



REPORT 191: GENERAL STUDIES

DATE	SUBJECT	ACTIVITY
MANAGEMENT ASSISTANT		
INTRO N4		
COMMUNICATION		
29 JUNE 2020 And 30 JUNE 2020	Stress and Stress Management Introduction How does stress affect you as an individual and as a student? You will gain understanding of stress, identify situations that you find or have found stressful and explore ways of managing your stress positively. You will also be able to identify how stress affects you emotionally, physically psychologically and most importantly, academically. You should master different stress management techniques. What is stress? A feeling of tension that is both emotional and physical. The biological stress response is a preparation to fight or to run away. The alarm reaction is the preparation for emergency action, commonly referred to as preparation for fight or flight (for aggressive action to meet the threat or for the speed required to get away). During this stage: <ul style="list-style-type: none">• The normal digestive functions slow down, but energy is made available through an increase in blood sugar• The heart beats faster and more strongly• Blood pressure rises• Muscles tense up• Breathing is fast and deep• The pupils dilate• The person often perspires more <i>How to identify whether you are experiencing stress</i>	

- Feeling unable to slow down or relax
- Explosive anger in response to minor irritations
- Anxiety or tension lasting more than a few days
- Feeling that things frequently go wrong
- Fatigue or sleep disturbances
- Inability to focus attention
- Frequent or prolonged feelings of boredom
- Cold hands or feet, or aching neck and shoulder muscles
- Loss of appetite
- Lower-back pain
- Allergy or asthma attacks or shortness of breath
- Frequent colds or low-grade infections
- Overeating

Managing your stress

Physical exercise and enough sleep

- Exercise helps to discharge pent-up energy that results from unexpected stress
- Helps the mind to focus on things other than the stressor and therefore allows it to forget temporarily the frustrations and pressures
- You should get at least 6-8 hours sleep a night in order for your body to build up strength – then you can cope in situations that are emotionally and physically stressful.

Complete the following activity about your nutritional habits and awareness.

ACTIVITY 3: MY DIET

Complete the following inventory about your nutritional habits and awareness. Describe your present eating habits and nutritional awareness by marking the appropriate number below each item with a cross.

Key 0 = never 1 = rarely 2 = infrequently
 3 = sometimes 4 = often 5 = always

1. I regard cooking and mealtimes as sources of happiness.

1	2	3	4	5
---	---	---	---	---

2. I take time for leisurely meals.

1	2	3	4	5
---	---	---	---	---

3. I set aside worries, troubles and anger during mealtimes.

1	2	3	4	5
---	---	---	---	---

4. I read and educate myself about good nutrition.

1	2	3	4	5
---	---	---	---	---

5. I know my own specific nutritional needs and how to meet them.

1	2	3	4	5
---	---	---	---	---

6. I eat a well-balanced breakfast.

1	2	3	4	5
---	---	---	---	---

7. I eat three or more well-balanced meals every day.

1	2	3	4	5
---	---	---	---	---

8. I eat fruit and vegetables every day.

1	2	3	4	5
---	---	---	---	---

9. I eat wholegrain foods every day.

1	2	3	4	5
---	---	---	---	---

10. I am aware of my need for fibre and include it regularly in my diet.

1	2	3	4	5
---	---	---	---	---

11. I keep my weight within 4,5 kg of what I would ideally like to weigh.

1	2	3	4	5
---	---	---	---	---

12. I am aware of the effects of blood sugar levels on energy and performance.

1	2	3	4	5
---	---	---	---	---

13. I am aware of the effects of food allergies or sensitivities on energy and performance.

1	2	3	4	5
---	---	---	---	---

14. I chew my food thoroughly.

1	2	3	4	5
---	---	---	---	---

15. I am informed about my needs for nutritional supplements.

1	2	3	4	5
---	---	---	---	---

16. I am open to changing my eating habits as I gain new information.

1	2	3	4	5
---	---	---	---	---

Subtotal A (Items 1-16)

