Title from the screen.

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2. Positive psychology in the workplace (2021) https://mandala.gr/%EF%BB%BFpositive-psychology-coaching-and-mindfulnessprogram-for-positive-organizations/ (date of application: 28.12.2022). – Title from the screen.

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8. English Grammar (2019) <u>https://www.photocopiables.com/resources/will-vs-going-quiz</u> (date of application: 28.12.2022). – Title from the screen.

**APPENDIX A. GRAMMAR REVISION** 

# UNIT 1

# MODAL VERBS (MAY, MUST, CAN, SHOULD, ETC.)



<b>CAN</b> ability, permission, request	<b>MAY</b> permission, possibility		
<b>COULD</b> past ability, suggestion, future possibility	<b>MIGHT</b> possibility		
<b>SHALL</b> offer, suggestion	<b>WILL</b> willingness, certain prediction		
<b>SHOULD</b> advice, uncertain prediction	<b>WOULD</b> request, invitation		
<b>NEED</b> necessity	<b>MUST</b> obligation. firm necessity		
<b>OUGHT TO</b> obligation, probability	HAVE TO obligation, forced circumstances		
Monalishingoneral com			

englishingeneral.com

https://englishingeneral.com/modal-verbs/

## UNIT 2

### **DEGREES OF COMPARISON OF ADJECTIVES**

Degrees of Comparison			
A	adjectives	adverbs	
positive degree	<ul><li>angry</li><li>calm</li><li>wonderful</li></ul>	<ul> <li>angrily</li> <li>calmly</li> <li>wonderfully</li> </ul>	
comparative degree	<ul> <li>angrier</li> <li>calmer</li> <li>more wonderful</li> </ul>	<ul> <li>more angrily</li> <li>more calmly</li> <li>more wonderfully</li> </ul>	
superlative degree	<ul> <li>angriest</li> <li>calmest</li> <li>most wonderful</li> </ul>	<ul> <li>most angrily</li> <li>most calmly</li> <li>most wonderfully</li> </ul>	

https://www.grammar-monster.com/glossary/degree.htm

# UNIT 3 + UNIT 4

# PAST and PRESENT PARTICIPLE

# **Past and Present Participles**

Verb	Simple Past	Past Participle	Present Participle
talk	talked	talked	talking
cry	cried	cried	crying
ring	rang	rung	ringing
swim	swam	swum	swimming
eat	ate	eaten	eating
rise	rose	risen	rising
chase	chased	chased	chasing
go	went	gone	going

https://www.onlinemathlearning.com/present-participle.html

# UNIT 5 + UNIT 6**GERUND and INFINITIVE**

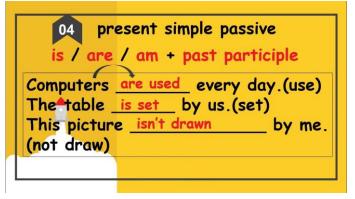
# Gerund or infinitive?



https://test-english.com/explanation/b1-2/gerund-or-infinitive/

## UNIT 7

### PRESENT SIMPLE PASSIVE



https://www.youtube.com/watch?v=VcEl2UBMyAY

# UNIT 8

### **ADVERBS AND PREPOSITIONS**

Parts of SPEECH				
	Function or Job	Examples	Sentences	
Noun	Thing or person	Pencil, cat, work, notebook	This is my <b>cat</b> . They live in <b>Madrid</b> .	
Verb	Action or state	Get, come, cut, open, like	l <b>like</b> apple. <b>Come</b> in please.	
Adverb	Describe a verb, adjective or adverb	Silently, badly, really	My cat eats quickly.	
Adjective	Describes a noun	Small, big, good, well, blue	We like <b>big</b> cake. I have <b>three</b> pencils.	
Pronoun	Replaces a noun	l, you, he, she, it	He is very clever.	
Preposition	Links a noun to another word	At, in, of, on, after, under	She was hiding <b>under</b> the table.	
Conjunction	Joins clauses or sentences	But, and while, when	I am very hungry, <b>but</b> the fridge is empty.	
Interjection	Short exclamation	Oh!, hi!, ouch!, Wow!	<b>Wow</b> ! What a beautiful car!	

https://englishstudyhere.com/grammar/parts-of-speech-noun-verb-preposition-adjective-adverb-pronoun-conjunction-interjection/

# UNIT 9

# **RELATIVE PRONOUNS**

Relative Pronouns			
<b>Relative Pronouns</b> take the place of nouns or pronouns. They are called relative pronouns because they always relate back to something or someone else. They are used to join two sentences about the same person or thing.			
Pronouns	Usage	Examples	
who	replace the subject pronouns <i>I,</i> <i>she, he, we</i> and <b>they</b>	This is the man <b>who</b> broke the window.	
whose	show possession or relationship.	She knew the family <b>whose</b> house we bought.	
whomreplace the object pronouns me, her, him, us and themThey have found the lady whom they want to intervie		They have found the lady <b>whom</b> they want to interview.	
which	Clauses that begin with <b>which</b> are almost always non-restrictive	My precious blue lamp, <b>which</b> was in the room, was broken.	
that	Clauses that begin with <b>that</b> are almost always restrictive clauses	The lamp <b>that</b> was in the room was broken.	

https://www.onlinemathlearning.com/relative-pronouns.html

# **UNIT 10**

	Subject Pronouns	Object Pronouns	Possessive Adjectives	Possessive Pronouns	Reflexive Pronouns
1¤ person	Ι	me	my	mine	myself
2 <sup>nd</sup> person	you	you	your	yours	yourself
3 <sup>rd</sup> person (male)	he	him	his	his	himself
3 <sup>rd</sup> person (female)	she	her	her	hers	herself
3 <sup>rd</sup> person	it	it	its	(not used)	itself
1 <sup>st</sup> person (plural)	we	us	our	ours	ourselves
2 <sup>nd</sup> person (plural)	you	you	your	yours	yourselves
3 <sup>rd</sup> person (plural)	they	them	their	theirs	themselves

### **POSSESSIVE PRONOUNS**

https://www.twinkl.fr/teaching-wiki/possessive-pronoun

# UNIT 11 ZERO CONDITIONAL



https://7esl.com/zero-conditional/

# **UNIT 12**

# **CONDITIONAL I**



https://7esl.com/first-conditional/

## **UNIT 13**

### **POSSESSIVE PRONOUNS**

	Subject	Possessive Pronouns	Possessive Adjectives
First Person	I	Mine	My
	We	Ours	Our
Second Person	You	Yours	Your
Third Person	He	His	His
	Her	Hers	Her
	lt	lts	lts
	They	Theirs	Their

https://www.onlinemathlearning.com/possessive-pronouns.html

## **UNIT 14**

### **REFLEXIVE PRONOUNS**

Subject	Reflexive Pronoun
I	myself
you	yourself
he	himself
she	herself
it	itself
we	ourselves
you (plural)	yourselves
they	themselves

https://www.javatpoint.com/reflexive-pronouns

# UNIT 15 QUANTIFIERS

# QUANTIFIERS

Expressions of quantity tell us how much or how many of something exists.

This is a summary of the most common expressions of quantity, ordered from 'zero quantities' to 'more than you need are want'.

COUNTABLE	SENTENCE	UNCOUNTABLE	SENTENCE
not any	I don't have any pets.	not any	I don't have any money.
no	There are <b>no</b> pens that work.	no	I found no information on the topic.
few	Few shops sell this type of coffee.	little	We have little money to spend on the project.
not many	Not many shops sell this type of coffee.	not much	We don't have much money to spend on the project.
a few	A few demonstrators turned violent.	a little	I like a little cheese on pasta.
some: affirm.	There are some bottles of milk in the fridge.	some: affirm.	I need some fruit to make a salad.
any: neg. + quest.	Do you have any brothers and sisters?	any: neg. +	Is there any beer in the glasses?
	I haven't got any books to read.	quest.	I don't have any money.
many	Many of the files were lost in the fire.	much	Do you drink much coffee?
a lot (of)	There are always a lot of cars parked in this street.	a lot of	We had a lot of fun at the party.
	Do you have apples? Yes, I have a lot.		
lots (of)	There were lots of people at the concert.	lots of	Lots of time is needed to learn a language.
	Did you buy any clothes? Yes, lots.		
plenty of	There are <b>plenty of</b> irregular verbs.	plenty of	Mesilla has got plenty of English novels.
all (the): plural	All my friends are married.	all the	l drank <mark>all the</mark> water.
	We gathered up all the papers.		
every: singular	I need to take two tablets every hour.	1	/
too many	There are too many books to read.	too much	Don't put too much sugar in my coffee, please.

https://busyteacher.org/26305-quantifiers.html

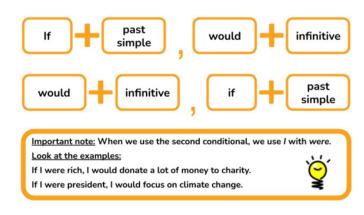
### **UNIT 16**

### **CONDITIONAL II**

### THE SECOND CONDITIONAL



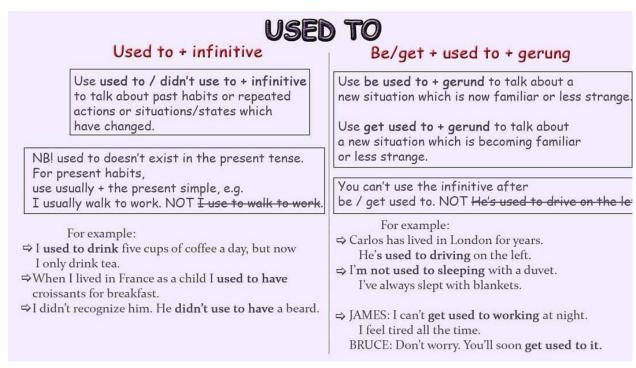
We use the second conditional when we talk about *imaginary / unrealistic* events. Take a look at the structure below. Note that we can change the order as indicated.



