

When help is unhelpful:
The opposing effects of
identification and support
threat on support seeking

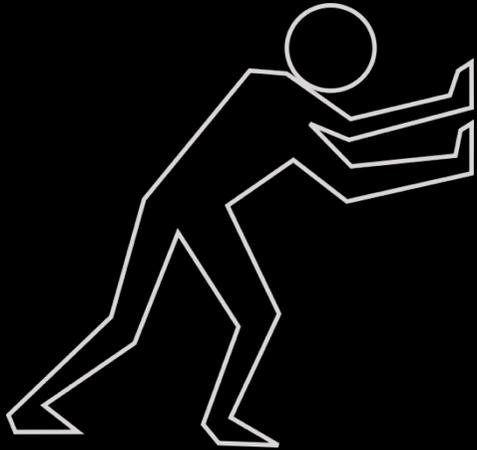
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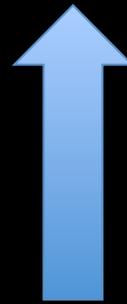
Why is it sometimes hard to ask for support?



Opposing effects

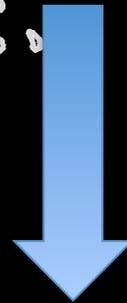
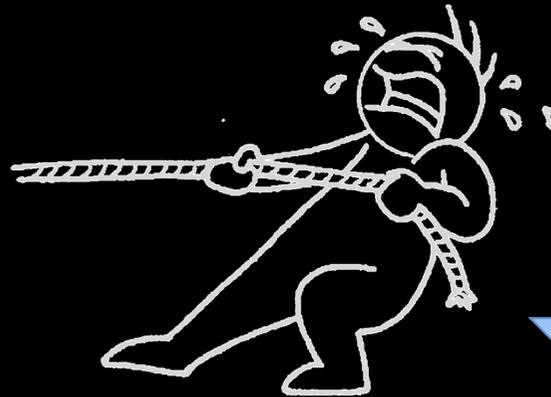