17. I eat processed foods and packaged meals.

1	2	3	4	5
---	---	---	---	---

18. I change my eating habits when I'm upset or bored.

1	2	3	4	5
---	---	---	---	---

19. I add sugar or honey to my food.

1	2	3	4	5
---	---	---	---	---

20. I drink more than two alcoholic drinks per day.

1	2	3	4	5
---	---	---	---	---

21. I smoke.

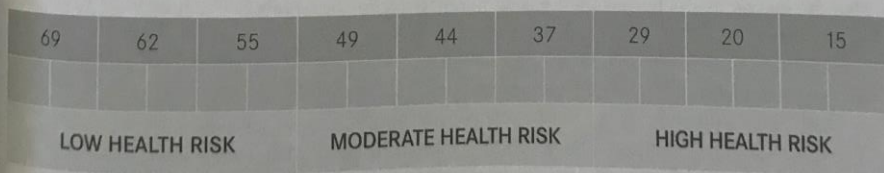
1	2	3	4	5
---	---	---	---	---

Subtotal B (Items 17-22): _____

Total Score (Subtotal A minus Subtotal B): _____

FEEDBACK

By writing your score on the continuum below, you will be able to determine your present levels of stress based on your nutritional habits. For example, if your score is 20, the risk to your health is high.



The stress diet

THE STRESS DIET

This is a humorous diet designed to help people cope with the stress that builds up during the day.

DIET RULES:

1. If no one sees you eat something, it has no calories.
2. When drinking a diet Coke with a chocolate bar, the diet Coke cancels out the sugar in the chocolate bar.
3. When you eat with someone else, calories don't count if you don't look into their eyes or if you don't eat more than they do.
4. Food used for medical purposes does not count (e.g. hot chocolate, toast, cheesecake and vodka).
5. If you fatter up the people around you, you will look thinner.
6. Movie-related foods have a zero calorie count as they are part of the entertainment package and not counted as food intake. These include popcorn, candy bars and Coke.



Organise your life and activities

EXAMPLE

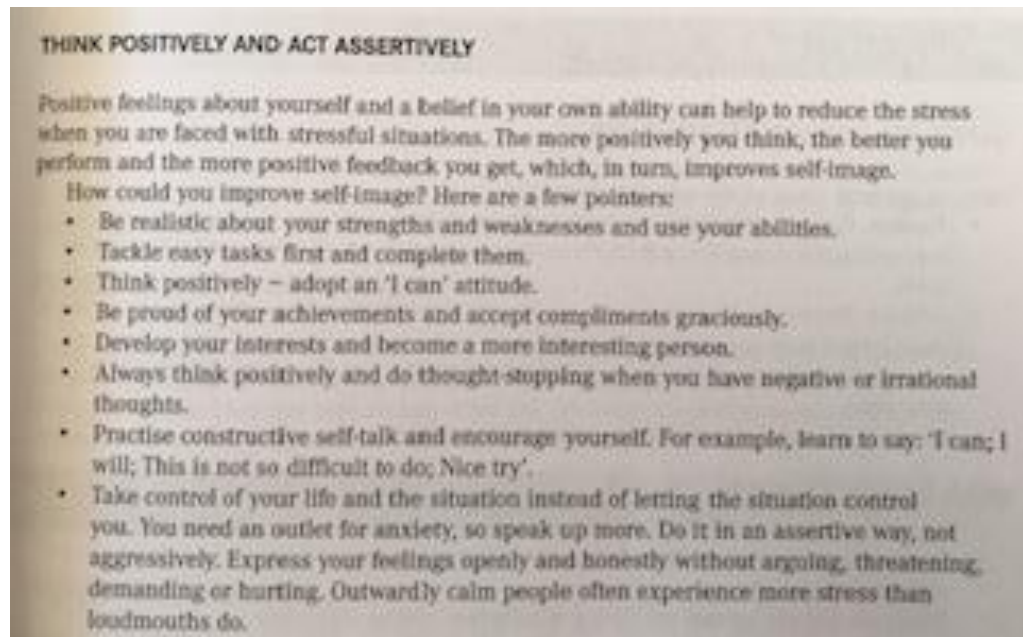
Using the decide model

Use the decide model to make a decision about stressful situations.

Remember

- Define your problem (e.g. I am always tense).
- Express your aim (e.g. I want to relax and enjoy life more).
- Collect information (e.g. list skills, changes in lifestyle that will achieve aim).
- Interpret information/options (e.g. what is the most appropriate way of doing this?).
- Decide what to do (e.g. go away for a weekend).
- Examine or evaluate the results later (e.g. check how you feel).