https://busyteacher.org/classroom\_activities-grammar/conditionals/second-worksheets/

### **UNIT 17**

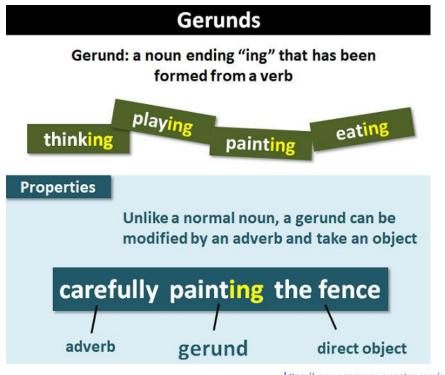
### **CONSTRUCTION TO BE USED TO**



https://www.facebook.com/knowledge.gives/photos/a.272026617085176/585817912372710/?type=3

### **UNIT 18**

### GERUND



https://www.grammar-monster.com/glossary/gerunds.htm

### **APPENDIX B.** AUDIO SCRIPTS

### UNIT 1

public speaking it's an act that can 0:02 cause paralyzing fear and panic it 0:05 consistently ranks at the top of her 0:06 list of fears alongside death Heights 0:09 and snakes comedian Jerry Seinfeld once 0:12 joked about the absurdity of the sphere 0:14 in a stand-up he said to the average 0:16 person if you go to our funeral you're 0:18 better off in the casket than doing the 0:20 eulogy but why do we fear public 0:22 speaking it's not like you're in actual 0:24 danger so to better understand the 0:27multitude of possible reasons we turn to 0:29 psychology in this psychedelia episode 0:32 explore psychology 7 modest perspectives 0:35 a set of approaches used to explain why 0:37 people think and act the way they do and 0:39 in this case fear psychology tells us 0:58 that there are many ways to think about 1:00human behavior psychologists use a 1:02 variety of approaches or perspectives to 1:04explain why people think and act the way 1:06 they do in no particular order these 1:09 perspectives are behavioral humanistic 1:11 cognitive psychodynamic biological 1:14 socio-cultural and evolutionary these 1:17 perspectives are used to explain all of 1:19 human behavior like why do some people 1.20enjoy extreme activities a lot of people 1:23 develop phobias and even why do people 1:26feel certain emotions like sadness or 1:28 anger these questions and many more can 1:31 be answered through the lens of each 1:32 perspective let's explore each 1:34 perspective using our example from the 1:37 start of this psychedelia pisode why do 1:39 people fear public speaking the answer

1:41 it depends on which perspective you 1:43 follow the behavioral perspective 1:45 explains human behavior in terms of 1:48 conditioning and reinforcement it 1:49 focuses on how we learn certain 1:51 behaviors think about humans as passive 1:54 animals like this dog only responding is 1:57 simple environmental stimuli the 1:59 behavioral perspective argues that we 2:01are more likely to do things because of 2:03 positive outcomes and less likely to do 2:05 things because of negative ones from 2:07 this perspective there really is no 2:09 difference between a dog be rewarded 2:11with a treat for good behavior and a 2:13student being rewarded with verbal 2:14 praise for good behavior a behaviorist 2:17might argue that a person was 2:18 conditioned of your public speaking 2:20because they associate this experience 2:22 with negative responses like the 2:23audience chuckling after Miz speaking 2:25 people may avoid public speaking for 2:28fear of embarrassment which in this case 2:29 is a form of punishment the cognitive 2:32 perspective is a counter-argument to 2.34behaviorism this approach contends that 2:37 our behavior is influenced by more than 2:39 simple rewards and punishments rather 2:41 our behavior is influenced by how we 2:43 think and interpret a situation we are 2:46 not just headless zombies walking around 2:48instead we make decisions based on our 2:51interpretation of a situation a 2:53 cognitive theorists may argue a person 2:56has a fear of public speaking because of 2:58 irrational or obsessive thoughts 2:59thoughts like what if they see me fall 3:02

what if my zipper is open what if they

3:04 see me sweating this is a constant 3.07warrior a critic of themselves in my 3:10 opinion the psychodynamic perspective is 3:12 one of those controversial perspectives 3:14 but also one of the most fascinating it 3:16 is also one of the oldest the 3:19 psychodynamic perspective argues that 3:21 the unconscious mind controls our 3:23 thoughts and actions like an iceberg our 3:26 behavior is guided by a large part of 3:27 our mind we cannot see or control our 3:31 unconscious mind is filled with memories 3:33 from our childhood that are too 3:34 traumatic or distressed in a think about 3:36 so we were pressed them or push them 3:38 down into the abyss our own conscious 3:41 mind is filled with primitive drives 3:43 that are in conflict with society norms 3:46 and rouse a psycho dynamic theorists may 3:49 argue a person has a fear of public 3:51 speaking because of a deeper underlying 3:53 issue in the unconscious a fear of 3:55 rejection a person may fear public 3:58 speaking because of a repressed memory 4:00 of being belittled or rejected by an 4:03 overbearing parent or teacher the 4:05humanistic perspective was developed as 4:07 an alternative to the behavioral in 4:09 psychodynamic perspectives because it 4:11 offered more a positive approach to 4:13 human behavior this is why humanism is 4:15 often considered the third wave in this 4:18perspective our behavior is not 4:19 determined by our past or simplistic 4:21 rewards and punishments instead we 4:24 choose our paths 4:25 we make individual choices and strive 4:27 for personal growth quite simply the 4:30 glasses at full not half empty a

4:32 humanist may argue that experiencing 4:35 fear is a motivator fear is not seen as 4:37 a weakness people purposely seek out  $4 \cdot 40$ difficult tasks to overcome their fears 4:42 and triumph over adversity there is an 4:45 old saying in psychology everything 4:47 psychological is simultaneously 4:49 biological in a biological perspective 4:51 the key idea is that biological 4:54 processes control our thoughts and 4:55 actions including hormones 4:57 neurotransmitters and genes a 4:59 psychologist from the biologic 5:01 perspective may focus on the parts of 5:03 the brain that are key actors in the 5:05 production of fear and anxiety while 5:06 public speaking they may focus on the 5:09 amygdala for example an almond-shaped 5:11 structure deep within the brain that 5:13 alerts the rest of the brain and body a 5:14 threat is present a biological 5:17 psychologist may also focus on what 5:19 specifically causes physiological 5:21 changes in the human body like 5:22 norepinephrine and cortisol the 5:25 socio-cultural perspective argues that 5:27 people's thoughts and actions are 5:29 influenced by cultural factors like 5:31 stereotypes cultural norms media and 5:33 racial differences from the 5:35 socio-cultural perspective fear of 5:37 public speaking may be caused by 5:39 cultural norms every culture has 5:41 implicit societal rules also known as 5:43 folkways on eye contact when talking use 5:46 of hand gestures or how much emotion to 5:48 express in public another explanation is 5:51 that people from individualistic 5:53 cultures like North America and Europe

5:54 as opposed to collectivist culture like 5:56 Asia may feel more pressure to succeed 5:58 on their own 5:59 lastly the evolutionary perspective 6:02 argues that people's thoughts and 6:04 actions are adverse for survival these 6:06 ideas were developed in the work of 6:08 Charles Darwin evolutionary 6:10 psychologists may argue that fear of 6:12 public speaking is caused by our brain 6:13 perceiving this event as actual 6:15 real-life danger our brain interprets 6:18 public speaking as a life-or-death 6:19 situation same as being chased by a 6:22 saber-toothed tiger sending our body 6:24 into fight-or-flight mode the seven 6:26 perspectives I just covered are vital to 6:28 know and taking any psychology course 6:30 they reappear in multiple units the key 6:33 idea to understanding them is to look 6:35 for specific words and apply them to new 6:37 scenarios 6:39 let's take a look at the seven keywords 6:40 on the Left can you match them to the 6:42 perspectives on the right pause the 6:44 video here and take a moment to match 6:46them how'd you do continue to brainstorm 6:50 keywords for each perspective lastly on 6:53 a separate sheet of paper explain each 6:55 scenario above through the lens of each 6:57 perspective this will give you a better 6:58 sense of your overall understanding

#### UNIT 2

Every day, you probably have to do at least one thing you'd rather not do. 0:08 Maybe you have to finish a boring work project, or go to the gym again, or stick to your diet 0:14 when you'd rather spend the day binging Netflix and eating Doritos. 0:19 Sticking to your long-term goals requires motivation. 0:22 But just like people, motivation is complicated!