Identification



Increases intentions to ask for support

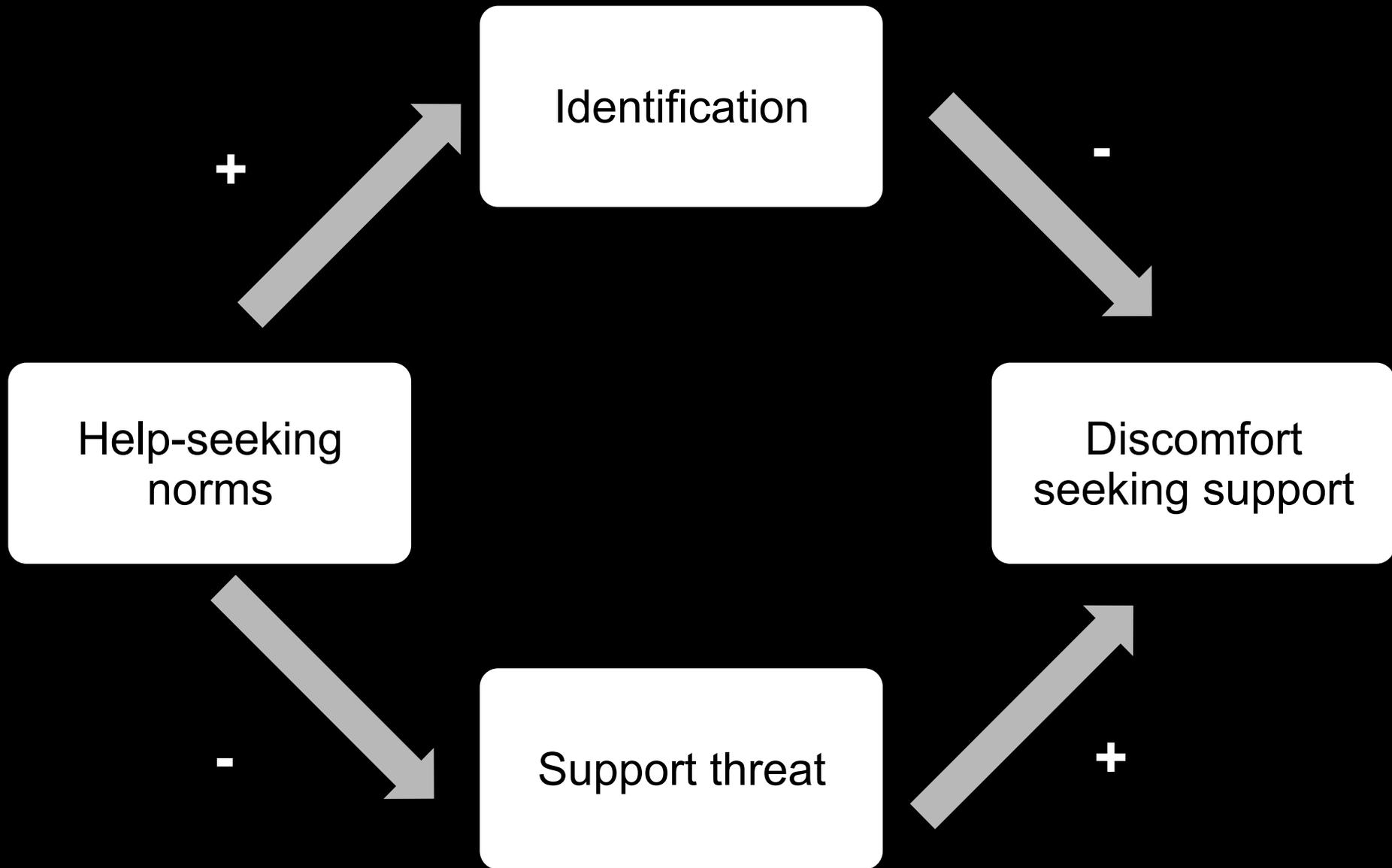
Perceptions of support as threatening



Decreases intentions to ask for support

Opposing effects





“There’s no penalty for using the help.”

“I think we should use help whenever we can!”

“I’m happy to help you out.”

AM CHAT SESSION-----

in the game. Wait for the prompt

is! :) Did you go to 1020 l
help whenever we can! T

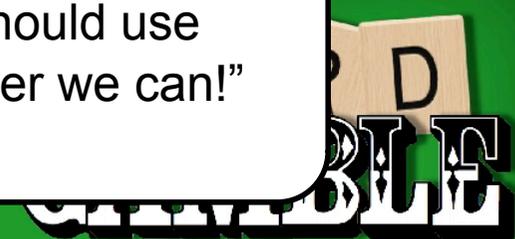
Gambler:
 are you guys real or is this some computer thing? Y
help. I don't think there's a penalty for it. Use i

Observer:
 hi... hah i was thinking the same thing ... im real! i w
yeah i agre about the strategy, getting help is the way to
you guys out. what do you think generator?

Generator:
 

Hey guys! I think you have the right idea, let's go with the strategy
of using help whenever |

Send



-----RED TEAM CHAT SESSION-----
Sextor has joined the chat session

in the game. Wait for the prompt

! :) Did you go to 1020 lecture? With strategy
our best at our own roles, that way we're still
f on your own too.

are you getting this some computer thing? Yeah
would you need the help? It would take up too much time
without the help

Observer:
hi... hah i was thinking the same thing ... im real! i we
yeah i agree about the strategy, we should just work
have to do a lot of work summarising the game anyway,
to help. what do you think generator?

Generator:
...

Send

“Seems straightforward... we shouldn't need the help.”

“Let's work quickly and independently.”

“I'm pretty busy!”



Observer



Helping...

Sorter



Watching...

Generator



Working...