Think positively and act assertively



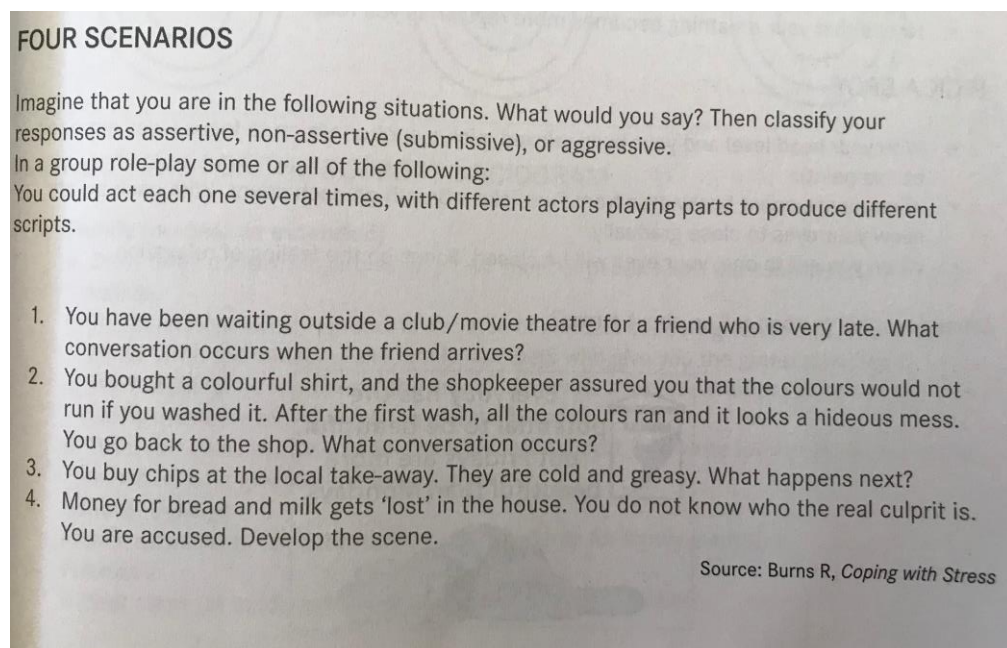
THINK POSITIVELY AND ACT ASSERTIVELY

Positive feelings about yourself and a belief in your own ability can help to reduce the stress when you are faced with stressful situations. The more positively you think, the better you perform and the more positive feedback you get, which, in turn, improves self-image.

How could you improve self-image? Here are a few pointers:

- Be realistic about your strengths and weaknesses and use your abilities.
- Tackle easy tasks first and complete them.
- Think positively – adopt an 'I can' attitude.
- Be proud of your achievements and accept compliments graciously.
- Develop your interests and become a more interesting person.
- Always think positively and do thought-stopping when you have negative or irrational thoughts.
- Practise constructive self-talk and encourage yourself. For example, learn to say: 'I can; I will; This is not so difficult to do; Nice try'.
- Take control of your life and the situation instead of letting the situation control you. You need an outlet for anxiety, so speak up more. Do it in an assertive way, not aggressively. Express your feelings openly and honestly without arguing, threatening, demanding or hurting. Outwardly calm people often experience more stress than loudmouths do.

Complete Activity 4: Sometimes it is necessary to take it easy in order to manage the stressful situation.



FOUR SCENARIOS

Imagine that you are in the following situations. What would you say? Then classify your responses as assertive, non-assertive (submissive), or aggressive.

In a group role-play some or all of the following:
You could act each one several times, with different actors playing parts to produce different scripts.

1. You have been waiting outside a club/movie theatre for a friend who is very late. What conversation occurs when the friend arrives?
2. You bought a colourful shirt, and the shopkeeper assured you that the colours would not run if you washed it. After the first wash, all the colours ran and it looks a hideous mess. You go back to the shop. What conversation occurs?
3. You buy chips at the local take-away. They are cold and greasy. What happens next?
4. Money for bread and milk gets 'lost' in the house. You do not know who the real culprit is. You are accused. Develop the scene.

