

# Anger Management

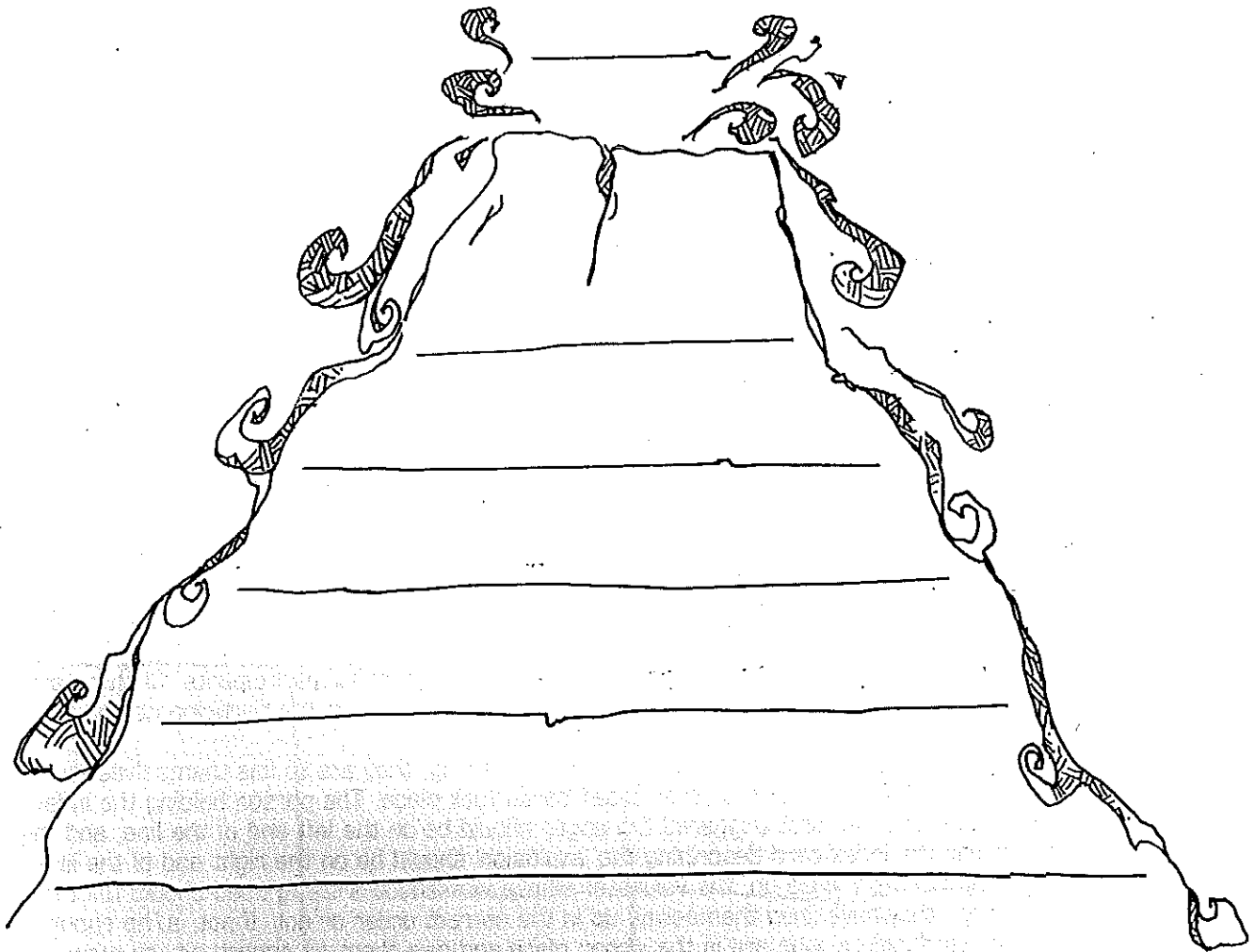
## Anger Management

<b>Basic Skill</b>	<b>Activity</b>
Has awareness of how anger escalates	AM-1
Able to identify physiological symptoms associated with anger	AM-2
Able to identify triggers of anger	AM-1, AM-3
Able to identify thoughts and feelings associated with anger	AM-4
Able to identify activities to manage physiological symptoms of anger	AM-5
Able to identify support network for dealing with difficult situations	AM-6
<b>Intermediate Skill</b>	<b>Activity</b>
Understands the different types of behavior (passive, passive-aggressive, aggressive, and assertive)	AM-7, AM-8, AM-9, AM-10
Able to identify own personal style of conflict resolution	AM-11
Understands body language appropriate for conflict resolution	AM-12
Understands the effects of anger on different aspects of life	AM-13
Understands how substances influence anger	AM-14
<b>Advanced Skill</b>	<b>Activity</b>
Able to identify alternative responses/outcomes to deal with anger triggers	AM-15, AM-16, AM-17
