

Law Enforcement Test #5 Study Guide

Chapter 11: Stress-The Occupational Scourge?

➤ **Defining Stress**

- Hans Selye contends that stress is “the ____ of the body to any demand made upon it.”
 - “nonspecific response”
- Grencik states that stress “occurs when a person ____ that he is unable to cope with the demands made upon him and when the consequences of this inability to cope are threatening”.
 - Perceive
- What is one important feature of some definitions of stress?
 - Stress affects different people in various ways
- This recognition of ____ leads to a definition that focuses on one’s _____. “Only if the individual ____ that social demands cannot be adequately handled”
 - Individuality; perception; perceives
- Some writers prefer the term ____ to refer to the situation in which there is a “loss of enthusiasm, excitement, and a sense of mission in one’s work”.
 - “burnout”
- Burnout occurs when there is a constant disjunction between job ____ and worker _____.
 - Demands; resources

➤ **Types of Stress**

- What are the two types of stress?
 - Eustress and Distress
- ____ is the good stress and has positive benefits for the individual.
 - Eustress
 - For example: a training segment where the goal is to imprint good survival habits so they can react efficiently and effectively
- ____ is the bad stress and carries negative results.
 - Distress
 - Develops as a person becomes more and more engulfed in his or her occupational role

➤ **The Stress Reaction Cycle**

- The patterned response in which stress reacts in a very predictable way is called what?
 - The General Adaptation Syndrome (GAS)
- What are the three stages of the GAS?
 - Alarm reaction Stage; resistance stage ; exhaustion stage
- The perception of some stressful condition or event triggers the _____.
 - Alarm reaction stage
- How does the body respond to a threat?
 - Accelerates the production of certain hormones and chemicals
 - Stimulates the sympathetic system] heart beats faster, breathing becomes quicker
- What happens in the resistance stage?
 - Body steps up hormone production to correspond to the level of threat or attack
- In the Exhaustion stage what happens to the body?
 - Physical reserves must recuperate and get replenished in order to rejuvenate the body] proper nutrition]sleep and relaxation

- Those who undergo eustress travel through all three stages of the cycle. However upon reaching the exhaustion stage what do they experience?
 - A welcomed rest period
- Under distress, the rest period during the exhaustion stage is different. Why?
 - These people do not have a chance to recuperate. There is not a sufficient rest period between episodes for the body to repair itself.
- Therefore, it is the _____ from the exhaustion stage that places an inordinate demand on the body.
 - Inability to RECUPERATE sufficiently

➤ **Sources of Police Stress**

- What are the four sources of police stress?
 - 1. Intra-Individual □ items peculiar to the individual
 - 2. Inter-Individual □ friction that develops between people
 - 3. Organizational □ conflict between the individual officer and the organization
 - 4. Environmental □ tension btw an individual and the environment
- **Intra-Individual Sources**
 - What stresses one person may not affect another individual. Additionally, a person's own ___ to the same stressor may vary from one ___ to the next.
 - Reaction; occasion
 - ___ may be an important mediator when handling stress.
 - Personality Type
 - Type A versus Type B
 - ___ and ___ could form an important component of job stress.
 - Career goals and aspirations
 - The new generation of officers that are highly motivated become frustrated with the lack of ___ possible.
 - Upward mobility
 - Once a vacancy does appear ___ is severe leading job satisfaction to erode and stress to increase.
 - Competition
 - NOTE: It is the INTERACTION between the sources of stress, how they are perceived, and a person's individual characteristics that determines whether coping or maladaptive behavior will result. ***
- **Inter-Individual Sources**
 - Stress can also arise from interaction between _____.
 - People (supervisor and employee relations)
 - One kind of stressor deals with _____. Give some examples.
 - Communicable diseases
 - AIDS □ carry latex gloves before handling people w/ open wounds
 - Skin irritations □ impetigo, lice
 - The injection of minorities into policing through _____ and other external mechanisms does not translate into an immediate interpersonal acceptance from other officers.
 - Affirmative Action Mandates
 - What is an example of an inter-individual stress popular among law enforcement?

- *Quid pro quo* Harassment
- Loosely translated *quid pro quo* means ___ and it occurs when an employee is required to choose between submitting to ___ advances or losing a tangible job ___.
 - “something for something”; sexual; benefit
- What are the 3 criteria required to claim a *quid pro quo* harassment?
 - 1. Harassment was based on SEX
 - 2. The claimant was subjected to UNWELCOMED SEXUAL ADVANCES
 - 3. A tangible ECONOMIC BENEFIT of the job was condition on the claimant’s submission to the unwelcome sexual advances
- _____ harassment is unwelcome conduct that is so severe or pervasive as to change the conditions of the claimant’s employment and create an intimidating, hostile, or offensive work environment.
 - Hostile work environment
- What are the differences between hostile work environment harassment and *quid pro quo* harassment?
 - Does not require an impact on ___ benefit
 - o Economic
 - Can involve ___ or third parties, not just supervisors.
 - o Co-workers
 - Is not limited to ____; it can include hostile or offensive ___ based on the person’s sex.
 - o Sexual advances; behavior
 - Can occur even when the conduct is not ___ specifically at the claimant but still ___ on his or ability to perform the job
 - o Directed; impacts
 - Typically involves a ___ of incidents
 - o Series
- What are the 3 criteria that must be met in a claim of hostile work environment harassment?
 - 1. The conduct was UNWELCOME
 - 2. The conduct was severe, pervasive, and regarded by the claimant as so hostile and offensive as to ALTER his or her CONDITIONS of employment.
 - 3. The conduct was such that a REASONABLE PERSON would find it hostile or offensive
- o **Organizational Sources**
 - What are the 3 most common sources of stressors within police organization?
 - Shift work, equipment, and citizen complaints
 - **Shift Work, Equipment, Citizen Complaints**
 - One complaint that surfaces in police circles is a dislike of the ___ structure.
 - o Rotating shift
 - Patrol officers spend one month working days, than the next month working evenings, than the third month working the graveyard shift