

## RECIPE FOR STRESS

THREAT	EXPERIENCE
<b>NOVELTY</b>	Something new and you have not experienced before
<b>UNPREDICTABILITY</b>	You don't know what is going to happen
<b>THREAT TO THE SENSE OF SELF</b>	Your competence as a person is called into question
<b>SENSE OF CONTROL</b>	You feel as if you have little or no control over the situation

WHAT HURTS?	WHAT HELPS?
When not being treated with respect and dignity.	Convey respect, greet in a friendly way, use their name, say "please" and "thank you," etc.
Noisy, chaotic, everyone talking at once.	Calm, orderly, and 1 person talks at a time.
When people don't listen.	Reflective listening, do not interrupt, politely ask to move on, if necessary.
Asking questions that convey the idea that "something is wrong with you."	Asking questions for the purpose of understanding and clarifying.
Regarding a person's difficulties as personality defects, defiance or being obstinate.	Recognizing that symptoms may be a person's way of adapting or coping with trauma.
Interactions that are humiliating, harsh, impersonal, disrespectful, critical, demanding, judgmental.	Interactions that express kindness, patience, reassurance, calm, understanding and acceptance without necessarily agreeing.
Saying No abruptly and critically. Atmosphere of negativity.	State the facts unemotionally. Do not make it personal. Do not criticize. Stay as affirmative as possible.

*(Adapted from "National Council for Community Behavioral Healthcare")*