

## **P. Anger Management**

### **Intermediate**

Understands the different types of behavior (passive, passive-aggressive, aggressive and assertive)	AM-7, AM-8, AM-9, AM-10
Knows how to identify own personal style of conflict resolution	AM-11
Understands the impact of body language on conflict resolution	AM-12
Understands the effects of anger on different aspects of life	AM-13
Understands how substances influence anger	AM-14

The full Strategies for Anger Management can be purchased here:

<http://www.couragetochange.com/Strategies-for-Anger-Management-Reproducible-Workbook-for-Teens-and-Adults/>

## **Anger Management AM-7**



# Passive Styles

**A passive person is indirect, anxious and inhibited. He or she often does not address problems with others, and does not speak up for his or her rights. Other people often respond to this behavior by taking advantage of or ignoring the passive person. Sometimes, this person's anger will build up inside and he or she will eventually explode or develop problems such as depression, physical aches and pains or anxiety.**

Below is a list of behaviors and characteristics that are common among people with passive styles of dealing with conflict. Think about each characteristic and check whether it sounds like you most of the time, sometimes or rarely.

This is true of me:	Most of the time	Sometimes	Rarely
1. I have a hard time saying no to people			
2. I often say "nothing's wrong" when it is			
3. I don't usually let others know my problems			
4. I often assume I'm wrong when there's a conflict with someone else			
5. I often look at the ground when someone I'm upset with or intimidated by is talking to me			
6. I often find myself being interrupted or 'talked over'			
7. I feel paralyzed when directly confronted with a conflict			
8. I tend to have poor posture (slouching or slumping)			
9. I withhold information from people I'm upset with			
10. I often question whether my opinions are valid			
11. I often feel resentful of other people			
12. I will walk out rather than deal with a conflict			
13. I sometimes apologize even if I don't believe I'm wrong			
14. I try to avoid conversation about sensitive or controversial topics			
15. I suffer from frequent headaches or stomachaches			
16. When I'm upset with someone close to me, they usually don't even know it			
17. I often have a hard time sleeping			
18. I tend to feel depressed			
19. I have a hard time speaking up for my rights			
20. Other people often take advantage of me			

Give yourself 2 points for each statement that applies to you "Most of the time," one point for every "Sometimes" answer, and no points for every "Rarely" answer.

**Your Score:** \_\_\_\_\_



# Aggressive Styles

An **aggressive** person is someone who is threatening and attacking toward others. He or she is often bossy and dominating, loud and sarcastic, and blames others but doesn't accept responsibility for his or her part in a conflict. Other people react to aggressive people by feeling hurt, humiliated or threatened, and act angry or vengeful in response. This person does not gain the respect of others. While he or she may seem to get his or her way, in the long run she or he does not have the support of others and therefore doesn't go far.

Below is a list of behaviors and characteristics that are common among people with aggressive styles of dealing with conflict. Think about each characteristic and check whether it sounds like you most of the time, sometimes or rarely.

This is true of me:	Most of the time	Sometimes	Rarely
1. I tend to speak loudly, especially when I'm trying to get a point across			
2. I'm known to be "opinionated" and blunt			
3. I have a hard time keeping my opinion to myself			
4. When I want something, I go after it, no matter what			
5. I have a history of getting into physical fights			
6. When in a conflict, I tend to physically move toward the other person			
7. I tend to have an "I don't care" attitude about other people's feelings			
8. I tend to interrupt other people			
9. I can be very sarcastic			
10. I tend to be bossy			
11. When in a confrontation, my eye contact could be said to be 'glaring'			
12. I often use 'you' messages, telling other people what they are thinking or doing wrong			
13. I rarely admit I'm wrong or apologize			
14. Other people tend to act vengeful toward me			
15. Sometimes I feel my anger is 'out of control'			
16. I feel the need to be in control in my relationships			
17. I tend to give other people advice, whether or not they have asked for it			
18. Sometimes I blame others for my problems			
19. When someone criticizes me, my natural reaction is to defend myself by criticizing back			
20. When I think someone is wrong, I can't wait to tell them about it			

Give yourself 2 points for each statement that applies to you "Most of the time," one point for every "Sometimes" answer, and no points for every "Rarely" answer.