0:26 And understanding more about the science of motivation can help you stay on task at work 0:31 and at home. 0.38Psychologists have divided motivation into two types: Intrinsic motivation and extrinsic 0:45 motivation. 0:47Intrinsic motivation is when you are driven by internal factors: you do something because 0.51you find it fun or interesting or meaningful. 0:55 And extrinsic motivation is when you are driven by external factors: you do something because 1:01you're getting paid, because someone tells you to, or because you're receiving (or 1:05 think you will receive) positive feedback from others. 1:09Even though it seems like extrinsic motivators would be really effective (like, what could 1:14be a better reward than money?), most research actually shows that this isn't the case. 1:19Often, individuals driven by intrinsic motivations are more likely to stick with their long term 1:25 goals - studies show that intrinsically motivated people are more likely to keep exercising 1:31 or quit smoking, or perform better in school than those driven simply by compliments, money, 1:36 or a teacher's praise. 1:38 In fact, providing people with extrinsic motivators like money may hamper creative thinking, making 1:45them worse at tasks that required problem-solving and out of the box thinking. 1:50 So, how can you use science to increase your motivation? 1:55 First, figure out what your intrinsic motivations are. 1:59 What do you like? 2:00What do you think is interesting or meaningful? 2:03Let your intrinsic motivations be your guide ! 2:05For example, let's say your goal is to exercise more often. 2:09You're more likely to stick with your goal if you do a type of exercise that you think 2:14is fun. 2:15 So skip the boring treadmill and try out a dance class or sign up for a volleyball league 2:20or play frisbee with your friends Studies have also shown that people who considered 2:25 an activity as "fun" rather than strictly "exercise" were less likely to compensate 2:31 after with snacks and desserts. 2:33 So there's actually multiple ways that fun physical activities could improve your health. 2:40It can be harder to figure out your intrinsic motivations at work, but try to focus on what 2:45you like about your job. 2:48 Does your company work on issues that are important to you? 2:51Do you enjoy being helpful to your coworkers or getting to solve problems? 2:57 Focusing on your intrinsic motivations could help you get through a particularly boring 3:00 or difficult task at work. 3:03 Still having trouble getting motivated? 3:05 It turns out motivation can be contagious! 3:08

You can increase your own motivation by surrounding yourself with other intrinsically motivated 3:13

people.

3:14 In or 3:18

In one study, students were taught by an instructor that they were told was either volunteering

(i.e. intrinsically motivated) or paid (extrinsically motivated).

3:25 Stud 3:29

Students taught by the volunteer showed greater interest and persistence in the activity,

suggesting that other people's motivation can rub off on us.

3:33 So if you're still struggling, perhaps it's time to hit a crowded gym, a study group or

3:38

a co-working space. 3:39

Ultimately, we can't hack our brains to feel motivated all the time.

3:44

But by focusing on our intrinsic motivations – and surrounding ourselves with intrinsically 3:50

motivated people – we can increase our ability to power through tasks and stick to our long-term  $3{:}56$ 

goals.

#### UNIT 3

In every small action you make throughout your day, there's an illusion of choice: 0:10 that you're acting however you like. 0:14 Though if you look through a different lens, you can see that your world has been designed 0:20 for you to interact with it in a certain way. 0:24 Take this cup, for example. 0:26 I use it so effortlessly. 0:29 But what about this one? 0:31 It's obviously terrible! 0:33 Good design is one that you don't even notice. 0:38 Because designers predict how humans intuitively interact with objects and design them with 0:43 a cue that leads to an action. 0:47 And the same principles are true in the digital world. 0:49A ding is to grab your attention. 0:52 The colour red is to alert you. 0:55 A notification is to click. 0:57 Just like everyday objects, our devices are designed with our psychology in mind. 1:03 But they seem to be pushing it too far. 1:06Technology plays psychological tricks on you... 1:10every single day. 1:15 Most objects - like a toothbrush - are designed specifically to help me easily use 1:20them to reach my goal. 1:21After their job is done, they go away. 1:24 A door's goal is to let you through, a cup's goal is to let you drink, a phone's goal 1:30 is to let you talk, but what is Facebook's goal? 1:35 In this case, the goal of a company may not be in line with the goal of you, the user. 1:42 Facebook and I, for example, agree on one thing: helping me stay connected with my social 1:47 circle. 1:48 But Facebook, arguably, has another goal: keeping me online as long as possible, to 1:53

increase time on site and increase ad revenue. 1:59 Imagine if other common tools kept you using them indefinitely. 2:04Yet, I check my phone 100 times a day, according to an app I recently installed that tracks 2:12 how often I check emails, Instagram, Twitter and so on. 2:19And I wouldn't say that spending 25% of my waking life on my phone is one of my goals! 2:25 Yet studies suggest most other people also average at that number. 2:30 And it's making them unhappy and distracted. 2:32 "Well, according to facebook's own published research by their own researchers that they're 2:37 paying the service makes people sad. 2:40It makes people anxious. 2:42According to other researchers, it increases suicide, especially in people going through 2:44puberty, uh, teenager's. 2:45According to other research it increases, uh, ethnic and societal division, tensions 2:49and warfare and violence in many parts of the world ... " 2:52 Then why don't we throw our phones out the window and deactivate our social media accounts? 2:58 Some people like to blame our collective tech addiction on personal failings, like weak 3:04willpower. 3:05 But others, a growing number of tech designers are now arguing that it's the software itself 3:10 that's to blame. 3:12 "The very people who have designed these systems have often come out years later saying 3:17 we deliberately used addictive algorithms. 3:20Sean Parker, first president of facebook has said this. 3:23 So this is not really a matter of paranoid interpretation. 3:25 This is simply restating what has been said on the record by the people who created the 3:32 systems." 3:33 Now this is called persuasive design. 3:35 It can keep you hooked - but some tech designers say this is beneficial. 3:39 "So all sorts of habit forming products both offline and online, uh, use these persuasive 3:45 design principles that I've encapsulated in this model called the hooked model, which 3:49 has these four basic steps of a trigger, an action, a reward, and finally an investment. 3:53 And it's not just our technology that use this model, all sorts of products. 3:57 What makes a television show interesting or a book a memorable read or what makes you 4:02want to watch a movie or sports match the same exact psychology that's used to make 4:06anything engaging is also used in these devices that we use everyday to keep us scrolling 4:11 and checking in and reading." 4:13 These principles were born out of Stanford's Persuasive Technology Lab, founded by BJ Fogg. 4:19And they started out quite innocently. 4:22 The idea was to use technology to drive positive behaviour, like, to quit smoking or pick up 4:28 exercise.

4:29

"What is it that makes a behaviour become automatic? 4.32In other words, become a habit?" 4:35 I think Fogg, his biggest contribution was that he was kind of the catalyst for a lot 4:39 of folks in the industry coming together at the right time and right place. 4:42 So the Fogg model basically says b equals mat: motivation, ability and a trigger are 4:46 the drivers of behaviour. 4:48 Notice by the way, that the user has to have some kind of motivation. 4:50This is incredibly important because there's a big difference between persuasion, which 4:54 is helping people do things they want to do, where they need some amount of motivation 4:59 and coercion. 5:00 Coercion is always unethical, right? 5:01 This is persuasive design, not coercive design. 5:03 Let's take a step back and consider how this persuasion - the motivations and triggers 5:09 - can play out in your everyday experience online. 5:12Let's say, in the context of you watching this video, you might become motivated to 5:18 share this knowledge with your friends to look smart. 5:22 Now I can prompt you to tweet out this video. 5:26 "Perhaps, you'd like to take a moment to share this with your friends. 5:29 Go on" There's your trigger. 5:32 And to increase your ability, I can make it all easier by even providing some suggested 5:37 text and a link [link appears on screen. 5:41 A prompt to tweet or open a notification seems simple enough. 5:45 But they also serve as a cue that leads to an action of us falling down a YouTube rabbit 5:51 hole or spend hours zombie scrolling on Instagram. 5:55 These triggers change our behaviour patterns. 5:59 "Well, if you put a rat or a dog or a person in a cage and you can observe exactly what 6:07 they do, you can use algorithms to change their behaviour patterns. 6:11 You can get them addicted to pressing a button over and over again for candy. 6:16 You can get them to change their ways. 6:19 It's, it's a science that's been studied for centuries now. 6:22 It goes back to the 19th century" 6:24 This is not a newly understood phenomenon. 6:25It comes straight out of classical psychology. 6:28 We develop a special relationship to things that we associate with pleasure, even if the 6:33 momentary feel-good pleasure of a notification. 6:36 Remember Pavlov's dogs? 6:39 In the 1890s, Russian physiologist Ivan Pavlov discovered that if he rings a bell every time 6:45 he feeds the dogs in his lab, they would begin to salivate at the sound of the bell, even 6:50 without any food in sight. 6:52

The dogs' brains had paired a neutral stimulus, the bell ring, with an involuntary behaviour, 6:59 salivating. 7:00 This is classical conditioning and it explains why when we hear a phone chime we reflexively 7:06 reach out to our phones. 7:08 But a notification is not always something you're glad to see. 7:13 This makes the reward unpredictable, making it all the more alluring to keep looking for 7:18 it. 7:19 This phenomenon is called operant conditioning. 7:21 It is the most effective way of forming and maintaining a behaviour. 7:26 It's also the basis of addiction. 7:30 Many of us may not need to commit to a rehab clinic. 7:32 But still, our digital behaviours can have large impact on our lives. 7:38 And this impact isn't always helpful. 7:41 In mid 2018, Technologist James Williams asked, "Who would continue to put up with a GPS 7:46that they knew would take them somewhere other than where they wanted to go? 7:51 ... No one would put up with this sort of distraction from a technology that directs 7:54them through physical space. 7:56 Yet we do precisely this, on a daily basis, when it comes to the technologies that direct 8:02 us through informational space." 8:05 We tolerate being mislead through our information space because, when our technology is designed 8:10 well, we don't even notice. 8:13 Now: Is this just good design and your responsibility to navigate... 8:18 Or are we being manipulated? 8:21 I think the better approach here is to recognise that nobody fully understood what was happening 8:26 as we got into this problem. 8:28 Some people understood a little sometimes and a little more as time went on. 8:32 Um, I do think personal responsibility is the way forward and that's why people should 8:37 delete their accounts to learn about themselves. 8:38 For most of us, unplugging entirely is almost never an option. 8:43 But we can recognise the design tricks and reverse them. 8:47 Remove the triggers - like turn off push notifications. 8:51 Reduce your ability - so delete apps you don't really need. 8:54 Or put your phone out of reach. 8:57 And think hard about your motivation: direct your attention to what you really care about. 9:03 The same methods that make Snapchat addictive, help you learn new languages on Duolingo. 9:08The same thrill of endless swiping of Tinder also exist in this app, Find Shadow, that's 9:14 for finding lost dogs and returning them to their humans. 9:17 Which app you open is your choice. 9:21 We can all be more mindful about how we use technology. 9:24

Because, If we're just left to our own devices, any of us can become that dog... staring at

9:31

9:45

the screen because a bell can ring at any second. 9:38

Now if I still have your attention, this is the second episode in a six part quest in

understanding the psychology of attention, persuasive design and how we can all have

9:51 a healthier relationship with technology.

