

Lingua Inglese e Traduzione

LM Psicologia (4 CFU)

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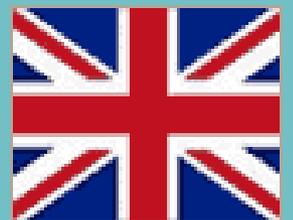
Classes: Mon 16:00 – 18:00 (Verginelle Aula 3)

Wedn. 16.00-18.00 (Verginelle Aula 3)

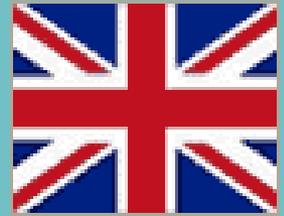
Office hours: Wed. 15.00-16.00/18:00 – 19:00

Room IX – P. Ingrassia

Industrial/organizational, (I/O), psychology is one of the major branches of psychology. It is devoted to the study of the **interplay** between people and **organizations**. It is also an **applied** field aimed toward positively impacting people's job **performance** and/or their health, **safety** and well-being at work. Industrial/Organizational psychologists can be found working for consulting **firms** corporations, government **agencies**, **research** institutes, and colleges/universities.

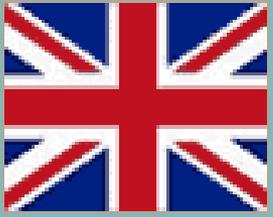


Workplace stressors



A *workplace stressor* can be any feature of the workplace that creates stress. This can affect paid workers, volunteers, students or housewives. In general, the stressors fall into three broad categories:

- *Job and task demands*
- *Organizational factors*
- *Physical conditions*

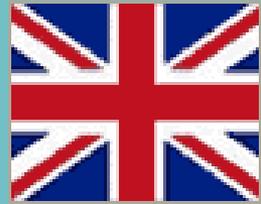


1. Job and task demands

Working excessive hours or holding down more than one job (or both) has been associated with coronary heart disease (CHD) morbidity and mortality.

Recent evidence, however, has suggested that the amount of work does not seem as critical to health as the control the worker has over the work rate and related work processes.

Shift work



..... is another job demand thought to have health and safety consequences. Night and rotating shift schedules, which imply having to adjust one's body to different sleep patterns, results in considerable stress and have been associated with major industrial accidents

2. *Organizational factors*

In a nationwide survey conducted by Robert Kahn at the Institute for Social Research at the University of Michigan (1964) it was found that men who experienced *role ambiguities* (i. e. lack of clarity about objectives associated with the work role, expectations concerning their work role and about the scope and responsibilities of the job) experienced *low self confidence, higher job related tension and lower job satisfaction*. Likewise, workers who experienced *conflicting job demands* were found to experience more job-related tension and to report *less job satisfaction*.



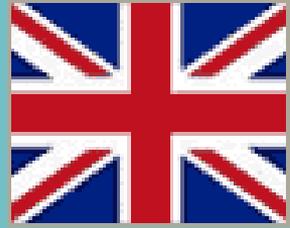


Factors related to career development

*Have also linked to health consequences.
Among them, we have:*

- + Overpromotion*
- + Underpromotion*
- + Status incongruence*
- + Under-utilization of skills*
- + Obsolescence*
- + Early retirement*

But also...



- + Ambiguity about one's job future*
- + Job insecurity*
- + Lack of opportunity for advancement or promotion*
- + Rapid changes for which workers are unprepared due to unanticipated downsizing, mergers and hostile acquisitions.*

3. Physical conditions



Adverse environmental conditions like excessive noise, heat or cold, poor ventilation, overcrowding, inadequate lighting and failure to address ergonomic* problems have been associated with employee physical and psychological health complaints and with attitudinal and behavioral problems.

- * Ergonomics is employed to fulfill the two goals of health and productivity. It is relevant in the design of such things as safe furniture and easy-to-use interfaces to machines.

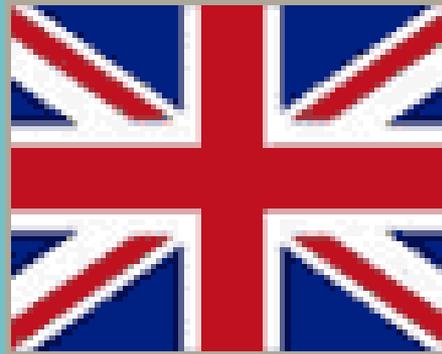
Possible questions

- 1. What is a workplace stressor?*
- 2. Does workplace stress affect paid workers only?*
- 3. What is shift work?*
- 4. In what way does shift work affect people's health?*
- 5. Provide examples of stressful workplace physical conditions.*
- 6. Which is the most powerful career-development stressor?*



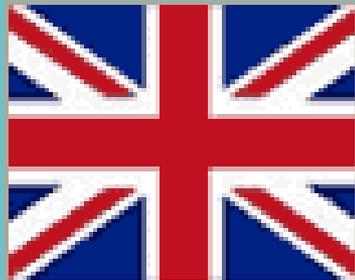
What is a workplace stressor?