**Your Score:** \_\_\_\_\_



# Passive-Aggressive Styles

**A passive-aggressive person does not address problems directly, but tries to 'get back at' the person s/he is upset with in a way that will hurt the other person without drawing attention to him or herself. Because this person does not address the real problem, he or she rarely gets his or her needs met.**

Below is a list of behaviors and characteristics that are common among people with passive-aggressive styles of dealing with conflict. Think about each characteristic and check whether it sounds like you most of the time, sometimes or rarely.

This is true of me:	Most of the time	Sometimes	Rarely
1. I often sulk and pout			
2. I tend to talk about people behind their backs			
3. I often give people the 'silent treatment' when I'm upset with them			
4. In an intimate relationship, I might punish my partner by withholding affection			
5. I procrastinate a lot			
6. I usually pretend everything's okay, even when it's not			
7. If I'm angry with someone close to me, they will know it, but they might not know why			
8. When I'm angry with someone I will just stop talking to them			
9. I believe in the phrase "Don't get mad, get even"			
10. I don't like to draw attention to myself when I'm upset			
11. I tend to be suspicious and distrustful of others			
12. I tend to let my anger fester until I make a plan to get back at the other person			
13. When I'm upset with someone, I refuse to make eye contact with them			
14. When I'm upset with someone, I purposely do little things that I know will annoy them			
15. I can really hold a grudge			
16. If I see someone I'm upset with, I might turn and go in the other direction just to avoid them			
17. I'm not good at expressing my feelings			
18. I sometimes get involved with 'behind-the-scenes' troublemaking			
19. I do clever things to get back at people.			
20. When I'm upset with someone, I might say 'yes' to them but not do what I agreed to			

Give yourself 2 points for each statement that applies to you "Most of the time," one point for every "Sometimes" answer, and no points for every "Rarely" answer.

**Your Score:** \_\_\_\_\_



# Assertive Styles

**An assertive person is confident, clear and in control of him or herself. He or she addresses problems directly and seeks fair resolutions. This person knows his or her rights, respects the rights of other people, and usually gets his/her needs met without hurting other people.**

Below is a list of behaviors and characteristics that are common among people with assertive styles of dealing with conflict. Think about each characteristic and check whether it sounds like you most of the time, sometimes or rarely.

This is true of me:	Most of the time	Sometimes	Rarely
1. I pay careful attention to my feelings and express them directly and honestly			
2. People generally know where they stand with me, but do not feel judged by me			
3. I feel in control of my emotions			
4. I stand up for my rights while respecting the rights of others			
5. When in a conflict, I tend to use "I" messages to tell people how I feel about the situation, rather than blaming 'you' statements			
6. I usually have a clear idea of what I want			
7. I make good eye contact when speaking with others			
8. I have good posture			
9. I am able to listen to and consider another person's point of view without interrupting, before responding with my own point of view			
10. I can say 'no' without feeling guilty			
11. I try to get all the facts before jumping to conclusions or making decisions			
12. My intimate relationships tend to be based on equal partnerships			
13. When I have something to complain about, I try to offer a solution as well			
14. When I have to criticize someone, I try to constructively criticize the person's behavior rather than the person			
15. I maintain my personal space boundaries, and respect others'			
16. I am generally confident about myself			
17. I speak in a clear, even tone of voice			
18. I may not always get what I want, but I usually get my needs met			
19. I can respond to criticism without getting angry or defensive			
20. I am able to apologize when I know I'm wrong			

Give yourself 2 points for each statement that applies to you "Most of the time," one point for every "Sometimes" answer, and no points for every "Rarely" answer.

**Your Score:** \_\_\_\_\_

# TAKE THIS QUIZ TO FIND OUT: How do you handle your ANGER?



This is a self-evaluation. Check the statements in all 4 columns that you would say are true about you, at least most of the time. Try to be as honest as you can!