9:53

I do hope you'll join us, in your own time, at your own pace, to consider the impact tech

9:57

is having on your everyday life.

# UNIT 4

0:00

0:24

0:41

If you have a real problem, Brainstorming is a good way to come up with a solution 0:04 or two. As the name suggests, the idea is that you storm on the neural pathways 0:10

through the brain to pick a lot of thoughts quickly and intuitively. It's  $0{:}14\,$ 

best to do this with a group of diverse people, so you have lots of different

0:19 brains to explore. This leads to the creation of more ideas and maybe new

solutions. Before you start make sure you solve the right problem.

0:30

Einstein said, to solve a problem "I would spend 55 minutes defining the problem 0:36

and then five minutes solving it." Tina Seelig, a well-known professor on

creativity, teaches to define a problem by reframing the question for example by 0:47

simply asking "why?" Say you brainstorm ideas for a birthday party for your mum,

0:53 you can ask: "Why do we organize birthday parties?" You might then realize that we

0:58 do them to make people feel special then ask "how can I make my mum feel special?"

1:04

Now a totally different idea might come up. Once you define the real problem, 1:12

start! Here are three ways. Guided Group Brainstorming: First get some markers and

1:19

a whiteboard or some post-it notes. Then invite the participants, these are your

1:24 brains. Company bosses, teachers or other authorities are advised to stay outside

1:30

or facilitate, their authority can intimidate shy people from speaking up. 1:37

Then lay out the four ground rules of brainstorming. 1: Go for quantity - get

1:43 out all the ideas no matter how silly. 2: Withhold criticism. There are no bad

1:50

ideas. 3: Welcome crazy ideas - the wilder the better. 4: Build on other people's 1:59

ideas - listen to them first and then add "yes and ... "

2:04

Now you can start. Write the problem as a question on the whiteboard. Then ask all 2:10

of your brains to throw in their ideas. As a facilitator, keep the discussion

2:16

focused on the topic. To ensure that people don't speak over one another, you 2:20

can provide a talking stick which is passed around. Note down all the ideas

2:25

and put them up for everyone to see. Remind people to add on to ideas. If Anne

2:31 thinks of: "Let's build a cool umbrella" Jay can say "YES AND let's make it one that

2:37

flies too..." If someone did kill a good idea, the facilitator can always bring it 2:42

back to life to throw it back on the table.

2:46

At the end of the session, see if there are two ideas that can be combined. In

2:51

brainstorming, the slogan is: 1+1=3 then let the team vote to

know which of the most popular ones. You can now either start with another round 3:02of brainstorming to build on those ideas, or if you are happy with the solution, 3:07 bring it to an end. Finally record your best ideas, so you don't lose them. 3:15The Nominal Group Technique: Explain the ground rules and present the problem. 3:19 Then ask each person to write their ideas anonymously. Then collect the ideas 3:25 and let the group vote on each idea. The top-ranked ideas may be sent back to the 3:31 participants or sub groups for further brainstorming. For example, one group may 3:36 brainstorm on the form of a product, while the other focuses on the technical 3:40features. The Group Passing Technique: Let people sit in a circle, explain the rules 3:48 and present the problem each person writes down one idea and then passes the 3:54 piece of paper to the next person who adds some thoughts. This continues until 3:59 everybody gets his or her original piece of paper back. By this time, it is likely 4:05 that the group will have extensively elaborated on each idea. Let everyone 4:09explain their evolved idea and write each one up. You can then let the group vote. 4:16 If you want to brainstorm by yourself, give it a try right now. At the end of 4:22 this scene we will present you with a problem once you get it right five ideas 4:27 in the comments below as fast as you can without much thinking. This unlocks your 4:32 creativity and gets you past mental blocks. After you are done, 4:36 read the comments from the others. Pick your favourite idea and build your 4.41thought on top of it. To do that, just reply to that person starting with "yes 4:46 and..." Here's the problem: Our oceans are full of plastic waste. A lot of it is

4:54eaten by fish with uncertain effects on our health. According to The Economist 4:59

Newspaper, by 2050 the oceans could contain more plastic than fish, measured 5:05

in weight. So: "How can we reduce the plastic waste in our oceans today?"

#### UNIT 5

0.07

Hi, I'm Michael Corayer and this is Psych Exam Review. In this video we're going to begin exploring the topic of memory.

0:14 Now when we talk about memory, there's three terms that we're going to use repeatedly. These are encoding, storage, and retrieval. Encoding 0:22

refers to when we create a memory, when we first input that memory into our mind.

Storage, of course, refers to storing the memory over time.

0:280:32

0:34

Retrieval refers to accessing the memory.

0:38

Now you'll notice that these three terms

0:41

are all sort of analogous to the terms you would use to talk about a computer storing memory.

0:47

1:12

This is a useful analogy on some occasions but it's important to remember that this is a very very big oversimplification of how the 0:55

mind works. Your brain is much much more complicated than even the most advanced of computers and the way that memory works is 1:02

not really like a computer. Even though we use these terms, it's not a good idea to think of memories as being stored the way a computer 1:10

stores memory. The reason for this is that

for us there's a possibility of error and bias at each of these steps of the memory process. In other words, we can input memories incorrectly 1:21

and we can have memories change over time. If you store a memory on a computer the information just stays there and when you

#### 2:58

1:29access it later it's exactly the same. That's not how your mind works. We're going to see that repeatedly in this unit. When you access a 1:38memory you can actually change it. Each time you recall a memory and you sort of "re-encode" back into your 1:44 long-term memory, there's a chance that you've modified it a bit. That there's some bias to it. 1:49So keep in mind that failures are possible at any of these steps and in this way it's very differently from the way that a computer stores 1:57 information. On a computer, assuming you input the information correctly, it will just store an identical copy 2:02 of that information and when you call it up it will be exactly the same as it was when you put it in. 2:07Your mind doesn't work that way and we'll see that, as I said, repeatedly. 2:10Ok, so one way to think about memory is to divide it up into different types of memory and 2:16so the model that we're going to start with is called the 3-box model. 2:21This also called the Atkinson-Shiffrin model because it was first proposed by Richard Atkinson and Richard Shiffrin. 2.27So the three box model divides memory storage up into three main stores. 2:36 The first of these stores is 2:38 the sensory store. 2:43This is very very brief. This lasts for only about a second. So when information first comes it's in this sensory store and we can pay 2:50attention to only a small fraction of that information. The information that's available to you 2:55 at any time is essentially infinite. Just look around the room, all of the things you could pay attention to 3:00 is essentially endless. Some of that you're going to pay attention to, that means some of it has the possibility of moving to the next 3:07 stage of the memory process and this is short term memory. 3:13 The short term store lasts a little bit longer but it's still pretty brief. At most, maybe a few 3:18minutes but probably much shorter than that, on the matter of 3:22 30 seconds or perhaps even less. So this is a short term store that is able to hold some of that information that you first 3:30 took in. Some of that information from the sensory store is going to make it to the short term store. 3:36 Then some of that information is going to make it to the long-term memory store. 3:45 This is information that we can hold for, again it could be a few minutes, or it could be as long as a lifetime. You could have memories from 3:53 your childhood that stay with you for your entire life. Now these memories are still subject to bias and change over time, 3:59 but we could consider them as being long-term memories that last for decades. 4.04So we have this process of moving from each of these stores to the next. An encoding process that occurs to move sensory 4:12 information to short term memory and another encoding process to move into long-term storage. 4:17Along the way, if we think of these as boxes here 4:22because this is the 3-box model, 4:25 along the way, some information is going to be lost. There's going to be information that's not encoded. There's going to be things in your 4:32 short-term memory that you lose. There's going to be things, as you probably know when test day arrives and that memory you thought was 4:37 in your long-term memory isn't actually there, there's going to be some loss of information at any of these steps. 4:42 It's important to remember that this is obviously a simplification. It's a very simple model of how memory works. There's a lot of things that are 4:50 missing from this model and there's things that it doesn't account for. We'll see that as well but in general it's a pretty good way to divide up 4:57 our memory storage into the sensory store, short-term store, and long-term store. In the next few videos we'll take a look at each of 5:03 these types of storage in a little more detail.

5.05

I hope you found this helpful, if so please like the video and subscribe to the channel for more. Thanks for watching!

