



Danilovskaya I.I.

Psychological features of consultants of phones of the special psychological help with subscribers

Features of interaction of consultants of phones of the special psychological help with subscribers in extreme situations are revealed. It is verified the hypothesis according to which effective reaction styles of consultants in extreme situations are determined by their social and psychological characteristics, and predisposition to a syndrome of mental burning out is connected with reaction styles of consultants in the form of psychological protection (aggressive and passive styles of reaction). The consultant's finding of a balance between empathy and rejection of the subscriber prevents from mental burning out.

Key words: extreme situations, styles of reaction, syndrome of mental burning out.

Professional activity of consultants of phones of special psychological help is new enough phenomenon in social practice. Not numerous works examining various aspects of the psychological help by phone make an emphasis on methodology and methods of psychological help rendering. Thus, the questions connected with conditions of activity and the personality of consultant, and also consequences of his behaviour in complex, extreme conditions are insufficiently studied [3, 4].

Within the limits of traditional ideas of professional suitability, it is urgent the problem of forecasting of efficiency of professional work which is determined by an opportunity of the personality to master the extreme states arising during interaction, for finding of the adequate problem solution without negative consequences for the personality and efficiency of activity [1, 2].

The psychological science examines interaction as a process of direct and mediated influence of social objects (subjects) on each other, generating their mutual connection and conditionality.

The basic attributes of interpersonal interaction are presence of purpose, which realization assumes interfaces of efforts; availability to detached on-looking (explicitation); rigid enough regulativeness by concrete conditions (situativity); reflective polysemy – opportunity for interaction to be both a display of the realized subjective intentions, and a not realized consequence of joint participation in complex kinds of activity.

Effective interaction of consultants and subscribers depends on its contents and consultant's reaction style. The contents of interaction is determined by tasks of psychological help, informing on various questions and psychological consultation.

The contents of consultation is, in turn, directly connected with inquiry of the subscriber. The analysis of statistical data of registration of received calls has allowed to draw a conclusion that from 20 up to 40 % of references are received from the people being in a state of crisis which consequence are suicide ideas, experiences and actions. Among appeals of subscribers with various problems, the significant part is made by persons with mental disorders (up to 25 %).



Ways of interaction of people in difficult situations traditionally name as style of reaction which is shown in the form of psychological protection against unpleasant experiences and in the form of constructive activity of the personality directed on the problem coping (coping, coping behaviour).

We characterize the style of reaction of the consultant as an integrated, formal and dynamic component of individuality, the major mechanism of subject's interface with any kind of activity.

We recognize that styles of reaction of consultants of phones of the special psychological help in extreme situations depend on their social and psychological characteristics.

The special procedure has been developed for realization of the purpose and research problems, allowing to research the specificity of stress-factors influencing, concrete resources and models of behaviour which we attribute to coping. During studying of social and psychological characteristics it was used the 16-factorial questionnaire of R. Ketell. For revealing of the consequences of application of these or those styles of reaction there was used the "Mental burning out" technique developed on the basis of three-componental model of a syndrome of "burning out" of K. Maslach and S. Jackson in adaptation of N.E. Vodopyanova and E.S. Starchenkova.

In the research there have taken part the consultants of phones of the special psychological help of Rostov-on-Don and the Rostov area (132 persons).

The analysis of results of the carried out empirical research of features of interaction of consultants with subscribers has allowed to make a number of conclusions.

Special psychological consultation by phone is the extreme form of interaction of the consultant with the subscriber. It is connected with occurrence of barriers on physical, biological, psychological, professional and socio-cultural levels.

Styles of consultants' reaction in extreme situations are appreciably determined by specificity of those problems with which subscribers address, their states, social psychological features of activity and the personality of consultants, conditions of the psychological realization help by phone.

We defined the generalized styles of reaction in concrete situations by results of the factorial analysis of the matrix containing the range lines of styles of reaction of all examinees of the sample at estimation of a certain situation. In a situation of the subscriber's appeal to suicide ideas, intentions and actions for the consultants of phones of the special psychological help there are characteristic active and passive coping styles of reaction with elements of anxiety. For a situation of the subscriber's appeal at night there are characteristic passive, avoiding models of behaviour with elements of boredom, aggression and evasion from interaction.

This character of reaction styles of consultants in extreme situations of consultation by phone is connected with that during interaction the important existential life aspects are mentioned. Besides the greater moral responsibility of the consultant for means of exit from crisis or stress offered to the subscriber demands active search of constructive overcoming of a pressure situation.



The appeal of subscribers on phone of special psychological help at night is connected with barriers of biological character overcoming of which is not worked by them.

Social and psychological characteristics of the personality of consultants, such as sociability, goodheartedness, emotional expressiveness, readiness for cooperation are statistically significantly interconnected with active coping models of behaviour.

It is established, that the more self-control of emotions and social behaviour is expressed among the consultants of phones of the special psychological help (Factor Q3), the more often they apply the style of reaction, characteristic to the extreme situations, allowing to find balance between empathy and rejection. It is an active overcoming model of behaviour.

Also it has been revealed, that the high working pressure, impatience as a feature of personality (Factor Q4) is statistically significantly connected with high frequency of application of style of reaction, characteristic for an extreme situation which causes strong anxiety, stimulates anger and indignation.

Search of balance between empathy and rejection as a style of reaction in extreme situations has allowed to understand, that it is statistically significantly interconnected with low parameters on subscales of a questionnaire “mental burning out” – “emotional exhaustion” and “reduction of personal achievements”. This fact testifies that application of this style of reaction promotes the balanced attraction of resources for extreme state overcoming.

The carried out research has allowed to develop a number of recommendations which can be to the full used by heads of phones of the special psychological help at selection of the personnel and by consultants.

At selection of consultants it is necessary to consider their social and psychological characteristics: sociability, goodheartedness, emotional expressiveness, readiness for cooperation, high self-control of emotions and social behaviour.

For consultants for prophylaxis of mental burning out it necessary to take part in professional actions (trainings, supervision) allowing to develop optimum styles of reaction in extreme situations promoting attraction of external and internal resources of coping with stress.

The Literature

1. Bodrov V.A. Psychological stress: development of the doctrine and modern status of the problem. – M., 1995.
2. Vasilyeva O.S., Pravdina L.R. Constructive experiencing of an extreme situation as the factor of development of personality // *Applied psychology*. – 2002. – № 3.
3. Leshukova E.G. Syndrome of burning out. Protective mechanisms. Measures of prophylaxis // *Bulletin of RATEPP*. – № 1. – 1995. – P. 36-47.
4. Mokhovikov A.N. Telephone consultation. – M.: Smisl, 1999.