Source: Burns R, *Coping with Stress*

Complete Activity 5

ACTIVITY 5:

LET'S RELAX

QUICK RELAXATION TECHNIQUES

Here are pointers about all the exercises that follow:

- Position: Get as comfortable as possible. Some of these exercises can be done when you are waiting (for example in a doctor's waiting room). It is not necessary to lie down to do them.
- Attitude: Remain passive. Just watch your mind work. Whatever thoughts come to mind are okay. Do not work at it, just let it happen.
- Sounds: Sounds are a natural part of the environment – just take note of them and let them pass.
- Breathing: Focus on breathing as a natural, easy process.

WHOLE-BODY TENSION

- Tense everything in your whole body, stay with that tension, and hold it as long as you can without feeling pain.
- Slowly release the tension and very gradually feel it leave your body.
- Repeat three times.
- Think about how this feels.

IMAGINE AIR AS A CLOUD

- Release your imagination and focus on your breathing.
- As your breathing becomes calm and regular, imagine that the air comes to you as a cloud – it fills you and then leaves. (You may want to imagine that the cloud has a colour that you find peaceful.)
- Notice that your breathing becomes more regular as you relax.

PICK A SPOT

- With your head level and your body relaxed, pick a spot on which to focus (eyes are open at this point).
- When ready, count backwards from five. Take a breath on each count. With each breath allow your eyes to close gradually.
- When you get to one, your eyes will be closed. Focus on the feeling of relaxation.

What does this cartoon tell us about stress?

1 JULY 2020

Establish a support system

A very effective way of coping with stress is to seek social support from others. When people feel stress, it helps to have family, friends and colleagues who can provide an outlet for blowing off steam.

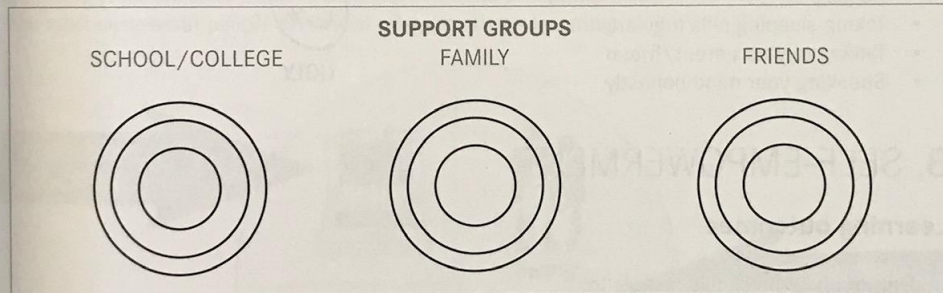
Complete Activity 6

ACTIVITY 6:

WHO CAN SUPPORT ME?

USING A SOCIOGRAM

The target sociogram is a way of becoming aware of, analysing and understanding relationships and interactions.



INSTRUCTIONS FOR THE SUPPORT SOCIOGRAM

1. **Family (nuclear or extended)**
 - a. Draw three concentric circles on an A4 sheet of paper. Mark the centre circle with your initials.
 - b. The innermost circle represents the area of greatest support given to you. Within this circle, write the initials of the family members who give you the greatest support.
 - c. The middle circle represents the area of moderate support. Write the initials of the family members who give you moderate support.
 - d. The outer circle represents the area of least support. In it write the initials of the family members who give you the least support.
2. **School/College**

Repeat steps (a) to (d), substituting fellow students for family members.
3. **Friends**

Repeat steps (a) to (d), substituting friends for family members.

Complete Activity 7

ACTIVITY 7:

THE GOOD, THE BAD AND THE UGLY

Let's reflect on stress and evaluate what are good and bad ways to cope with stress. Group the following behaviours and reactions under the three headings: good, bad, ugly. Then indicate your personal choices with a red dot (for danger), a black X (not to be repeated) and a yellow star (for positive behaviour).

REACTIONS AND BEHAVIOURS

- Laughing and having fun
- Breathing deeply
- Overeating
- Drinking too much beer/liquor
- Punching a pillow
- Keeping a diary to plan your day
- Too much chocolate
- Shouting at your friend
- Quitting your studies
- Playing ball/soccer
- Too much television
- Beating your friend
- Relaxing in the garden
- Jogging
- Taking sleeping pills regularly
- Talking to your parent/friend
- Speaking your mind honestly.