### UNIT 6

0.00Jumping into an ongoing conversation can be difficult for some people. 0:04We're going to look at three nonverbal ways that you can create a little space that will 0:08 allow you to jump in. 0:14 My name is Alex Lyon and I'm here to provide professional development tips that you can 0:17 use at your very next meeting. 0:20So conversation is flowing along its busy and you're having trouble jumping in. 0:24 Here three ways that you can make a little space for yourself so you can give your verbal 0:28 contribution. 0:29 The first is to hold up the one finger. 0:32 It's not a full hand raise. 0:33 That looks a little young. 0:34 But usually the one finger, people will start notice that hey, I've got a point to make. 0:39 And that will create a little bit of space. 0:40 It's like a little place holder like I'm not talking right now but I want to jump in in 0:44a moment. 0:45A lot of times the people facilitating the meeting will say, oh, Alex. 0:47 I see you're trying to make a point. 0:49 What did you have to say? 0:50 The second way is to lean forward just a little bit and audibly inhale it looks like this. 0:58 And it might sound goofy but this is what people naturally do when they're about to 1:02 speak. 1:03 They lean forward and they inhale. 1:04 I did this once just kind of playing around with some people I knew very well and they 1:10instantly looked over at me and waited for me to say something. 1:13 And it create a real space for me to make my verbal contribution. 1:17And a third way is to look directly at the person who is currently speaking, nod a little 1:22 extra, and make a kind of utterance. 1:24You don't to say actual words but make some sounds like uh hm, oh, uh huh. 1:29 And as they're finishing off their comment you already are on the on ramp to make your 1:34 comment. 1:35It creates a little bit of space for you to then make your verbal contribution. 1:39 So these are three ways you can nonverbally jump into discussion. 1:42I hope you get to use these tips at your very next meeting.

#### UNIT 7

0:00 If yo 0:03

0.08

If you talk to someone that has recently moved, started in your job, or retired, and

ask them what they miss most about their past situation. One of the most common answers is that

they miss the people that were in their life. What that actually means is that they miss the 0:13

social connection, or relationship that they had with those people. Social connections or social

0:19

interactions with other individuals is crucial to mental health, which in turn is crucial to 0.24overall health. The lack of social connections has shown to increase stress hormones, weaken 0:29 the immune system, and lessen cardiovascular function. People who are lonely tend to consume 0:34more alcohol, exercise less, have less quality sleep, and fatigue easily. Social relationships 0:41allow you to share your achievements, and have support when times are tough. Imagine achieving 0:46 a long-term goal you have, what's the first thing you want to do, tell someone of course. Or, imagine 0:52if something terrible happened, not having someone to lean on and talk to can make that event 0:56linger and make you feel even more isolated. Giving support in relationships can actually 1:03be more beneficial than receiving support. When someone shares something positive in their life 1:07with you, it's a compliment, they wanted you to be a part of their success, and they know that 1:12you have a sincere interest in their life. And when someone shares a tragedy in their life, you 1:18 know they really trust you, and they're looking to you to help them through this difficult time. 1:22 Now, some social relationships can be bad, a person that is constantly negative and has 1:28a poor outlook, can bring you down and cause stress, making that relationship toxic. Someone 1:33 that always talks about themselves and makes all of your interactions about them, well, that's not 1:38really a social connection. In that case you're just an audience member in their one person 1:44show on how wonderful their life is. Poor marital or poor relationship quality, can also weaken 1:50 the immune system and erode physical health. Dealing with stress from a poor relationship can lead to 1:55 over consuming food or alcohol, smoking, or taking medications to deal with the stress, which in turn 2:01can damage systems in the body. Connections through social media can be beneficial by 2:06allowing you to stay in touch with friends and family, however, social media connections are not 2:11a good alternative for face-to-face in person contact, too much time spent on social media can 2:17lead to more isolation and a greater feeling of loneliness. It's a good practice to use social media 2.23 in moderation. To be healthy we need people in our lives, it doesn't need to be 5,000 Facebook 2:29friends, and we don't have to have everyone like us. Having strong social relationships with 2:34just a few people is fine, a few people that we can share life's good and bad moments with, a few 2.40people that we can connect with on a regular basis, with no stress, and no judgement. A few 2:45 people who accept us for who we are. Surround yourself with good people folks. Good people.

## **UNIT 8**

0:00 welcome back to the business psychology 0:02 hub channel in this video will briefly 0:05 introduce to you some of the key 0:06decision-making theorists whose work 0:08will review in this course the following 0:11 two videos will also introduce key 0:14economists and psychologists for a bit 0:17of fun and to ensure that the impact of 0:20 the work of each decision-making

0:21 theorist is fully appreciated an 0:24 association between each theorist and a 0:27 modern-day rap star will be made before 0:30 we go there however let's quickly review 0:33 who qualifies as a business psychology 0:35 researcher a business psychology 0:38 researcher contributes to our knowledge 0:39 about how resources are exchanged how 0:42organizations can improve performance 0:44 and how individuals can excel in the 0.47workplace both in terms of personal 0:49 performance and workplace satisfaction 0:51 so in this video I'm going to be 0:55 reviewing my favorite decision-making 0:57 theorists and associating them with a 0:59 rap star to be clear I'm not associating 1:03 decision-making theorist with rap stars 1:05 based on looks or based on how they 1:07 express themselves in their work I'll be 1:09 making the associations based on two 1:11 factors firstly the broader impact of 1:15 the scope of work of the decision making 1:17 theorist and the rap artist and secondly 1:19whether there's a connection between the 1:21 rapper and the theoretical assumptions 1:24 of the decision making expert without a 1:27doubt one of the most influential 1:29 decision-making theorists for the field 1:31 of business psychology is the polymath 1:33 Herbert Simon Herbert Simon is the 1:36 founding father of artificial 1:38 intelligence he was a key contributor to 1:40 psychologies cognitive revolution where 1:42 today's mainstream assumptions were laid 1:44 out and he also won the Nobel Prize in 1:47 Economics 1:48 Herbert Simon highlighted that humans 1:51 are not infinite calculators but possess 1:53 cognitive limitations examples of key

1:56 business psychology relevant concepts 1:58 introduced include bounded rationality 2:00 and satisficing the term satisficing 2:04refers to choosing an option that 2:06 satisfies minimum requirements rather 2:08 than spending time and effort trying to 2:10find the optimal or best option so 2:13 profound are the concepts of bounded 2:15 rationality the businesses and 2:17 individuals in the workplace who do not 2.20accept the human limitations highlighted 2:22 by Herbert Simon are likely to be less 2:24 effective while the modern-day 2:26 psychological understanding of how 2:28people behave in the marketplace is 2:30 based upon Herbert Simon's work the 2:33 rapper whose work parallels Herbert 2:35 Simon is Grandmaster Flash as far as 2:39 impact owns both Herbert Simon and 2:41Grandmaster Flash produced output 2:43 decades ago that would still be 2:45 classified as high quality today 2:48 Grandmaster Flash is also an innovator 2:51being credited for using record 2:53 scratching as a style of music both 2:56Herbert Simon and Grandmaster Flash 2:59 metaphorically bantered the seeds that 3:01 would later grow into styles widely used 3:04 by others that is the bounded 3:06 rationality paradigm and mainstream rap 3:09 music Grandmaster Flash's most famous 3:12 song the message articulates the pain of 3:15 an individual who is not willing or 3:17 unable to accept his life choices and 3:19 therefore is not satisficing 3:21the lyrics don't push me because I'm 3:24 close to the edge highlight that the 3:27 subject of the song has cognitive 3:29 limitations and the stress expressed in

3:32 the song suggests he is suffering from 3:34 cognitive overload two of the great 3:37 decision-making researchers of the 3:39 co-collaborators Daniel Kahneman and 3:41 Amos Tversky the joint work of Kahneman 3:45 and Tversky revolutionized the field of 3:47 judgment and decision-making Daniel 3:50 Kahneman is a psychologist who is also 3:52 recognized as one of the founding 3:54 fathers of behavioral economics 3:57 and he's also been awarded the Nobel 3:58 Prize in Economics his co collaborator 4:01 Amos Tversky also would have been given 4:04 the Nobel Prize 4:05 if this price could be posthumously 4:06 awarded but unfortunately that's not the 4:10 case I'm drawing a parallel between 4:12 Daniel Kahneman and Ice Cube and I'm 4:16 associating Amos Tversky with dr. Dre 4.19Ice Cube and dr. Dre were also Co 4:22 collaborators most modern-day decision 4:25 making research is based upon the 4:27 concepts outlined by Kahneman and 4:29 Tversky while nearly all modern-day 4:32 rappers have been influenced by the 4:33 lyrics of Ice Cube and the beats of dr. 4:37Dre Ice Cube and dr. Dre burst onto the 4:41 scene in the group NWA with a body of 4:44 work focused on societal biases Kahneman 4:47 and Tversky burst onto the scene with a 4:49 body of work outlining human biases such 4:52 as the representative heuristic the 4:54 availability heuristic anchoring and 4:57 loss aversion every organization and 5:01 individual in the workplace would 5:02benefit from understanding the concepts 5:05 outlined by Kahneman and Tversky so 5:08 profound and pervasive are these 5:10 cognitive limitation concepts that the

5:12 societal biases that fuelled the art of 5:15 Ice Cube and dr. Dre were most likely 5:18 due to people in society being 5:20 unconsciously influenced by the human 5:22 limitation concepts outlined by Khanna 5:25 Minh and Tversky that's the end of part 5:29 1 of this video in part 2 of this video 5:32 you'll find out which decision-making 5:34 theorist is associated with Biggie 5:36 Smalls 5:37 jay-z and 50 cent 5:40 if you are interested in this business 5:43 psychology course then please subscribe 5:45 to this channel