COLUMN A	COLUMN B	COLUMN C	COLUMN D
<ul style="list-style-type: none"> <li><input type="checkbox"/> I don't like to let others know my problems.</li> <li><input type="checkbox"/> Even when I'm upset, I usually portray myself in front of others as having it all together.</li> <li><input type="checkbox"/> If a family member or friend upsets me, I can let days pass without mentioning it.</li> <li><input type="checkbox"/> I tend to get depressed and moody.</li> <li><input type="checkbox"/> It is common for me to be resentful or bitter toward others, although many people would never suspect this.</li> <li><input type="checkbox"/> I frequently suffer from headaches or stomach aches.</li> <li><input type="checkbox"/> I often have trouble getting to sleep at night, or I wake up frequently in the night or early morning.</li> <li><input type="checkbox"/> There are times when I wonder if my opinions are really valid.</li> <li><input type="checkbox"/> Sometimes when I am confronted with an unwanted situation, I feel paralyzed.</li> <li><input type="checkbox"/> I usually won't initiate conversation about something that I know is a sensitive or troublesome issue.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> I can be blunt and forceful when someone does something to upset me.</li> <li><input type="checkbox"/> When I talk about something I feel strongly about, my voice becomes increasingly louder.</li> <li><input type="checkbox"/> When someone confronts me with a problem they may be having with me, I am likely to react by criticizing them.</li> <li><input type="checkbox"/> No one has to guess my opinion; I am known for having strong viewpoints and letting everyone know what they are.</li> <li><input type="checkbox"/> When something goes wrong for me, I may focus so sharply on fixing the problem that I may overlook other people's feelings.</li> <li><input type="checkbox"/> I have a pattern of getting caught in arguing matches.</li> <li><input type="checkbox"/> During verbal disagreements with someone, I tend to repeat myself a lot.</li> <li><input type="checkbox"/> I find it hard to keep my thoughts to myself when it's obvious that someone else is wrong.</li> <li><input type="checkbox"/> I have a reputation for being strong-willed.</li> <li><input type="checkbox"/> I tend to give advice even when others have not asked for it.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> When I am frustrated, I become silent, knowing it bothers others.</li> <li><input type="checkbox"/> I often sulk and pout.</li> <li><input type="checkbox"/> When I don't want to do something I will procrastinate, I can be lazy.</li> <li><input type="checkbox"/> When someone asks me if something's wrong, I will lie and say "no".</li> <li><input type="checkbox"/> There are times when I deliberately avoid someone's questions.</li> <li><input type="checkbox"/> I sometimes approach school or work projects half-heartedly.</li> <li><input type="checkbox"/> When an authority figure (teacher, parent or boss) talks to me about negative behavior, I stare straight at the floor and refuse to make eye contact.</li> <li><input type="checkbox"/> I complain about people behind their backs, but resist the opportunity to be open with them face-to-face.</li> <li><input type="checkbox"/> Sometimes I become involved in behind-the-scenes mischief or trouble making.</li> <li><input type="checkbox"/> I sometimes refuse to do something that has been asked of me knowing it will irritate the person asking me.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> I am comfortable approaching my parent or a person in authority to ask questions, make requests and clarify expectations.</li> <li><input type="checkbox"/> When I get angry with a family member or friend, I address the issue without letting too much time pass or talking behind their backs. I discuss the reasons for my anger without escalating into yelling or personal put-downs.</li> <li><input type="checkbox"/> When confronting someone with a problem I have with them, I talk about how their actions affect me ("I get frustrated when you are late for appointments because it throws my schedule off"), rather than telling them what I think of them in a negative way ("You are so inconsiderate, you're always late for everything!")</li> <li><input type="checkbox"/> People around me usually know what to expect of me because I have clear limits and boundaries. They know I will not be "walked all over" but respond to reasonable requests.</li> <li><input type="checkbox"/> When I am having a conversation, I make eye contact most of the time and use body language that conveys confidence.</li> <li><input type="checkbox"/> I have a clear understanding of what my rights are in most situations, and when I feel my rights have been violated, I generally speak up about it.</li> <li><input type="checkbox"/> I don't usually hold grudges - when I have a problem with someone I try to work it out and then move on.</li> <li><input type="checkbox"/> When someone asks me to do something that I do not want to do, I feel comfortable saying "no".</li> <li><input type="checkbox"/> I am able to disagree with someone's point of view without putting him/her down. I can express my viewpoint and still respect their right to a different opinion.</li> <li><input type="checkbox"/> I don't feel the need to argue until I can prove I'm right.</li> <li><input type="checkbox"/> People usually feel comfortable talking to me about disagreements or problems they have with me -- they know I will not "blow up" or attack them, and I never handle conflict with physical violence.</li> </ul>