GOOD



BAD



UGLY

Self-empowerment

Your future lies in your own hands

A certificate will no longer be a ticket to a job

Gaining knowledge is a lifelong experience

Learning is not only a collection of theoretical facts and figures

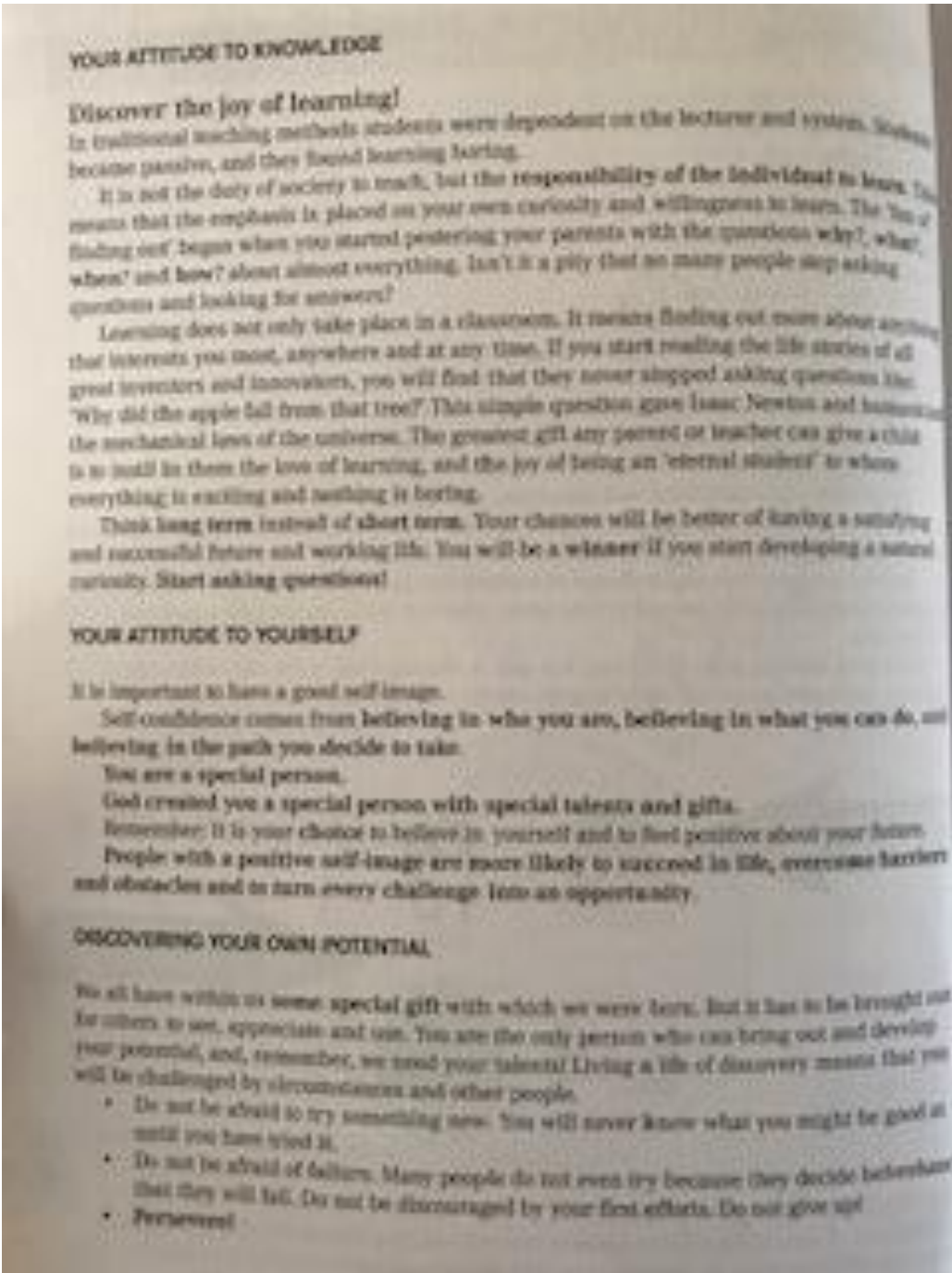
A love for learning comes from understanding

This comes from wanting to know more than just the facts

Having a natural curiosity and understanding how and why something exists or works will develop your love for finding out more

Lifelong learning is enriching and rewarding and means far more than formal classroom knowledge. In a world in which interacting with people is essential, it also means knowing and understanding yourself – the most important person in your life!