## UNIT 9

0:04 Posttraumatic stress disorder, also called PTSD, happens when some memory of a past traumatic 0:10 event-like war or sexual assault-causes recurrent mental and physical distress. 0:16 Now the Diagnostic and Statistical Manual 5th edition or the DSM 5 categorizes PTSD 0:23 as a "trauma-and-stressor-related-disorder" that happens when the symptoms of an acute 0:28 stress response persist for over a month. 0:32 The main symptoms are psychological ones, for example someone might re-experience their 0:36 trauma through nightmares, flashbacks, and intrusive thoughts, but these can lead to 0:41behavioral changes as well. 0:43 Somebody might start to avoid environments and situations that remind them of their trauma 0:48and feel a sense of hypervigilance where they are constantly on guard or hyperarousal where 0:53 they have this exaggerated startle response to the smallest of triggers. 0:58Not surprisingly, all of these thoughts and behaviours can lead to trouble sleeping and 1:02 general irritability, which can lead to angry outbursts. 1:06Interestingly, this pattern is different for young children who are less likely to show 1:11distress, but instead they might use play to express their memories, sometimes acting 1:16 out scenes that trouble them. 1:18Whether or not someone develops PTSD in response to trauma is determined by a number of different 1:23 factors. 1:24For example, it's clear that interpersonal trauma, like rape or violent muggings, are 1:29more likely to result in PTSD than accidents or environmental disasters. 1:33In addition, people that go through extreme trauma as children are more likely to develop 1:40PTSD in response to other traumas faced in their adult life. 1:45Having said that, if someone manages to develop effective coping strategies for trauma including 1:50

having a social support network, then that can help with future traumas as well.

1:56 As far as causes go, there are some clues about biological factors related to development 2:00of PTSD. 2:02 For instance, people with dysfunctions of the hypothalamic-pituitary-adrenal axis, deficits 2:08in the arousal and sleep-regulating systems in the brain, and problems with the endogenous 2:12opioid system—which helps with pain control—have all been shown to be at higher risk for developing 2:18 PTSD. 2:19PTSD has also been linked to having a family history of mood disorders or anxiety disorders. 2:26 The precise mechanism, though, that ties all of these relationships together has yet to 2:30be worked out. 2:33 Treatment for PTSD can be kind of complicated, since people with the disorder are often reluctant 2:38to to engage with the trauma in any way-in their thoughts, emotions, or in conversations, 2:43 which can make treatment really hard. 2:46 Research has shown that exposure therapy, which slowly exposing individuals to situations 2:51that cue recall of trauma, can be very effective. 2:55 Group therapy is also a popular choice for individuals with PTSD, because it provides 3:00 survivors with a safe place to relive their trauma in a supportive environment. 3:04 In terms of medications, antidepressants, in particular selective serotonin reuptake 3:09 inhibitors (or SSRIs), can help to reduce depressive symptoms that often accompany PTSD, 3:16 and can help minimize flashbacks and nightmares. 3:19 Anti-anxiety medications can help decrease the heightened physiological arousal often 3:24 seen in people with PTSD, and finally sleep-aids can also be an helpful because lack of sleep 3:29 and restlessness is such a serious problem in PTSD. 3:34 In addition to this, a lot of people with PTSD self-medicate with alcohol and other 3:38 substances which can actually worsen their symptoms and their overall health. 3:43 So an important treatment consideration for both therapy and medications, is to help alleviate 3:48 their symptoms while also safely managing substance abuse issues. 3:53 So as a quick recap-PTSD usually happens after a violent interpersonal trauma and involves 3:59 recurring thoughts that persist for over a month, and can be managed with effective coping 4.04strategies and medications. 4:12Thanks for watching, you can help support us by donating on patreon, or subscribing 4:16 to our channel, or telling your friends about us on social media

## **UNIT 11**

0:00 every 15 minutes someone dies from 0:02 completing suicide 0:03 that's roughly thirty eight thousand 0:05 suicides each year to put that into 0:07 perspective that's twice as many people 0:10 that die from traffic fatalities in a 0:11 year so what's happening well roughly 90 0:16 percent of all suicides are related to 0:18 mental health illnesses and global 0:20 mental health is an area of Public 0:22 Health that's a little bit behind the 0:24 World Health Organization defines health 0:26 as a state of complete physical mental 0:28and social well-being and not merely the 0:30 absence of disease or infirmity there it 0:34 is right there 0:35 mental well-being is part of the 0:36 definition of health so why is it that 0:39 we are so timid around this topic well 0:41 it's because mental health is frequently 0.43stigmatized around the world and some 0:45 cultures don't even have words to 0:47 describe mental health illnesses and on 0:49 top of that it's a difficult topic to 0:51 discuss this is exactly what global 0:54 mental health professionals work to 0:55 address they want to break the stigma 0:58 around mental health to decrease the 1:00 global burden of disease due to mental 1:01and neurological disorders and to 1:04 improve overall well-being of people but 1:06 mental health and well-being go beyond 1:08 neurological health did you know that 1:10 depression is a risk factor for 1:12 developing chronic diseases like 1:14 hypertension cardiovascular disease and 1:16 diabetes mental health is a complicated 1:18 area to study it is extremely integral 1:21for our personal well-being and health 1:23 and can be affected by so many things 1:25 like the community you live in your 1:27 access to care sexuality whether or not 1:30 you substances like alcohol tobacco or 1:32 other drugs if you've moved between 1:34 cities and countries and even how and 1:36

why you move to your new home global 1:39 mental health professionals can be 1:40 researchers scientists physicians field 1:43 staff and even people working in 1:44 outreach some work with health care and 1:46 data analysis some work in the 1:48 humanitarian setting with refugees and 1:50asylum seekers some work in the clinical 1:52 or hospital settings and some work with 1:54 organizations to change policies and to 1:56provide more resources to people here at 1:59 NYU gph we work with all of the factors 2:01that impact daily life teach you how to 2:04ask questions to assess mental health 2:06how to conduct mental health research 2:07 how to develop themes about why one 2:10community 2:11 might be more effective than another and 2:12prepare you to work with this complex 2:14 topic in many different settings

## **UNIT 12**

0:00 What is artificial intelligence? Before we answer that let's look at these terms 0:05 individually what do you understand by the term artificial well it can be 0:10 anything that is made by humans things that are not natural and what do you 0:15 understand by intelligence it is the ability to understand think and learn so 0:20 what do we get when we combine these two together 0:23 artificial intelligence is a broad area of computer science that makes machine 0:28 seem like they have human intelligence the goal of AI is to mimic the human 0:33 brain and create systems that can function intelligently and independently 0:38 they say that the age of AI is here but then you might be wondering why don't 0:45 you see flying cars or robotic maids bringing you lunch why doesn't your life 0:49look more like the Jetsons well for starters that's a cartoon and 0:54 when it comes to AI a robot is nothing more than a shell concealing what's 0:58actually used to power the technology AI can manifest itself in many different 1:03 ways if you have ever asked Alexa to order your food or browse Netflix movie 1:09suggestions you are actually interacting with AI without realizing it and that's 1:14 kind of the point a is designed so you do not realize that there is a machine 1:19 calling the shots in the near future ai is expected to become a little less 1:24artificial and a lot more intelligent as AI becomes more intelligent it will

1:30 obvi 1:34

obviously take on the role of an intelligent worker while most of the

repetitive and largely time oriented tasks can be automated using AI we will

1:40 still need human experts who can build and maintain these synthetic BOTS and

1:44 work on the strategic and creative aspects of a job

1:48 so in conclusion AI is a boon that can help optimize any job this means that as

1:54 always it's not AI versus humans rather it is a combination of humans and AI 1:59

versus the actual problem statement so what are you waiting for

2:04 pull up your socks and get ready to be a part of this AI revolution start

2:09

learning this trending technology using 2:12

Edureka's expertly curated courses, until next time happy learning!

## **UNIT 13**

0:00 what is the difference between a 0:01 psychologist and a therapist 0:04 which one do you need 0:06 psychologists and therapists are the 0:08 titles that come up during every 0:09 conversation about mental health 0:11 professionals 0:12the terms are used interchangeably with 0:15 several people not knowing the 0:16 difference between the two 0:18 both are educated and trained in 0:20 therapeutic treatments 0:21 however the kind of education they 0:23 receive and the types of treatments they 0:25can offer differ 0:27 many people are not aware of these 0:29differences so let's take a look at them 0:31 and figure out which one you need 0:33 according to the situation 0:35 what are the differences between a 0:37 psychologist and a therapist 0:40 both terms are so interchangeably used 0:42 that even professionals in the field 0:44 often fail to make the distinction 0:46 between them 0:47psychologists with a doctorate level 0:49 education may often adopt the title of 0:52