# Body Language

**Body language is an important part of conflict resolution.** A good goal is to present yourself in a way that makes other people feel comfortable, safe and willing to engage as partners with you in the process of resolving conflict. People are not likely to respond positively if you present yourself in a way that makes them feel like they are going to be attacked, either physically or emotionally, or like you don't care or aren't willing or able to work at resolving the conflict.

Circle the person below with whom you would feel most willing to work out a conflict.

Below each picture, list what the person is doing with each of his or her body parts and facial expressions, and why that body language would make you comfortable or uncomfortable trying to work out a conflict with that person.



**AGGRESSIVE  
BODY LANGUAGE**

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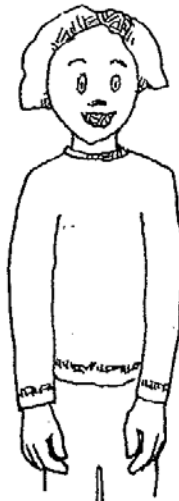
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**ASSERTIVE  
BODY LANGUAGE**

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**PASSIVE  
BODY LANGUAGE**

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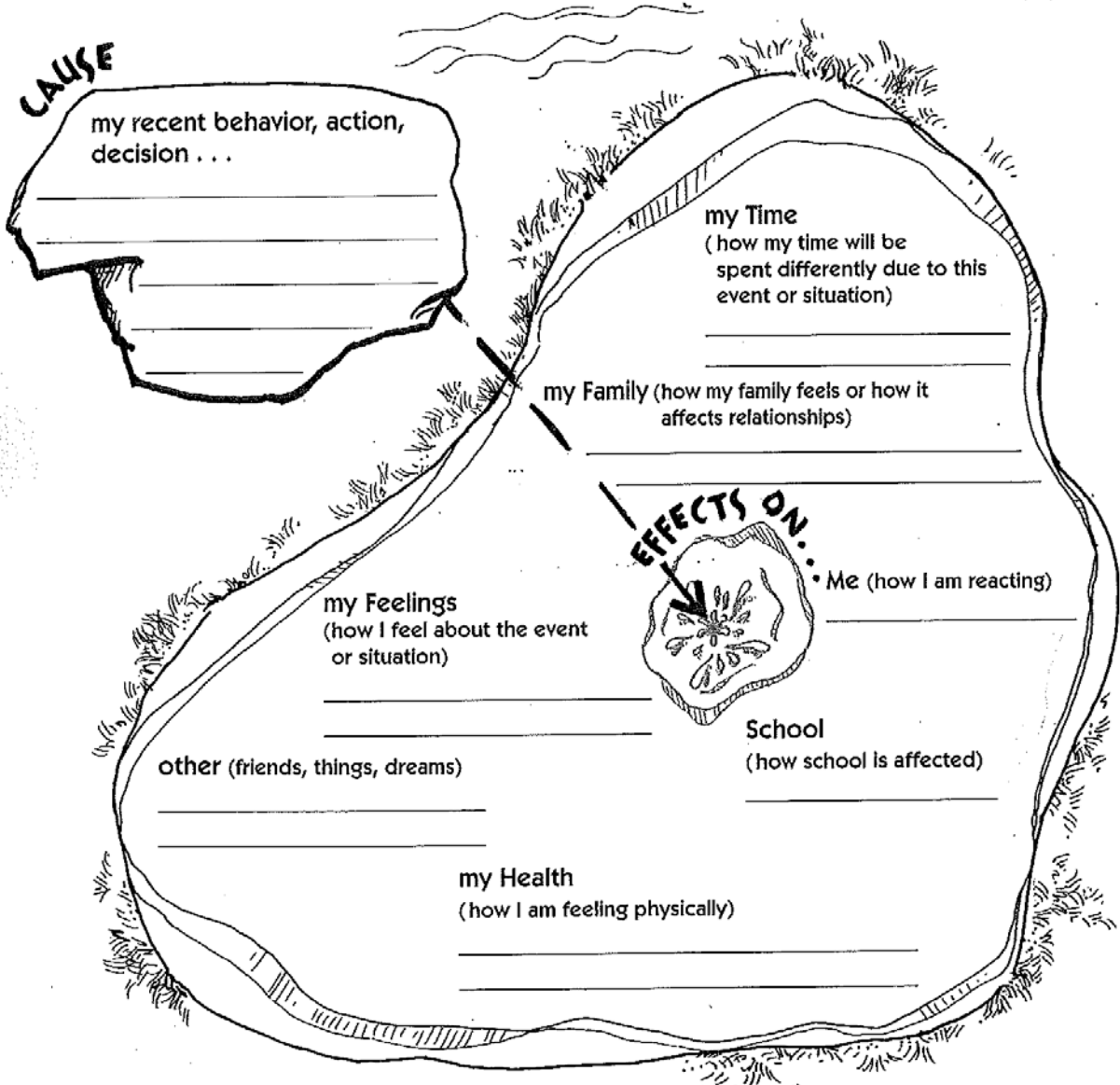
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# UNDERSTANDING THE RIPPLE EFFECT