	<p>How we learn and gain experience</p> <p>Be aware of your attitudes to:</p> <ul style="list-style-type: none"> • Learning and gaining knowledge • Yourself • Work • People • Money
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<p>2 JULY 2020</p>	<p>Your attitude to knowledge</p>  <p>YOUR ATTITUDE TO KNOWLEDGE</p> <p>DISCOVER THE JOY OF LEARNING! In traditional teaching methods students were dependent on the lecturer and system. Students became passive, and they found learning boring.</p> <p>It is not the duty of society to teach, but the responsibility of the individual to learn. This means that the emphasis is placed on your own curiosity and willingness to learn. The 'fun of finding out' begins when you started pestering your parents with the questions 'why?', 'what?', 'when?' and 'how?' about almost everything. Isn't it a pity that so many people stop asking questions and looking for answers?</p> <p>Learning does not only take place in a classroom. It means finding out more about anything that interests you most, anywhere and at any time. If you start reading the life stories of all great inventors and innovators, you will find that they never stopped asking questions like 'Why did the apple fall from that tree?' This simple question gave Isaac Newton and his laws the mechanical laws of the universe. The greatest gift any parent or teacher can give a child is to instill in them the love of learning, and the joy of being an 'eternal student' to whom everything is exciting and nothing is boring.</p> <p>Think long term instead of short term. Your chances will be better of having a satisfying and successful future and working life. You will be a winner if you start developing a natural curiosity. Start asking questions!</p> <p>YOUR ATTITUDE TO YOURSELF</p> <p>It is important to have a good self image.</p> <p>Self-confidence comes from believing in who you are, believing in what you can do, and believing in the path you decide to take.</p> <p>You are a special person.</p> <p>God created you a special person with special talents and gifts.</p> <p>Remember: It is your choice to believe in yourself and to feel positive about your future.</p> <p>People with a positive self-image are more likely to succeed in life, overcome barriers and obstacles and to turn every challenge into an opportunity.</p> <p>DISCOVERING YOUR OWN POTENTIAL</p> <p>We all have within us some special gift with which we were born. But it has to be brought out for others to see, appreciate and use. You are the only person who can bring out and develop your potential, and, remember, we need your talents! Living a life of discovery means that you will be challenged by circumstances and other people.</p> <ul style="list-style-type: none"> • Do not be afraid to try something new. You will never know what you might be good at until you have tried it. • Do not be afraid of failure. Many people do not even try because they decide beforehand that they will fail. Do not be discouraged by your first efforts. Do not give up! • Persevere!
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LIFE IS ABOUT CHOICES

Did you know that you constantly **choose** what to think, how to react, how to feel, what to say and what to do? Let's look at some aspects you will have to think and make positive choices about.

ACCEPT YOURSELF

Self-acceptance gives you courage, inner strength and motivation. If you accept yourself, you realise **you have worth**, regardless of your achievements and weaknesses. **Be aware of, and use, your positive qualities. Focus on the good and positive things** you have already done. Remember that **you can make the right choices in thought, speech, actions and behaviour.**

True self-acceptance is when you know your good points but also your bad points, possible faults and shortcomings. Self-acceptance is essential and necessary to make positive changes in your life.

It does not matter how you may have seen yourself in the past. Adopt the **I can** attitude and say **I can make choices, I can make a difference** and look forward to every day as a new opportunity for a new beginning!

YOU ARE UNIQUE

There is nobody like you on this earth. There is nobody that has the same fingerprints, that walks, talks, smiles, responds or looks like you! Your unique qualities and input are needed in this world. Use your potential and uniqueness, as this will open up many new opportunities for you.

APPRECIATE WHO YOU ARE

What you think of yourself affects all your goals, your thoughts, speech and actions. **Appreciate who you are** and enjoy yourself!

You can and have the right to achieve a full and happy life. A sense of value and meaning are every person's privilege and right.

You can choose to be positive and do great things!

Be totally honest, completely objective and realistic about yourself. **If you are good at something, concentrate on it, build on it and use it positively.** Let's take a look at who you are.

PHYSICAL APPEARANCE

Imagine that you are standing in front of a mirror. What do you see?