Demonstrates the ability to be assertive in conversation by using "I statements"	AM-18, AM-19
Understands the effect self-talk (negative vs. positive) has on anger	AM-20
Able to identify verbal and non-verbal ways to deal with conflict	AM-21, AM-22
Demonstrates appropriate verbal and non-verbal ways to respond to conflict	AM-23, AM-24 (or clients can identify specific triggers and role play those situations as a group)

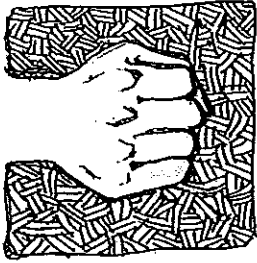


# The Angry Volcano

Think of yourself as a volcano. As the heat rises in a volcano, so does the lava, sometimes building until it erupts.



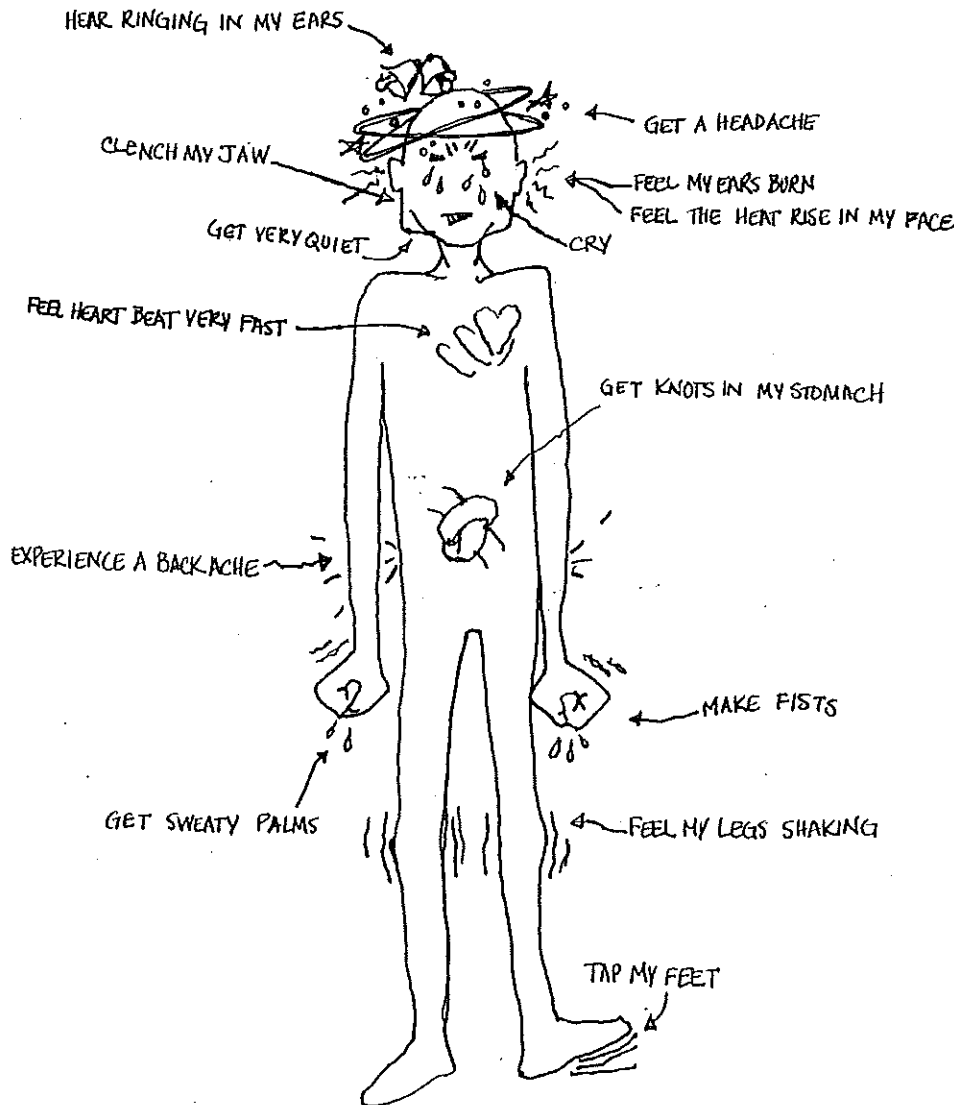
1. Identify a time when your emotions got so hot that they erupted. Describe your most angry behavior (the "eruption") on the line on top of the volcano, inside the lava.
2. On the top line inside the volcano, write what happened just before the 'eruption.'
3. Continue to write the events that led up to your 'eruption' down the inside of the volcano. The bottom line should be the earliest event you can identify that began the escalation of your anger.