Gambler

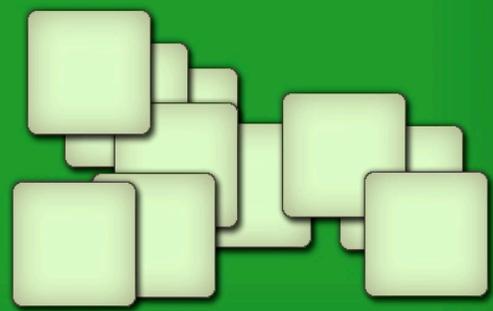
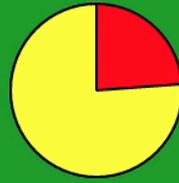


Watching...

WORD GAMBLE

Team Score:
0
Points Kitty:
30

Dealer Score:
0



G **I** **N** **R** **E** **L** **J**

Observer



Observer

Sorter



Sorter

 Generator



Generator

Gambler



Gambler

WORD GAMBLE

Team Score:

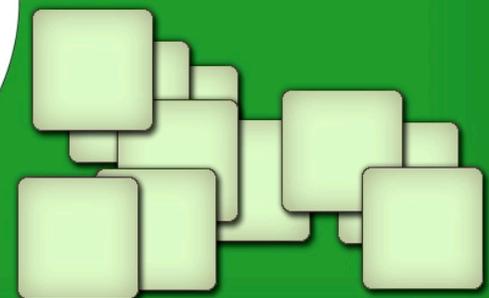
4

Dealer Score:

0

Points Kitty:

30



I identify with the team

Not at all Very much

OK

Observer



Observer

Sorter



Sorter

 Generator



Generator

Gambler



Gambler

WORD GAMBLE

Team Score:

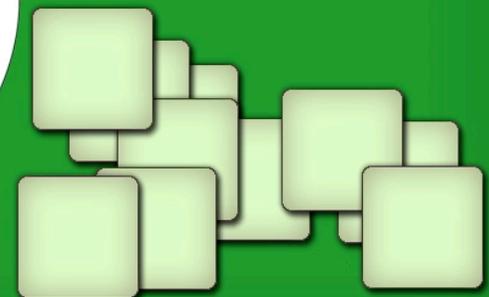
4

Dealer Score:

0

Points Kitty:

30



The help made me feel like
a burden on the team

Not at all Very much

OK

Observer



Helping...

Sorter



Watching...

Generator



Working...

Gambler

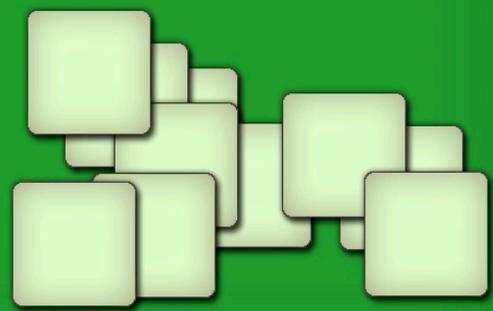
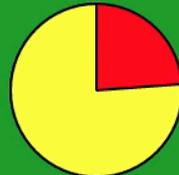


Watching...