1. Write down five good points, e.g. beautiful eyes, beautiful hair, legs, body, etc.
2. Write down five bad points; in other words, what don't you like when you look at yourself?

Which was easier to write down?

If it was the bad points, you are being too critical about yourself. Maybe teachers, parents and friends always pointed out only your bad points. Maybe the only words you can remember are, 'You are ugly, lazy, fat, useless, have ugly legs, teeth, etc.' and you believed it.

Negative thoughts will make you believe that you are inferior, untalented, unimportant and unable to succeed.

Now look at your 'bad' points. Are they really bad? With whom are you comparing yourself?

Decide what it is that you are dissatisfied with, or what you are most excited about. Now you must make a very important decision: **commit yourself to improving what you are unhappy with and accepting the things you cannot change!** You either accept and try to better your shortcomings or develop a complex about them. The choice is entirely your own!

If it was easier to write down your good points – congratulations! You obviously received positive remarks from other people and from yourself.

One of the aspects of physical appearance which influences the way you think about yourself physically, is how you take care of your body. Your body is the only one you have. Make the most of it, and enjoy it.

Grooming is very important. Take special care of the way you dress; remember to dress for success.

Cleanliness and hygiene: This is one of the major aspects of feeling confident. Cleanliness is the basis of self-respect and it is good practise to have a daily routine of cleansing and grooming. Hair must be clean, healthy and shiny. Care must also be taken that you never have cracked, dirty heels and elbows. Ensure that you have clean hands, toenails and feet. Rather wear no nail polish than chipped nail polish which looks unattractive and unprofessional.

Perspiring under the arms is often a problem. Body odour can cause embarrassment. There are effective deodorants on the market that you can try.

- A person who has a good self-esteem is able to:
- have sound interpersonal relationships
 - interact with others positively
 - learn more easily
 - tackle new ventures with confidence.

SELF-IMAGE

A good self-image means that you have a good opinion about yourself. Having a good opinion about yourself will make it easier to know what you want out of life. It is fun to discover things that you might not know about yourself. In this module you will do exercises that will help you to discover certain things by asking questions like:

- How important is this to me?
- How do I feel about this?
- Will I be able to change my viewpoint?
- Will I be able to change my behaviour ... my feelings?

You obtain knowledge about yourself from:

- Yourself – your thoughts and feelings about yourself.
- Your parents and family – what they say about you.
- Psychological or psychometric tests – tests that identify your talents, interests, etc.
- Your lecturers – what they say to you.
- Your best friends – their opinion and what they say about you.

The three elements of self-image are:

- What I think of myself.
- What other people think of me.
- What I really want to be.

Through thinking, being honest with yourself and the opinions of others, you will be able to answer the following questions about yourself:

- What are my real capabilities and talents?
- What are my strengths and weaknesses?
- What personality traits do I have that could determine my career choice?
- How determined am I to get the right qualifications?
- Which things interest me most?

The following ideas will help you to become more aware of yourself!

Complete Activity 8

GETTING IN TOUCH WITH YOUR EMOTIONS

Answer the following questions:

1. What motivates you?
2. When do you feel good?
3. What is your ideal self? If nothing was standing in your way, what would your ideal self be?
4. How do you cope in stressful situations?
5. When do you feel sad or upset?
6. Do you tend to give up or are you motivated to try harder?
7. What do you seek approval for?
8. When do you feel frustrated or angry?
9. What are your main goals: immediate and long term?
10. What are you doing to reach these goals?
11. What are some of the difficulties you experience when dealing with other people?
12. Do you enjoy giving or receiving things from people?
13. What do you most envy in others?
14. What are your five best qualities?
15. What are your five worst traits?
16. What can you do about overcoming the above mentioned difficulties?
17. Do you consider yourself a happy person? Why?
18. What are your greatest fears?
19. Are you able to cope with the changes around you?
20. What do you consider the main problems in your life?
21. What are you going to do about your problems?