therapist or psychotherapist 0:55 those who stick around the master's 0:56 education are often called counselors 0:59 to discuss it in detail psychologists 1:02 are treatment-focused professionals who 1:04 rely on psychological research and aim 1:06 to further it 1:08they are essential medical doctors who 1:10 use research to form the basis of their 1:12 treatments 1:13 but psychologists do not have the 1:15 credentials to prescribe medicine to 1:17 their patients 1:18 psychologists rely the most on 1.20behavioral research which offers details 1:22 on how people respond to stress 1:25 and how they deal with mental health 1:26 problems 1:28 behavioral research also contains 1:30 details of clinical trials and tests 1:33 on the other hand counselors and 1:35 therapists while treatment focused are 1:38 more reliant on rhetorical and 1:39 philosophical theories rather than 1:41 research 1:42 while psychologists are certainly more 1:44 learned about their field therapists 1:47 gather professional experience and 1:49 utilize their theoretical prowess in the 1:51 field to offer treatments to patients 1:53 similarly a therapist cannot prescribe 1:56 medication as well with that right being 1:58 held only by psychiatrists 2:00 to summarize the difference between the 2:02 two a psychologist has more in-depth 2:05 knowledge about their field but a 2:07therapist forms a strong theoretical 2:09 background and social knowledge 2:11 furthermore a therapist cannot make a 2:14

diagnosis without being under the direct 2:16 supervision of a psychologist 2:19 which one do you need 2:20 selecting between a psychologist and a 2:22 therapist can depend on your situation 2:25 however 2:26 that does not change the fact that both 2:28professionals have significant overlap 2:31 when it comes to their treatment and 2:32 areas of expertise 2:35 either of them is a good option and a 2:37 starting point for general counseling 2:39 grief counseling marriage counseling and 2:42 dealing with divorce 2.44both can help you deal with mental 2:45 health disorders such as anxiety and 2:48depression the key difference between 2:50 choosing either depends on the level of 2:52 education you are looking for 2:54 a psychologist has more education than a 2:56 therapist and is an expert in driving 2:59change through behavioral and thought 3:01 patterns 3.02 however therapists can often help you in 3:05 the same manner with differences between 3:07 them being quite minimal in a 3:09 professional capacity 3:11 however costs do tend to differ between 3:14 the two a psychologist with a private 3:16 practice is bound to cost more than a 3:18 therapist 3:20 these factors should help you decide 3:22 whether you need a psychologist or a 3:24 therapist 3:27 thank you for watching our video please 3:29 do not forget to like and share the 3:30 video also please subscribe to the 3:33 channel to stay updated on our latest 3:35 videos

#### **UNIT 14**

0.06

Brainy Dose Presents: 0:08The Four Temperaments - How To Assess People Quickly 0:12 Have you ever heard of The Four Temperament Theory? 0:15 It's a proto-psychological theory that suggests that there are four fundamental personality types. 0:21 These temperaments are believed to affect behavior - and learning more about them can 0.25help you predict patterns, not only in others, but in yourself as well. Each of the four temperaments 0:31 has been studied intensively, so we know all about their associated characteristics - including 0.37their strengths and weaknesses. Knowing the 'ins and outs' of 0:40the four temperaments can give you a better level of self-awareness. It can also help you 0:45 better understand those around you. So, let's learn more about them! 0:50 The Sanguine 0:52This type is often described as spontaneous, optimistic, and energetic. 0:56As you might imagine, those who fall into the sanguine archetype are extroverts. 1:01 With high energy levels and an insatiable curiosity, 1:05people with this temperament tend to love adventures and seek out new experiences. They can 1:10hold a conversation with almost anyone and bring their playful energy into their interactions. 1:15 As natural entertainers, sanguine types love being the center of attention. 1:20They pride themselves on their individuality and enjoy displaying their differences. 1:25Another notable trait of this type is their ability to express and receive 1:29love and affection. However, these individuals are easily 1:33 devastated if not constantly reassured that they are loved and appreciated. That said, 1:38they believe in forgiving and forgetting, and expect other people to feel the same way. 1:43 A major downfall of the sanguine type is that they tend to be impulsive. 1:48Poor planning skills, disorganized thinking, 1:50and chaotic environments are the cost of living a life of spontaneity. 1:55 The Choleric These people like to speak their 1:59 mind with dominance and strength. Their source of power comes from their mental strength - which is 2:04evident through their knack for critical thinking and creative problem-solving. 2:08 If you've ever met a choleric type, you would describe them as blunt, tough, or brave. 2:13Other qualities of this type include immense focus and strong competitiveness. You might assume they 2:19have something to prove - and they usually do. Choleric people excel in new environments and 2:25situations, so they actively seek them out. With rigid goals in mind, 2:30people with this temperament rarely stray away from their path to success. They know what they 2:35want and they keep going until they reach their goal - and nothing you say can change that. 2.40Fear is an unfamiliar concept to the choleric - at least, that's what they want you to think. 2:46They possess the highest self-esteem compared to the other temperaments, 2:49and confidence is their guiding light. These types are assertive and demanding. 2:54

Sometimes, they let their emotions get the best of them and they react with intimidating intensity.

3:00 Peop 3:05

The Phlegmatic 3:07

This type is defined by their exceptional social skills. Those with this temperament 3:12

have high emotional intelligence. They express their feelings and needs easily and effectively,

People with the choleric temperament are known to get what they want, when they want it.

and are often described as empathetic and understanding. Phlegmatic types naturally

connect facts and feelings, and they have a good grasp on human thought and behavior.

These qualities lead them to be well-liked by others.

3:28 These 3:31

3:17

3:23

People who fall into this category also tend to be slow to anger. Unlike the sanguine,

3:36

the phlegmatic prefers a life free of surprises. They enjoy serenity, peace, and quiet. 3:43

As a result of their quiet nature, phlegmatic types tend to be great listeners.

3:48 They are also great at following directions. You could describe them as hard workers,

3:53 reliable, and trustworthy. They put in a lot of the grunt work to keep society on its feet.

3:58

4:03

4:08

Phlegmatic people are also generally supportive and avoid criticizing others.

But the downside to this attitude is, that these individuals often struggle to share their thoughts

when the outcome could result in conflict. Instead of making a mistake, they prefer to remain silent.

4:14 And since they are kind at heart, they are often taken advantage of

And since they are kind at heart, they are often taken advantage of. 4:18

The Melancholic

4:20

Those with this temperament tend to be calm and poised - at least when

4:24

they're not feeling emotional. Melancholic types will laugh or cry as they see fit,

4:29 and you can usually see their emotions as clear as day.

4:32

These individuals prioritize their family and relationships. They value respect,

4:37

honesty, and loyalty - above all else. Although they show respect for everyone, they are 4:43

fiercely loyal toward their inner circle. And that circle tends to be small. For melancholic types,

4:49 quality surpasses quantity. They would rather have a few close friends than many acquaintances.

4:55

People of this temperament also tend to put a lot of energy and effort into their relationships.

In fact, there is often little left for themselves - as they put others' needs before their own.

5:00 In fact 5:06

Some melancholic types find it difficult to open up to others.

5:10

5:20

When they are hurt in the relationships that they value so much, they build up a wall of protection. 5:15

Melancholic types tend to fantasize about meeting their ideal partner - and they

seek out people who fit that perfect image. However, their rigid idealism and perfectionism

5:26 tends to hurt them more than help. They hold others to exceptionally

5:29

high (and often unrealistic) standards - setting themselves up for disappointment.

5:34

In addition to these downfalls, melancholic types also tend to be overthinkers. And

5:39

they like to read into subtle body language - often to the detriment of their relationships.

5:45

There you have it: the four human temperaments in a nutshell. Most people identify with qualities 5:51

from each of the four categories, but there's usually one or two temperaments that dominate.

Which temperaments do you identify with the most? Let us know in the comments below!

6:01

If you enjoyed this video, give it a thumbs-up,

6:04

5:56

and share it with your friends, so we can keep making them.

6:07
For more videos like this, hit the subscribe button,
6:10
and remember to click on the notification bell.
6:13
Also, be sure to check out our other videos as well.
6:16
Thanks for watching!

**UNIT 15** 

0:03 the actual meaning of stress is to 0.06quickly prepare your body for action in 0:08 case of danger but it also arises when 0:10 we are for example worried during stress 0:13 the adrenal gland produces three 0:15 hormones cortisol adrenaline and 0:18 noradrenaline cortisol causes an 0:21 increase in blood sugar providing the 0:23body with a lot of readily available 0:25 energy adrenaline and noradrenaline 0:28 enable the body to perform quickly this 0:32 is also called the fight-or-flight 0:33 reaction extreme or prolonged stress can 0:37 cause your body to function beyond what 0:40it can voluntarily do 0:43 this can lead to various physical 0:45 symptoms and disorders or burnout a 0:48 burnout may be caused by prolonged 0:50 exposure to stress at work such as 0:53 excessive workload or too little 0:56 recognition combined with certain 0:57 personal characteristics such as 0:59 perfectionism excessive 1:02 conscientiousness and workaholism during 1:05 a burnout you have no interest in your 1:07 work you feel constantly Restless and 1:10tense and you often suffer from physical 1:13 symptoms concentration problems and 1:15 forgetfulness other effects may include 1:18 little time and energy for oneself and 1:21 your family increased drug use high 1:24 blood pressure heart attack stroke if 1:27 you have a burnout it is very important 1:29that you see a doctor for help he can

refer you to a psychologist and possibly 1:34prescribed medications such as 1:36 antidepressants or sleeping pills during 1:39 therapy a psychologist examines the 1:41 factors which have contributed to the 1:43 emergence of a burnout you will learn to 1:46 take better care of yourself and to 1:48 create more balance between your work 1:49and your private life furthermore the 1:52 aim is to let you get back to work as 1:54 quickly as possible it is also important 1:58 to learn to relax for example by 2:00relaxation and breathing exercises or by 2:03 doing sports 2:07 a person who has a Burnout needs someone 2:10that can encourage him or her to take 2:12 the signal seriously and someone who can 2:14 join him or her to do relaxing things 2:17 someone with a Burnout should also be 2:20encouraged to seek help because burnout 2:22 is treatable your general practitioner 2:25

