4.1.1 Social influence

* Types of conformity: internalisation, identification and compliance. Explanations for conformity: informational social influence and normative social influence, and variables affecting conformity including group size, unanimity and task difficulty as investigated by Asch.
* Conformity to social roles as investigated by Zimbardo.
* Explanations for obedience: agentic state and legitimacy of authority, and situational variables affecting obedience including proximity, location and uniform, as investigated by Milgram. Dispositional explanation for obedience: the Authoritarian Personality.
* Explanations of resistance to social influence, including social support and locus of control.
* Minority influence including reference to consistency, commitment and flexibility.
* The role of social influence processes in social change.

4.1.2 Memory

* The multi-store model of memory: sensory register, short-term memory and long-term memory. Features of each store: coding, capacity and duration.
* Types of long-term memory: episodic, semantic, procedural.
* The working memory model: central executive, phonological loop, visuo-spatial sketchpad and episodic buffer. Features of the model: coding and capacity.
* Explanations for forgetting: proactive and retroactive interference and retrieval failure due to absence of cues.
* Factors affecting the accuracy of eyewitness testimony: misleading information, including leading questions and post-event discussion; anxiety.
* Improving the accuracy of eyewitness testimony, including the use of the cognitive interview.

4.1.3 Attachment

* Caregiver-infant interactions in humans: reciprocity and interactional synchrony. Stages of attachment identified by Schaffer. Multiple attachments and the role of the father.
* Animal studies of attachment: Lorenz and Harlow.
* Explanations of attachment: learning theory and Bowlby’s monotropic theory. The concepts of a critical period and an internal working model.
* Ainsworth’s ‘Strange Situation’. Types of attachment: secure, insecure-avoidant and insecure-resistant. Cultural variations in attachment, including van Ijzendoorn.
* Bowlby’s theory of maternal deprivation. Romanian orphan studies: effects of institutionalisation.
* The influence of early attachment on childhood and adult relationships, including the role of an internal working model.

4.1.4 Psychopathology

* Definitions of abnormality, including deviation from social norms, failure to function adequately, statistical infrequency and deviation from ideal mental health.
* The behavioural, emotional and cognitive characteristics of phobias, depression and obsessive-compulsive disorder (OCD).
* The behavioural approach to explaining and treating phobias: the two-process model, including classical and operant conditioning; systematic desensitisation, including relaxation and use of hierarchy; flooding.
* The cognitive approach to explaining and treating depression: Beck’s negative triad and Ellis’s ABC model; cognitive behaviour therapy (CBT), including challenging irrational thoughts.
* The biological approach to explaining and treating OCD: genetic and neural explanations; drug therapy.