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**Q1:**

**STRESS:**

Stress is a state of mental tension when pressure is greater or increase than resources or from adverse circumstances

Stress can be caused due to both good and bad experiences

When someone feels stressed by something around them their body reacts and release chemicals into the blood stream, these chemicals are energetic if it is released in a danger situation which help them a lot but if it is released in emotional something so there will be no outlet for that extra energy

**HANS SELYE,S MODEL OF STRESS**:

It is also known as GAS which is stand for general adaptation syndrome

According to HANS that stress is like heat pain illness danger causes the body to response with a fight or flight response

It has three phases

1. **ALARM PHASE**: As the name indicates us that it an alarming situation for the body to react ether fight or flight hormones and thus sympathetic nervous system activates

Hormones like cortisol and adrenaline released into blood stream to meet the thread and danger

Body are now mobilized

1. **RESISTANCE PHASE** : Most of physiological function become normal because resources are against the stressors

Sugar level in blood remain high while cortisol and adrenaline are in average in the blood stream

Body remain alert

1. **EXHAUSION PHASE:** if stressors continues beyond body’s capacity organisms exhausts resources and become prone to disease and death

**Q2:**

The interaction established between physician and patient to return to health relive patients suffering and prevent illness

The most effective relation between doctor and patient is mutualism because both doctor and patient have trust on each other and the patient can tell to the doctor each and everything smoothly which will help both and mostly to patient

Both will be equal partners and thus they can exchange their ideas to each other

**Q3:**

**REASSURANCE:** it is a technique used for the removal of fears, anxiety and concerns about illness restoring, confidence and encouraging patient to cope against his illness

How anxiety and fear can be remove or less:

1. Introduced yourself properly(it will reduced his fears towards a doctor
2. Let your patient to be heard (skill to deal with patient and ask open ended question to get a straight forward answer)
3. Explain what and why(you should tell him what you are doing and what’s next about his problem)
4. Don’t tell him to relax but show him how to relax and what things can relax him)
5. Use humor ( ask and talk him friendly so he can tell you everything)
6. Prepared yourself for stressful situation (if he is aggressive or irritable )
7. Be Empathetic (show him love and respect)

**Q4:**

**Interview:** it is a conversation where questions are asked and answer are given

In this type of situation I would recommended a (one to one interview) because it only involves the interviewee and the interviewer

As we know that the COVID19 can transfer from one person to another and what if , if we are getting panel or video conference or in demo so there is maximum chances of getting corona if one of them is infected while in one to one interview there is minimum chances of getting corona and moreover we can follow SOPs too

**Q5:**

**ORAL COMMUNICATION:**

It is a process of expressing information through mouth it includes individuals conversing with each other, one to one , directly or telephonic conversation

1. INTRA PERSONAL COMMUNACIATION: it is a process in which a people communicates itself either consciously or unconsciously
2. INTER PERSONAL COMMUNICATION: it is a process which takes place between two individual and thus one to one conversation
3. EXTRA PERSONAL COMMUNICATION: communication between living and non-living entities
4. SMALL GROUP COMMUNICITION : This type of communication can takes place more than two people
5. PUBLIC COMMUNICATION : this type of communication can take place when one individual is addressing to a large number of people