

On the other hand the frustration often leads to some negative form of behavior, a few examples of which are listed. This is by no means an exhaustive list, nor are they mutually exclusive, one may appear in combination with another (See the J. Tiffin and E. McCormick citation in "References")

Aggression This form of behavior is characterized by some type of attack toward

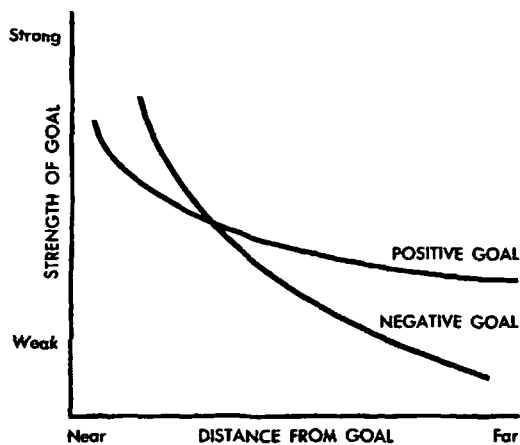


FIG 6-5 - The approach-avoidance conflict is further complicated by the notion of a goal gradient for positive and negative goals

another person or object. The four-year-old boy who beats his playmate over the head with a baseball bat is obviously exhibiting aggressive behavior. The forms of aggression of adults can be very overt, physical, or verbal. They can also be very disguised, the tidbit of shop gossip, or the subtle comment by an aspirant for a promotion about one of his possible competitors, could be just as devastating to the victim as the baseball bat.

Regression. Regression is the tendency for an individual, who finds himself in a frustrating circumstance, to revert to an earlier form of behavior, such as putting on a temper tantrum or pouting. Such behavior most likely would occur in the case of an individual who, during his formative years, found that such behavior worked, in other words, he got his way by a display of temper.

Fixation. In fixated behavior, the individual persists in a particular kind of nonconstructive behavior even though it is clear that the behavior is inadequate to resolve the problem. Thus, a mechanic may persist in trying to fit a bolt in place, even though he realizes that it is the wrong size.

Resignation. Resignation is the tendency for an individual to give up—to withhold any sense of emotional or personal involvement in the situation. Failing to achieve some goal, this person loses any positive concern about his job and adopts an apathetic attitude toward the situation.

Negativism. In this form of behavior, the individual adopts a negative, resistive position with respect to the situation. A person whose suggestions have not been accepted, for example, may take a dim view of any other ideas.

Repression. This behavior is characterized by blocking out from consciousness those cognitive associations that are disturbing. It is an unrealistic form of behavior because it implies that the problem will simply go away if one does not think about it.

Withdrawal. In this type of behavior, the frustrated individual simply removes himself from the situation in question—either physically or psychologically. A person who is not able to cope with a business adversary may avoid situations which would put him in contact with the individual. An individual who is the butt of jibes and jokes may become a "loner."

Emotional patterns of frustration

Emotions can have a disturbing influence upon a person's behavior. Anxiety is one emotional reaction which—because of its distracting influence, its stimulus to heightened reaction, and its generally upsetting effect—will make an individual more susceptible to accidents. This general upsetting feeling can be spread to others working in the same situation and create an atmosphere not conducive to safe procedures.

Anxiety, however, is but one kind of emotional pattern shown by individuals in the face of frustration. The anxious individual is