

GLOSSARY OF TERMS

Pearson BTEC Level 3 Nationals in Uniformed Protective Services

Unit 2: Behaviour and Discipline in the Uniformed Protective Services

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BEHAVIOUR THEORIES

Behaviourist Approach	Human and animal behaviour can be explained through the use of conditioning. Thoughts and feelings are not considered to influence behaviour and neither do inherited factors.
Classical Conditioning	The use of a familiar stimulus to influence behaviour towards a new stimulus by repeatedly pairing them together. E.g. Pavlov's dog
Operant Conditioning	The use of reinforcement, both positive and negative, to influence how new behaviours are learnt and how old behaviours are modified. E.g. the Skinner Box.
Positive Reinforcement	Use positive reinforcement or reward following a particular behaviour to reinforce learning to ensure that the outcome is repeated.
Negative Reinforcement	The removal of an unfavourable outcome.
Stimulus	A thing or event that causes an individual to react.
Social Learning Theory	Individuals learn from observing others, imitating and modelling. E.g. Bandura's Bobo Doll.
Psychodynamic approach	Behaviour is explained by unconscious thoughts and emotions. E.g. Sigmund Freud's iceberg analogy.
Conscious Thinking	The experiences of the senses in the here and now.
Subconscious Mind	The easily accessible part of the mind that stores experiences, memories and skills.

Unconscious Mind	The bank of memories, thoughts and urges that individuals are not readily aware of.
Id	Primitive and instinctual part of the mind.
Ego	Realistic part of the mind operating in the real world.
Superego	The moral thermometer within the mind.
Humanistic approach	Individuals operate on their own free will and are able to choose how they act.
Self-actualization	When an individual can appreciate that they have reached their full potential. E.g. Maslow's Hierarchy of Needs.
Free-will	The ability to choose between different courses of action.
Physiological	Needs that must be met for survival, including food and water.
Cognitive approach	This theory attempts to explain behaviour by reviewing the thought processes used by the brain in reaching decisions.
Cognitive processes	The ability to remember, pay attention and problem solve.
Experimental cognitive psychology	When Cognitive Psychologists use information as a stimulus so that they can identify how it appears in the brain.

OTHER THEORIES OF BEHAVIOUR

TYPE A and TYPE B Personality Theory	This approach groups all personality traits as either Type A or Type B.
TYPE A personality	People with a TYPE A personality have a strong urge for competition and a high desire to achieve goals. They tend to lack tolerance towards others and experience higher levels of anxiety.
TYPE B Personality	TYPE B personalities tend to be more tolerant towards others, experience lower levels of anxiety and display higher levels of imagination and creativity.
Trait theory	Individuals have certain characteristics that explain their patterns of behaviour.
Trait	An identifying characteristic.
Extrovert	Outgoing and socially confident.
Introvert	Shy and quiet.
Situational theory	The situational approach is different from the trait theory approach as it says that behaviour is dependent on the current situation or environment. E.g. Zimbardo's Stanford Prison experiment, 1971.
Theory of Planned Behaviour	This theory links the beliefs an individual holds, to the likelihood that they will behave in a certain way.
Behavioural Intention	The perceived likelihood of a person carrying out this behaviour.

Attitude	A person's individual feelings and evaluation of the behaviour.
Subjective norm	How others in society view this behaviour.
Perceived behavioural control	The individual belief that one has control over a specific action or behaviour.
Mindset Theory	The mindset theory is based on the idea of the existence of two different types of mindset; the fixed mindset and the growth mindset.
Fixed mindset	Individuals who believe their qualities are fixed and cannot change.
Growth mindset	Individuals who thrive on a challenge and are always eager to learn more.

OBEDIENCE THEORIES

Obedience	Following an order or request. E.g. Milgram's electric shock experiment, Burger replicating Milgram, and Hofling's Hospital Experiment.
Conformity	When an individual changes their behaviour to fit in with a group. E.g. Zimbardo's Stanford Prison experiment, Asch's paradigm.
Compliance	When an individual changes their behaviour because they are requested to do so.
Authority Figure	A person whose command over others inspires or demands obedience.

