

Eustress and Trust

- Jukka Piippo
- Arcada University of Applied Sciences
- Senior lecturer
- PhD

Background

- Research and presentation based on:
 1. Interviews with 22 single patients within Mental Health
 2. Interviews with 10 patients inclusive families and members of treatment team
 3. Interviews with personnel within social- and healthcare and IT and office workers – totally 47 persons in individual and group interviews

Trust

- Develops in mutual process
- Demands openness
- Demands honesty
- Demands autonomy

Eustress

- Good stress according to Selye
- Positive and cognitive response to stress that is healthy according to Lazarus
- Important how one understands or perceives a stressor
- Positive response to stressor can depend on one's feelings of control, desirability and basic trust
- Correlates positively with life satisfaction and well-being

Categories increasing and developing trust

- Mutual process
- Responsibility
- Openness
- Autonomy
- Versatile interchange of knowing
- Categories are connected and depending of each others
- Seems to lead to eustress
- Includes: challenge, leadership of self, interaction, responsibility

Categories decreasing trust

- Incomprehensibility and embarrassment
- Indifference
- Change
- Depersonalisation
- Can lead to decreased trust as individual categories
- Seems to lead to distress
- Includes: anxiety, uncertainty, withdrawal

Ambivalent categories

- Turnover rate
- Modell for working
- Inequality -
Undemocratic
- On who can one believe
- Keeping secrets
- Categories not connected to each others
- Surprisingly they can lead either to eustress or distress
- Includes: challenge, changes, curiosity

Ideas and thoughts

- "Leadership of one self" and it`s significance to development of trust and experience of eustress vs. distress
- Form of authority and it`s influence on development of trust and experience of eustress vs. distress

Thank You

Feedback, comments and questions?