WORD GAMBLE

Team Score:
0
Points Kitty:
30

Dealer Score:
0



G I N R E L J

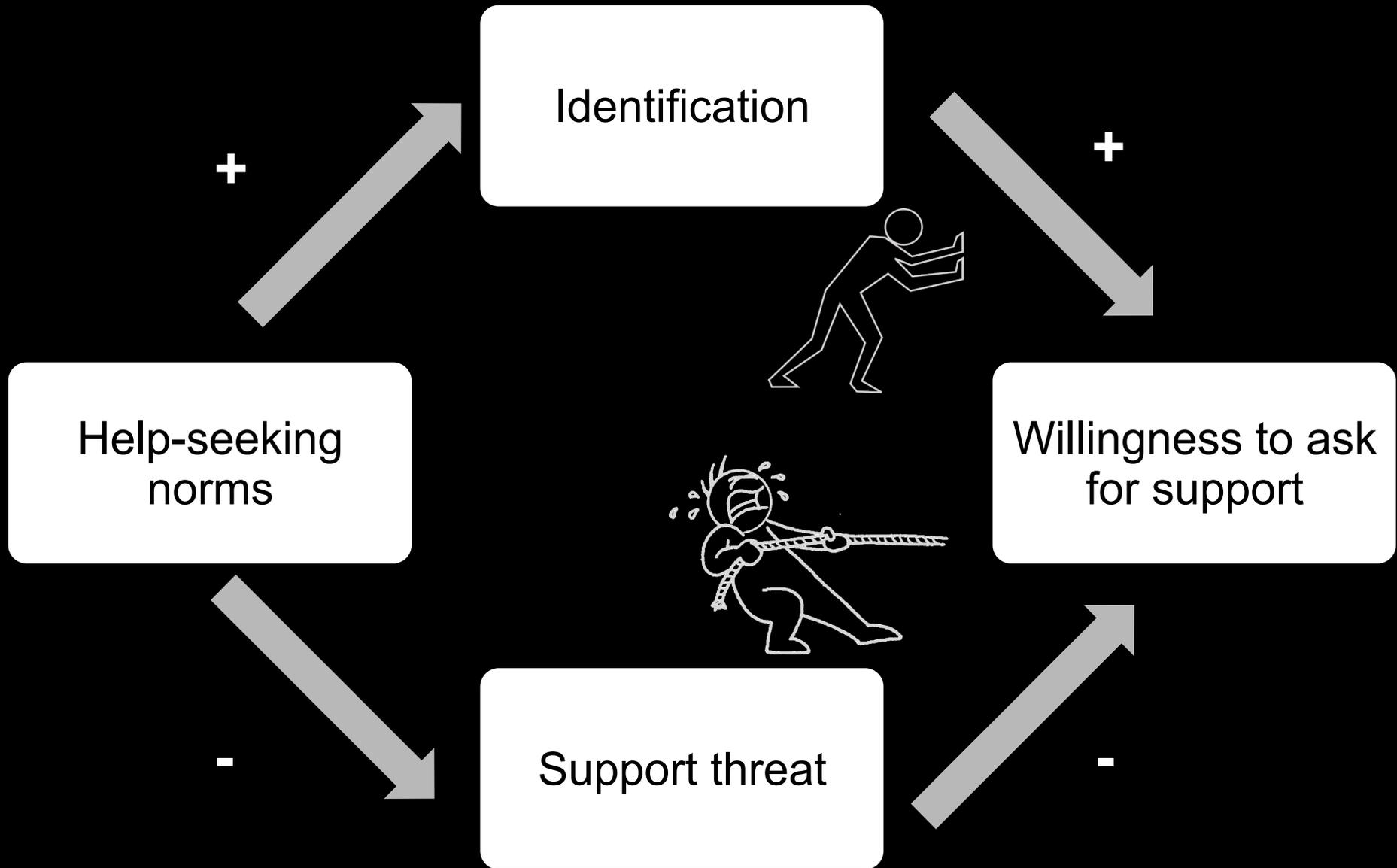
Input field with a red cursor at the end.