Definitions

Conscious obedience

The individual is aware that they are actively obeying instructions or rules, by making a deliberate and informed choice. People are aware of the authority or rules guiding their behaviour, and they willingly choose to comply based on their understanding and acceptance of those guidelines.

Unconscious obedience

The individual follows the rules without thinking about it because it has become a part of their work routine. They do this without being fully aware of their actions or the reasons behind them. These actions have become habits or routine behaviours. This is not a deliberate choice, and individuals may not necessarily question or reflect on the authority guiding their actions.

Blind obedience

The individual does as they are told without question, regardless of the consequences. It involves a lack of independent judgment and a willingness to comply without considering the consequences or ethical implications. They do not stop to think about if it's the right thing to do.

Identifying Differences Between Obedience Theories

Conscious obedience - deliberate and informed choices (the soldier carefully irons their shirt because they understand the importance of a neat and well-pressed uniform)

Unconscious obedience - automatic adherence to rules (the soldier automatically irons their shirt without actively thinking about it – it has become a habit)

Blind obedience - unquestioning compliance with authority, often without critical evaluation (the soldier might iron their shirt simply because a superior officer told them to do so, without considering the reasons or necessity).

Worked examples from sample and past papers

Obedience (defined in 2306 Q1a):

- Following an order from a person in authority
- Following a request
- Obeying an order

Compliance (defined in 2201 Q1a):

- following a request from another individual of equal rank
- following the order of a soldier of the same rank
- changing behaviour following a request from another Marine
- following an order even though you don't agree

Difference between obedience and compliance (2306 Q1b):

- obedience is following instructions because you feel you have to (1) whereas compliance is following instructions because you choose to (1)
- obedience is following orders / instructions of someone in power or authority (1) whereas compliance is willingly following instructions from anyone regardless of position (1)

On the face of it the next two questions look similar (as do the different types of obedience) but they are not.

Paper 2201 Q5a

Alina is a police officer, working in a city centre station. She is given instructions by her senior officer that she must report to the station 30 minutes early on her next shift to attend a briefing. She obeys this order.

Name the type of obedience displayed by Alina.

SAM Q1a

Ramone is a rifleman in an infantry battalion. He has been a serving soldier for five years. He has been informed by his commanding officer that his battalion is being posted to Belize for jungle warfare training and that he must report to his depot at 1800 hours. He obeys this order.

Identify what type of obedience Ramone is displaying by following this new order.

In Paper 2201 Q5a the correct answer is blind obedience, not unconscious obedience, because she is asked to attend early (attending at the usual time would be unconscious obedience) and she doesn't question that order. She obeys the instructions despite the fact that this will have a negative impact for her.

In the SAM the correct answer is conscious obedience. Because it says 'new' in the question, this implies that as this is a new instruction, it cannot be unconscious obedience, and there are no consequences in the scenario that suggest it could be blind obedience.

THEORIES RELATED TO STRESS

Stress-vulnerability model	The aim of this model is to address the issue of why some people develop psychiatric disorders when others do not.
Biological Vulnerability	More likely to suffer from a particular illness such as asthma or heart disease.
Stress	Stress is the feeling of being overwhelmed or unable to cope with mental or emotional pressure.
Coping skills	Developing coping strategies can help with handling stress and reducing its negative effects on vulnerability.
General Adaptation Syndrome	This explains the different stages of stress, which are important in understanding how to manage it by spotting the early warning signs.
Alarm Reaction Stage	Initial reaction of the body in “fight or flight” mode to stress.
Resistance Stage	Body remains on high alert, producing hormones to react to stress.
Exhaustion Stage	Body becomes exhausted by continued reaction to stress.
Adaptation	Changing to better manage a stressful situation.
Coping	To attempt to overcome a problem.
Betari Box	The Betari Box theory links attitude and behaviour in a circular diagram. It helps individuals to understand how their attitudes and behaviours can impact others around them.