# Physical Cues to Anger

Anger is a normal reaction to a perceived threat. All animals have certain physiological reactions to threat which allow us to respond physically: for example, to run away from danger, to fight to protect ourselves or our family, or to "freeze" in order to avoid being seen by another creature that poses a danger.

On the illustration below, circle any physical symptoms you experience when your anger is escalating, and write in any others that are not listed.



Other: \_\_\_\_\_ Other: \_\_\_\_\_ Other: \_\_\_\_\_

The symptoms you circled above can be used as 'cues' to let you know when your anger is escalating and you need to take control before things get out of hand. Some of these cues may take place sooner than others. If you tune into these physical cues to anger, you can learn to recognize them earlier and respond to your emotions in more planned and effective ways.

Name \_\_\_\_\_ Date \_\_\_\_\_

Worksheet #43

## First Reaction

What would be your first reaction to the following situations?

1. The boy who sits behind you in History copied your paper—and turned it in as his paper!

\_\_\_\_\_

2. At a basketball game, you are sitting next to two very loud, obnoxious fans of the opposite team.

\_\_\_\_\_

3. A friend starts out his/her conversation with you with: "Would you want to know if I heard someone gossiping about you?"

\_\_\_\_\_

4. Your Math teacher says you aren't working up to your potential—at all!

\_\_\_\_\_

5. You get a pass to go to the counselor's office, IMMEDIATELY!

\_\_\_\_\_

6. The elderly person driving in front of you forgets(?) to signal and cuts you off.

\_\_\_\_\_

7. The young driver in front of you signals forever before finally turning into your lane.

\_\_\_\_\_

8. The teenage driver in front of you gives you an obscene gesture and yells something about the poor condition of your car.

\_\_\_\_\_

9. Your grandmother introduces you to her friend as her "little pumpkin."

\_\_\_\_\_

10. Your friend signals you that your zipper is down—and that cute girl you wanted to meet is coming down the hallway towards you.