**A workplace stressor is any feature of
the workplace that creates stress.**

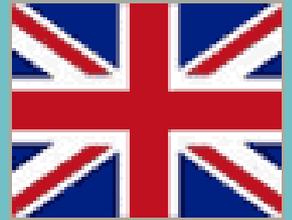


Does workplace stress affect paid workers only?

No. Workplace stressors affect also unpaid workers such as students, volunteers, housewives.



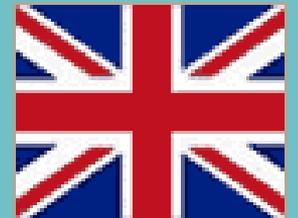
What is shift-work?



Shift work is work comprising periods in which different groups of workers do the same jobs in rotation.

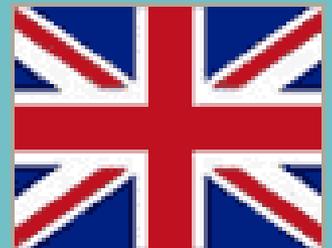
In what ways does shift work affect people's health?

Shift work implies having to adjust one's body to different sleep patterns, which may result in considerable stress.



Provide examples of stressful workplace physical conditions

Example of stressful environmental conditions are excessive noise, heat or cold, poor ventilation, overcrowding, inadequate lighting, ergonomic design deficiencies.



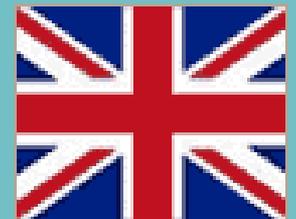
Which is the most powerful career-development stressor?

The most potent career-development stressors appear to be uncertainties about one's job future.



Have you ever personally experienced workplace stressors? What type?

- ***Yes, I have. It was years/ months/ weeks ago when I worked/ volunteered/ had my training at.....***
- ***I was very stressed out at workplace because....***



What is Physiological Psychology?

Physiological psychology is a subdivision of behavioral neuroscience (biological psychology) that studies the neural mechanisms of perception and behavior through direct manipulation of the brains of nonhuman animal subjects in controlled experiments.



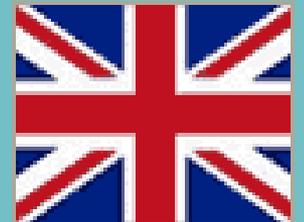
Define the so-called Type-A personality

***Type-A personalities are angry, impatient.
Competitive and time-pressured.***



Which chairs did coronary patients seem to prefer in the waiting room of the doctors surgery and why?

Coronary patients seemed to prefer chairs that were worn down on the front edges of the seats and armrests instead of on the back areas. They tended to sit on the edge of the seat and leaped up frequently, usually to ask how much longer they would have to wait for their appointments to begin



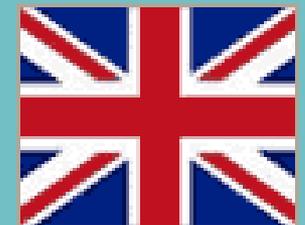
Describe Type-B personalities

Type-B personalities are hard working, conventional, and sociable. They have a tendency to be repressed and react to stress with a sense of impotence



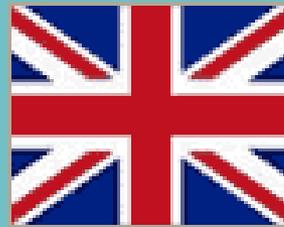
Describe the procedure of the studies

The participants were 3,154 healthy men aged between 39 and 59, living in the San Francisco area. They were assessed using a set of 25 questions that looked at how a person typically responds to everyday pressures that would create feelings of impatience, competitiveness or hostility. Both the participants' answers and the way they answered were recorded. Participants were then classed AS A1 (Type-A), A2 (not fully Type-A), X (equal amounts of Type A and B), and B (Type B).

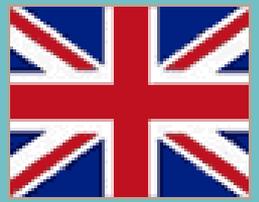


Why was death rate among Type A lower in the second study than in the first?

Probably because people took precautionary measures once they knew they were ill.



Talking about texts



- *What's the passage/text/article about?*
- *What does the text deal with?*
- *What's the subject/topic of this text?*
- *What is the author's main assumption?*
- *What is/are the main idea/ideas of the article? Do you agree with it? Why yes? Why not?*
- *What is your personal opinion/ view about/*
- *...?*
- *Do you have any personal experience with....?*
- *What are you mostly interested in/concerned with? Why?*

Talking about contents



- The passage/text article is about/ deals with...
- The article describes/ outlines/ defines/ sums up/ refers to...
- The author is mainly concerned with.../ interested in...
- At the beginning.../ At first.../ In the first paragraphs.../ Initially
- Then it moves on to...
- The author examines, shows, analyses, focuses on...
- In the end.../ finally/ In conclusion...

Expressing agreement or disagreement

- *Yes, I (do) agree with the author's assumptions because...*
- *I partially agree: on the one hand... on the other hand...*
- *I actually disagree...*
- *I totally disagree...*
- *According to my own opinion/ as far as I am concerned/ In my view....*
- *I (do) have some (direct/indirect) experience in this field...*