1:31

# can give you more information about the 2:27 disorder and its treatment possibilities

## **UNIT 16**

0:00 [Music] 0:09 as a child you may have been told 0:12 you can do anything all you have to do 0:14 is believe 0:16 while that may have sounded a little 0:18 fictional when you were younger 0:20 there is some serious science behind 0:21 this 0:23 the brain is constantly changing and the 0:25 way we think 0:26 can affect the way our brain works and 0:28 even its physical structure 0:31 researchers believe that people who are 0:33 more positive are better protected 0:35

347

against the inflammatory damage of 0:37 stress 0:39 negative thoughts can actually weaken 0:41 the immune system 0:45 our beliefs directly correlate to the 0:47 amount of stress that we experience 0:49 if deep down you believe that you will 0:52fail at what you are trying to 0:53 accomplish 0:54 then you'll likely have a lot of stress 0:56 in the process 0:58 stress can be good in a life-threatening 1:00 situation like 1:01 coming across a lion but constant 1.04repeated stress 1:05 is harmful when the hippocampus receives 1:08news that you've seen a lion 1:10 the hippocampus gathers all the past 1:12 knowledge and beliefs you have about 1:14 lions 1:15 your brain created these beliefs based 1:18 on what you've read 1:19 seen and experienced in the past then 1.22this information is sent to the amygdala 1:24 to determine what action to take 1:27 this is commonly known as the fight or 1:29 flight response 1:31 every thought releases a chemical either 1:34 cortisol 1:34 known as the stress hormone or serotonin 1:37 known as the feel-good hormone 1:40 negative thoughts produce cortisol which 1:42can cause a myriad of health issues if 1:44 generated frequently 1:47 when positive thoughts are generated 1:49 cortisol decreases 1:50 and the brain produces serotonin 1:53 creating a feeling of well-being 1:56 when serotonin levels are normal you 1:58

feel happy calm less anxious and more focused now taking a look at the prefrontal cortex when happy thoughts occur there is actually brain growth through the formation of new synapses the prefrontal cortex is where all the brain functions conjugate and are then dispersed to various parts of the brain or transmitted to other parts of the body the prefrontal cortex is basically the switchboard that regulates the signals from the neurons and allows you to reflect and think about what you are doing in the present it allows you to control your emotions which means being aware of your own when we think negatively the brain draws with these negative thoughts the brain even normal capacity making it difficult new material brain imaging studies have

through the limbic system 2:38 since it allows you to focus the 2:40 prefrontal cortex also gives you time 2:42for metacognition 2:44 2:46thought process 2:48 2:51metabolic energy away from the 2:53 prefrontal cortex 2:55 2:58 can't perform at high or 2:59 3:02 to take in and process 3:04 3:07 shown that negative thoughts also reduce 3:09 activity in the cerebellum 3:11 which controls coordination balance 3:14 working relationships with others 3:16

1:59

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2:33 moment 2:34

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- as well as speed of thought 3:19
- the subconscious brain can't tell the 3:21
- difference between what's real 3:22

and what's imagined so visualizing 3:25 positive events 3:26 can aid in stress management and improve 3:29 overall health studies have shown that 3:33 positive thinking can enhance creativity 3:36 improve problem solving and allow for 3:38 clearer thinking 3:40 positive thoughts can create real value 3:43 in your life 3:44 and help you build skills that last much 3:46 longer than a smile 4:00 [Music] 4:04 you

#### **UNIT 17**

0:00 [Music] 0:07 let's take a look at the common causes 0:09 of stress at work there are four common 0:14 stressors related to work the degree to 0:18 which stressors affect us is caused in 0:20part by our personality type 0:22 since stress comes from within the 0:25 things we do can cause us stress there 0:29 are type A and type B personalities 0:32 people with type A personalities have 0:34 more stress than people with type B 0:36 personalities if you have a type A 0:39 personality you could end up with some 0:41 problems associated with stress the 0:47amount of cooperation the level of 0:49 motivation and the overall morale in an 0:51 organization affect stress levels the 0:54 more positive the organizational climate 0:56 and work culture the less stress there 0:58 is calm participative management Styles 1:03 produce less stress type control through 1:06 autocratic management tends to create 1:08 more stress some bosses use awful 1:11behavior some are even abusive and has 1:14 caused stress to the point of driving 1:16

employees to quit their jobs people who 1:20 enjoy their jobs and derive satisfaction 1:22 from them handle stress better than 1:25 those who do not in some cases a change 1:27 of jobs is what a wise move that can 1:30 lower or get rid of some of your 1:32 stressors people who focus in the 1:34positives in their jobs are happier than 1:37 those who focus on the negative aspects 1:39 of the job some of the immediate signs 1:43 of stress are an increased in the rate 1:45 of breathing sweating change in appetite 1:47 and acne when you continue to look at 1:50the clock or the calendar if you're 1:52 pressured and fear that you will not 1:54 meet a deadline you're experiencing 1:56 stress people often lose interest in and 2:01 motivation to do their work because of 2:02stress stress is a constant chronic and 2:05 severe that can lead to burnout over a 2:07 period of time burnout is the consistent 2:12 lack of interest and motivation to 2:13 perform one's job because of stress 2:16people sometimes experienced temporary 2:18 burnout during busy periods 2:20as is the case when students are 2:22 studying for exams and retailers are 2:24trying to cope with the holiday shopping 2:26 season the use of stress controlling 2:29 techniques can often prevent stress and 2:31 burnout and increase productivity 2:36 [Music]

#### **UNIT 18**

0:00 We survey CEOs, police officers, truck drivers, cooks, engineers. 0:04 If people are working, we've surveyed them. 0:06 And what we know, in terms of their happiness: 0:08 workers all want the same things. 0:10 [The Way We Work] 0:15 There's three billion working people in the world. 0:17

And about 40 percent of them would say they're happy at work. 0:20 That means about 1.8 billion, or almost two billion people, 0:24 are not happy at work. 0:25 What does that do, 0:27 both to those people and the organizations that they work in? 0:30 Well, let's talk about money. 0:31 Organizations that have a lot of happy employees 0:34have three times the revenue growth, 0:36 compared to organizations where that's not true. 0:38 They outperform the stock market by a factor of three. 0:41And if you look at employee turnover, 0:43 it's half that of organizations that have a lot of unhappy employees. 0:48 The miracle thing is, 0:49 you don't have to spend more money to make this happen. 0.51It's not about ping-pong tables and massages and pet walking. 0:54 It's not about the perks. 0:56 It's all about how they're treated by their leaders 0:58 and by the people that they work with. 1:00So I'd like to share a few ideas that create happy employees. 1:04 Idea number one: 1:06 in organizations where employees are happy, 1:08what you find is two things are present: 1:10 trust and respect. 1:12Leaders often say, 1:13 "We trust our employees. 1:15 We empower our employees." 1:16 And then when an employee needs a laptop --1:18 and this is a true example --1:2015 people have to approve that laptop. 1:22 So for the employee, all the words are right, 1:25but 15 levels of approval for a \$1,500 laptop? 1:28 You've actually spent more money than the laptop, on the approval. 1:32 And the employee feels maybe they're really not trusted. 1:35 So what can an organization do to have a high level of trust? 1:40The first organization that comes to mind is Four Seasons. 1:43 They have magnificent properties all around the world. 1:46 And their employees are told, 1:47 "Do whatever you think is right when servicing the customer." 1:50 To hand that trust to your employees to do whatever they think is right 1:55

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makes the employees feel great. 1:56 And this is why they're known for delivering some of the best service 2:00in the world. 2:01Idea number two: fairness. 2:03 The thing that erodes trust in an organization 2:07faster than anything else 2:08 is when employees feel that they're being treated unfairly. 2:11Employees want to be treated the same, 2:13 regardless of their rank or their tenure or their age 2:16 or their experience or their job category, 2:18compared to anyone else. 2:20 When I think about great organizations who get fairness right, 2:23the first organization that comes to mind is Salesforce. 2:26They found that men and women working in the same job 2.28 with the same level of proficiency 2:30 were making different amounts of money. 2:32So immediately, they calculated the difference, 2:34and they invested three million dollars to try and balance things out. 2:39Idea number three is listening. 2:41 So, to be a listener who connects with all types of people, 2:45 we have to unlearn a few things. 2:47We've all been taught about active listening and eye contact --2:51 an intense stare 2:53 and a compassionate look. 2:54 That's not listening. 2:56Repeating what the person says -- that's not listening. 2:59 Being humble 3:00 and always hunting and searching for the best idea possible --3:03 that's what listening is. 3:05 And employees can feel whether you're doing that or not. 3:07 They want to know, when they talk to you and share an idea, 3:11 did you consider it when you made a decision? 3:13 The one thing that everybody appreciates and wants when they're speaking 3:17 is to know that what they say matters so much 3:21 you might actually change your mind. 3:23 Otherwise, what's the point of the conversation? 3:27 We all know the things we need to change, 3:29 the things that we need to do differently. 3:32 The way you behave, the way you treat others,

3:34

the way you respond, the way you support, 3:37 defines the work experience for everyone around you. 3:40 Changing to be a better person --3:42 the world is littered with those failures. 3:44 But changing because there's something you believe in, 3:47 some purpose that you have, 3:49 where you're willing to risk almost everything 3:52 because it's so important to you --3:54 that's the reason to change. 3:55

If it's not, you should probably find a different place to work.