Source: *Rainbow*

Complete Activity 9

ACTIVITY 9: MY VALUES

VALUES – WORK SHEET

Rate your values by making a cross in the appropriate box on the 5-point scale. The following meanings may be attached to the 5-point scale:

- X1: not at all important X2: minimally important X3: partially important
- X4: very important X5: extremely important

How important is it to me to ...	1	2	3	4	5
Use what I know I am good at.					
Get recognition for my efforts.					
Advance quickly in my career/studies.					
Help people with problems.					
Be in a position of authority at work/school/a tertiary institution.					
Make my own decisions.					
Research and design new things.					
Feel accepted and work as a member of my cultural group.					
Make a lot of money.					
Have job security.					
Not give in to peer pressure.					
Reach my full potential.					
Do work that uses my talents and abilities.					
Achieve success in life.					
Be conscientious.					
Be loyal to friends and family.					
Be able to improve society.					
Be kind.					
Respect others.					
Practise my religious beliefs.					
Take responsibility for my actions, reactions and decisions.					

Those values which you have marked in columns 4 and 5 describe your values most accurately.

Source: adapted from *Rainbow*

Complete Activity 10

ABILITIES/TALENTS WORK SHEET

Mark yes or no for each ability/talent.

Working with figures	Yes	No
I work methodically.		
I work neatly.		
I work accurately.		
I am good with figures.		
I am logical.		
I find mistakes easily.		
I am precise.		

Solving problems	Yes	No
I am logical – follow steps to solve problems.		
I use common sense to think things through.		
I have good reasoning ability.		
I analyse information.		
I use principles and rules to solve problems.		
I am scientific.		
I use my imagination.		

Practical work	Yes	No
I enjoy doing handwork.		
I am practical.		
I am creative.		
I make or repair clothes.		
I repair engines.		
I repair radios and watches.		
I am a good cook.		

Artistic work	Yes	No
I design articles/objects.		
I create new things/ideas.		
I use my imagination.		
I am original.		
I am expressive.		
I am sensitive (easily hurt/offended).		
I use my initiative (readiness to start things).		

Speaking and writing	Yes	No
I communicate well.		
I act with self-confidence.		
I can influence other people.		
I can debate well.		
I can solve disputes between people.		
I write creatively.		
I use original ideas.		
Dealing with people	Yes	No
I am friendly.		
I am persuasive.		
I am helpful.		
I give advice.		
I train or educate.		
I discipline.		
I am loving.		
OTHER? What else can you do that was not mentioned here?		

If you marked four or more points in any 'yes' section, your abilities/talents lie in that area.

Complete Activity 12

ACTIVITY 12: MY PERSONALITY

Rate your personality by making a cross in the appropriate box on the 5-point scale. The following meanings may be attached to the 5-point scale:

X1: not at all important X2: minimally important X3: partially important
 X4: very important X5: extremely important

	1	2	3	4	5
1. Natural – being genuine, humble and down-to-earth					
2. Persevering – keep on trying, don't give up after first failure					
3. Shy – don't find it easy to talk to people					
4. Systematic – follow a plan step-by-step					
5. Tactful – saying and doing the right thing without hurting anyone					
6. Persuasive – able to talk someone into changing his/her mind					
7. Tolerant – putting up with other people's demands					
8. Cooperative – working with other people to get something done					
9. Understanding – knowing the views or feelings of those around me					
10. Sociable – enjoying being and talking with others					
11. Independent – not depending on others for my opinions/behaviour					
12. Dominant – expecting people to do what I want					
13. Follower – serving or going along with others					
14. Precise – doing things right the first time					
15. Ambitious – having a need to do well and get somewhere in life					
16. Confident – trusting and believing in myself					
17. Impulsive – acting before thinking					
18. Creative – having bright ideas					
19. Responsible – being able to make decisions and accept consequences					
20. Adaptable – being able to change to fit into new situations					

3 JULY 2020

Habits

Are things we do repeatedly. We usually do not even know that we have them. We first make our habits, then our habits, make us!

To be accepted in life is very important to everybody. Real life is tough and it sometimes hurts us but there are good positive habits than can help you to become successful

Complete Activity 13:

1. Write down barriers/problems that you think have held you back
2. Look at your list. Scratch our things you cannot change
3. Now learn to accept, live with and smile about things you cannot change. Focus on the wonderful things that have happened in your life.

Complete Activity 14:

Close your eyes. See yourself standing in front of you, but it is five years from now.

- What do you look like?
- What have you been doing over the past five years?
- How do you feel inside?

	<ul style="list-style-type: none">• What characteristic's do you have• What have you achieved, reached?
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