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a state of psychological and/or physiological imbalance resulting from the disproportion b/w situation demand and the individuals ability and/or motivation to meet those demands.

\* stress can be caused by both good and bad experience. when people feel stressed by something going around them, their bodies react by releasing chemical into the blood.

## GAS (General Adaptation Syndrome)

Alarm Phase upon facing a stressor, body react with "fight-or-flight" response and sympathetic nervous system is activated.

Hormones such as a Cortisol and Adrenaline released into the blood stream to meet the threat or danger.

The body's resource are now mobilized.

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- Parasympathetic nervous system returns many physiological function to normal level while body gather resource against the stressor.

Blood glucose level remain high, cortisol and adrenaline continue to circulate at elevated level but outward appearance of organism seems normal. Heart Rate Blood Pressure and breathing still increased. Body remains on red alert.

Exhaustion Phase if stressor continue beyond body's capacity organisms exhaust resource and become prone to disease and death (in some cases).

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## Question NO-3

Write detail note of five oral communication

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more than two people involved.

✓ || ✓ || ✓ || ✓

## Question NO-4

which is the most effective type of doctor-patient relationship & why?

### Doctor's Expectation:

Doctor expects from patient . . . .

- Reality / Truth
- Trust
- Respect
- To be listened to
- To obey the rules

### Patient's Expectations

- To be listened to
- Acceptance / sympathy
- Honesty
  - Treatment / Care
  - Medication

### Mutuality

- Mutual relation b/w doctor and patient
- Meetings b/w understanding parties
- Both are equal partners

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Exchanges of ideas.

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## Question No-5

Why reassurance is needed in relieving anxiety and fear?

Assurance is must need to reduce fear and anxiety of the patient, assure them about the medical or dental procedure is specific phobia. If the whole procedure is explain to patient he will be relax before going to treatment without fear and anxiety, some patient have needle phobia so tell them that there is nothing to worry first we apply topical anesthesia to avoid preu pain and you will be relax.

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## Types of Oral Communications

Oral communication is the process of expressing information through mouth. It includes individuals conversing with each other one to one / directly or telephonic conversation speeches, presentations, discussions or all forms of oral communication.

### Intra personal Communication:

Intra personal communication is a process which people communicate with themselves either consciously or unconsciously.

### Inter personal Communication:

This form of communication take place b/w two individuals and thus a one-to-one conversation.

### Entra personal Communication:

Communication b/w human beings and non human.

### Small Group Communication:

This type of communication can take place only when there are