Every action, behavior, decision that we make affects other areas of our lives. Identify one of your 'pebbles' and explore how it affects other areas of your life - 'THE RIPPLES'.



What did you learn from the event? \_\_\_\_\_  
Would you do differently next time? \_\_\_\_\_



# Drugs, Alcohol & Anger: What's the Link?

**Built-up anger makes many people more likely to use drugs and alcohol as a way of relieving stress or forgetting about the anger.**

What percentage of the times that you use drugs and alcohol are you doing it, at least in part, to relieve stress or forget about anger? \_\_\_\_\_ %

**At the same time, drugs and alcohol make things worse for people who are already experiencing anger or aggressive impulses. Some effects of drugs and alcohol include:**

- Reduced impulse control, making people more likely to 'act out' angry feelings in aggressive or violent ways
- Difficulty thinking clearly, making people less able to think things through
- Decreased problem-solving ability, making people less able to make good decisions

If you have a tendency to become aggressive (verbally or physically), what percentage of the times that you have been aggressive have you been using drugs or alcohol? \_\_\_\_\_ %

**While under the influence of drugs or alcohol, have you ever:**

- Overreacted to something someone said or did and behaved verbally aggressively toward them?
- Gotten into a physical fight?                       Used weapons?
- Driven under the influence?                       Made a suicide attempt?
- Engaged in other risky behaviors such as unsafe sex?

**If you answered yes to any of the above, consider stopping your drug or alcohol use. If you don't think you can stop alone, get help.**

*Drugs and Alcohol are NOT an EXCUSE! Many people who act aggressively while under the influence blame their behavior on being drunk or high. This is a way of avoiding responsibility. The truth is, drugs and alcohol alone do not cause aggressive behavior in people who are not otherwise aggressive. Drugs and alcohol do reduce people's inhibitions so they are more likely to act on their aggressive impulses. Remember, you are still responsible for your behavior while you are drunk or high. So if you don't think you can control yourself while drinking or using drugs, stop using. If you can't stop, get help.*

**YOU DECIDE: DOES YOUR ALCOHOL or DRUG USE CONTRIBUTE TO DIFFICULTY IN MANAGING ANGER? Yes**  
 No \_\_\_\_\_ Unsure \_\_\_\_\_

Resources for help with alcohol and substance abuse problems:

Alcoholics Anonymous: \_\_\_\_\_

Narcotics Anonymous: \_\_\_\_\_

Local programs: \_\_\_\_\_