Submit

Help

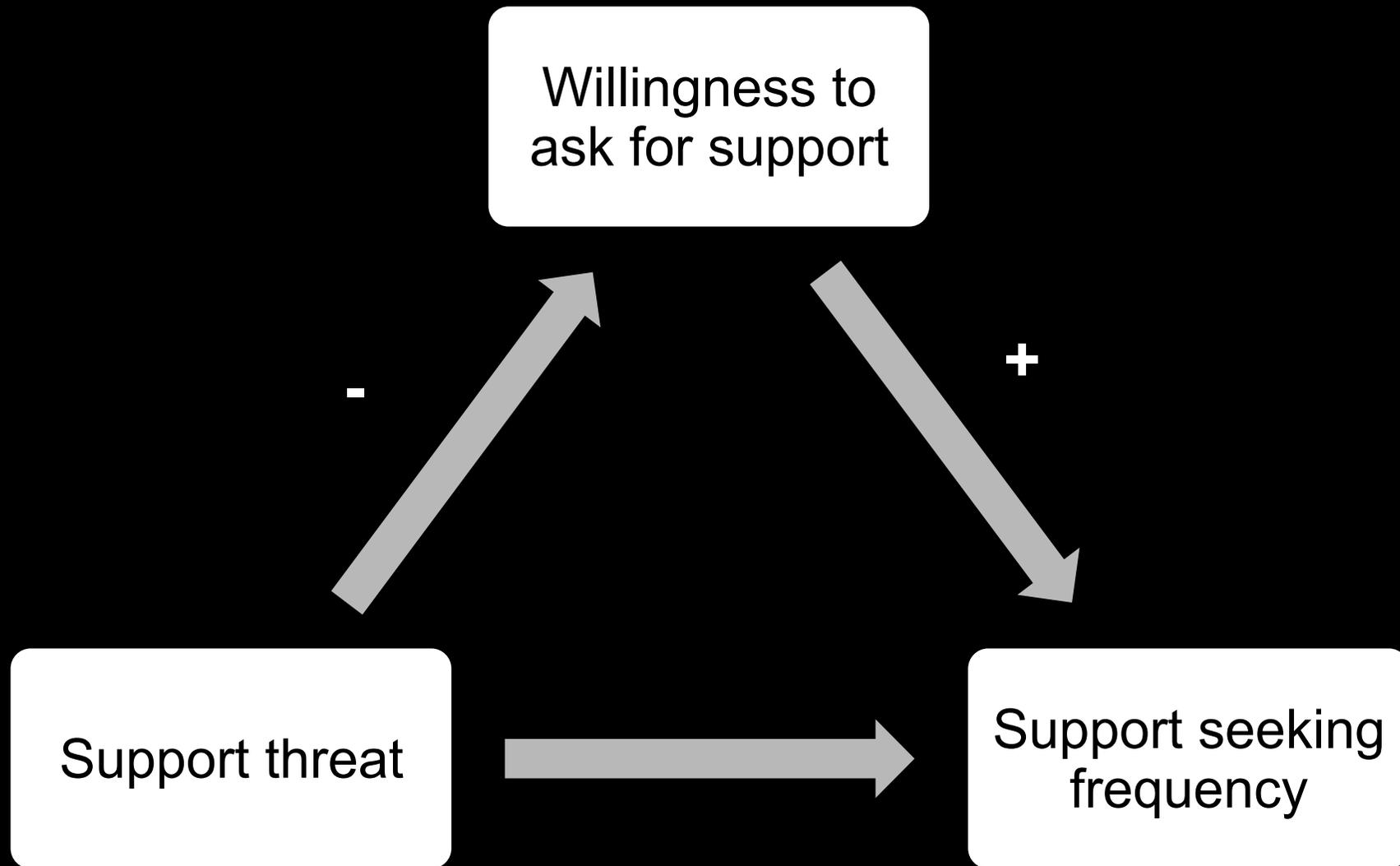
No indirect effect through identification

($IE = -.04$, $SE = .06$, 95% CI $-.03$ to 0.22)



Indirect effect through support threat

($IE = .41$, $SE = .18$, 95% CI -1.75 to -0.23)



Indirect effect through willingness to ask for support
($IE = -.09$, $SE = .04$, 95% CI $-.20$ to -0.01)

Conclusions

- Help-seeking norms break down threat associated with asking for help
- Perceptions of support as threatening can decrease willingness to ask for support
- In turn, this leads to decreased support seeking frequency

Implications

- Why is it hard to ask for support?
 - Intragroup support is not always straightforward
 - Support “communicates” to the self and to other ingroup members
- Examining barriers will allow us to identify ways to increase help-seeking, and in turn, improve health and well-being

Questions?

Email: t.butler2@uq.edu.au

Support threat scale



Thinking about how you felt when you received support...

“I felt I was a burden on the group.”

“ I felt overly dependent on the group”

“I felt I was letting the team down.”

“I felt that I shouldn't really need to be asking for help from the group.”