

Module:

**PSYCHOLOGY FOR HEALTH AND
SOCIAL CARE**

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Student name :

Sarwat Tanveer Kazmi

Student no.:

2020626

Lecturer:

Rebecca Kavanagh

PSYCHOLOGY FOR HEALTH AND SOCIAL CARE

Case study:

The manager of a local counseling center has received a complaint about the conduct of a reception staff member of aggressively dealing with a verbally abusive service user. A counseling center helps the individuals from the community by offering mental health services to the people who need to have better existences. Counseling is a type of 'talk therapy. It is an interaction where an individual, couple, or family meets with a prepared proficient instructor to discuss issues and issues that they are looking for in their lives. Proficient counseling is classified and non-judgmental

The staff member is a 58-year old female who has recently joined as part-time receptionist. In her one encounter with one of the service users resulted in her rude behavior and responded by raising her voice on him. The service user is a 15-year-old boy that has recently received a diagnosis of Emery-Dreyfuss Muscular Dystrophy; it is a condition that influences the joints, muscles, and heart. Joint indications will quite often introduce in childhood and incorporate contractures of the elbows, lower legs, and neck. Kids and grown-ups with this dystrophy typically have gradually demolished muscle shortcomings and weakness (Pilarczyk, 2018). He has been suffering from anxiety and depression and also sitting down can cause cramping pain in his legs, so he prefers to stand and move around.

Here, in this case, we see a 58-year-old staff member scolded a 15-year old that is very rude on the first part just being a human apart job. And secondly, her position in the job, as she was a receptionist at a counseling company, and according to her job profile and assignment, she was supposed to be polite to service users. Being rude to your service users is very unethical as there are other ways too to tell them to behave properly or to follow rules. As in this case, the condition of 15 year old is not very fine as he was recently diagnosed with Emery-Dreyfuss Muscular Dystrophy that is a

serious muscular issue due to which he was in severe depression and also made a suicide attempt in back days and was under counseling sessions already.

Another depressing thing was that, No particular treatment exists for EDMD. He was having muscular and joint pain as well because of which he couldn't sit for long.

As per the most recent World Health Organization (WHO) Information The mean suicide rate for this age group 15-19 years, in light of information accessible for the most recent year, was 7.4/100,000. Suicide rates were higher in men (10.5) than in females (4.1). Some worldwide analyses of suicide rates in the world have been published but very little causes of death and suicide rates are known among age group 15-19. (Wasserman, Cheng, & Jiang, 2005).

Social identity theory:

Social identity theory clarifies how people characterize and make their place in society. Instead, their feeling of what their identity is and how they identify with others is regularly involved in the manner they view others and groups around them.

It has three stages of identification. The first is categorization. We sort objects to get them and distinguish them. (Hogg, 2020).

Also, we discover things about ourselves by knowing what classifications we have a place with. We characterize suitable conduct by reference to the standards of groups we have a place with, yet you can do this on the off chance that you can perceive who has a place with your group.

In the second stage, social identification, we take on the identity of the group we have categorized ourselves as.

The last stage is social comparison. Whenever we have categorized ourselves as a component of a group and have related to that group. We then, at that point, will quite often compare that group with different groups. Just to emphasize, in social identity theory the group participation isn't something unfamiliar or artificial that is joined onto the individual, it is a genuine, valid, and essential piece of the individual.



Fig.1. Social identity theory

This theory explains how to categorize yourself and others on basis of conditions and circumstances. Identify your identity according to the group you are in and then compare yourself with other groups. Not everyone is having the same conditions and circumstances in life and cannot be dealt similarly.

In this situation both the service user and the staff member belong to different age groups and have different circumstances, here the staff member should have kept the condition and age of service user in mind while dealing with him.

Attribution theory

This theory is concerned with how normal individuals clarify the reasons for behavior and events. For instance, to find out the reason behind someone's behavior that, is someone angry because they are bad-tempered or because something bad happened. (Kelley and Michela, 1980).

Internal attribution:

The individual is responsible for what happened to them. I.e. it relates to the personality.

External attribution

Outside circumstances are responsible for what happened. I.e. it relates to the situation.

Fundamental attribution error:

When it comes to other people, we tend to attribute causes to internal factors such as personality characteristics and ignore external variables.

Attribution theory manages how the social perceiver utilizes data to show up at causal clarifications for occasions. A theory that attempts to clarify the interpretive interaction by which individuals make decisions about the reasons for their behavior and the behavior of others After concentrating on how individuals clarify others'

According to this theory, the behavior of the service user can have many scenarios as he was suffering a lot already. He was suffering from depression and was there for the counseling session. The reason behind his behavior might be the depression he was going through and also as mentioned he was unable to sit for long due to pain (situation). On other hand, the behavior of staff members cannot be justified ethically as well as professionally. Basically the problem is that when it comes to other people consider internal factors such as personality attributes and ignore external variables. Being a staff member at a counseling centre demands a person to be polite because people visiting counseling centers are already suffering from mental pain. The reason behind the behavior of staff members might be her age, frustration, or unawareness of the protocol of the job.

The frustration-aggression hypothesis

The theory, proposed in 1939 by John Dollard and colleagues, tells that frustration always produces an aggressive urge and aggression is always the result of prior frustrations also called aggression–frustration hypothesis. The frustration-aggression hypothesis states that when people are frustrated, they experience a drive to be aggressive towards the object of their frustration

The frustration-aggression theory states that frustration mostly leads to aggressive behavior and this is one justification of the behavior of 58 years old staff member with 15 years old boy.

Counseling:

Counseling can assist you with turning out to be more aware of how you are feeling, so you can act even through little advances - in manners that advance your mental health. At the point when our mental health is more grounded, we feel more ready for difficulties. Counselors provide person with vital help by assessing their condition like assisting them with getting themselves and their necessities, tackling their concerns, settling on reasonable choices, working on their capacities and abilities, and changing themselves and their current circumstance. Guidance and counseling aim to assist behavior change, enhance coping skills, promote decision making, and improve the relationship and facilitate users' potential. Counseling is a very effective therapy in dealing with patients of anxiety and depression. (McLeod, 2003).

Conclusion

Generally, no job is easy and a person can get exhausted of tough routines and can be loud sometimes to teach stubborn service users or nobody is always in good mood or can be having a bad day but rude behavior like this with a 15-year-old is not acceptable. A staff member should know how to handle such situations and how to control their anger especially with service users. The frustration-aggression hypothesis explains the behavior of that lady staff member towards child. The attribution theory is also applicable. When it comes to other people, we tend to attribute causes to internal factors such as personality characteristics and ignore external variable (Fundamental attribution error).

The complaint against a staff member should be upheld, because this kind of behavior with the service user is not justified especially in this kind of sensitive case where there is 15 years old kid in front and is also having a severe medical condition. Also because it is important to hire people who have a temper to deal with these kinds of service users especially in places like hospitals and counseling centers.

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