\_\_\_\_\_

11. Someone whom you thought was a friend laughs hysterically at your new haircut.

\_\_\_\_\_

12. A substitute teacher walks into class, sits down behind the desk, and falls over—chair and all.

\_\_\_\_\_


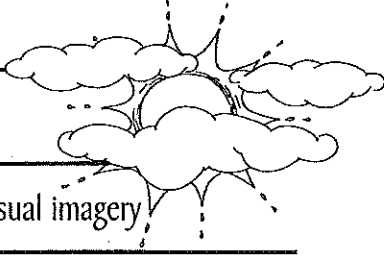
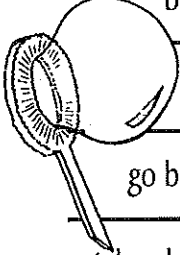



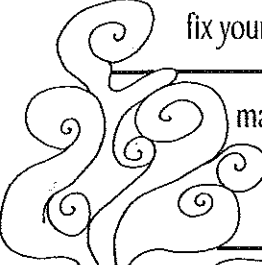

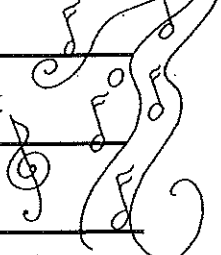
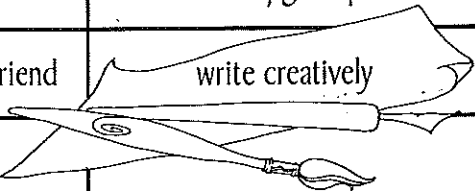
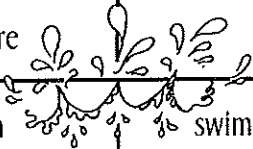
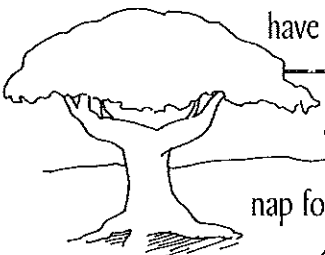





# Thoughts, Feelings & Actions

EVENT	MY THOUGHTS	MY FEELINGS	MY ACTIONS

# Ways to Relieve STRESS

blow bubbles 	watch a sunrise or sunset	
 meditate	do deep breathing exercises	use visual imagery
go bowling 	luxuriate in a bath or shower	lie back and watch clouds
take pleasure in quiet-time 	listen to a relaxation tape	give of yourself
read a book	 prioritize	reflect on the positives in your life
fix yourself hot chocolate	play an instrument	enjoy the weather
 make an edible treat	sing or whistle a song	attend a free concert
visit the library 	go for a jog	listen to music 
work on a jigsaw puzzle	play your favorite game	
write a letter to a friend	 write creatively	tear up an old newspaper
see a movie	roller-blade	
join a club or group	draw or paint a picture 	have a good laugh
window shop	take a walk in the rain	swim or splash in the water
have fun with a pet	talk with a friend	delight in your spirituality
 go to the park	take a long ride	light a candle 
nap for ten minutes	play a game	finish something
plan your dream trip	catch-up with a family member	reach out to a support
sit under a shady tree	begin a new hobby or craft	count your blessings

# PERSONAL NETWORK PROFILE

A-B-C

D-E-F  
G-H-I  
J-K-L  
M-N-O  
P-Q-R  
S-T-U  
V-W-X  
Y-Z

Fill in the names of support people in all appropriate roles.  
The same name may appear several times.

Then rate how helpful they are on a scale from 0 to 5 with 5 being high.  
If a name does not come to mind, leave that category blank.

Support Roles	The person I turn to: (list the names)	How helpful is each person? (scale of 0 to 5)
1. For close friendship		
2. To share problems		
3. To play with		
4. For expert advice		
5. To energize me		
6. As a teacher		
7. When I just need to "chill out"		
8. As a mentor		
9. For acceptance or approval		
10. To help me try new things		
11. When I need a safe haven		
12. For a good social time		
13. When I am hurting		
14. When I need good advice with a problem		
15. When I want to be with someone who knows me well		

Look over each of the categories and circle the areas where you feel you need, or would like, more support. Which members of your network do you rely on too much, and which people might you rely on more often?





# 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

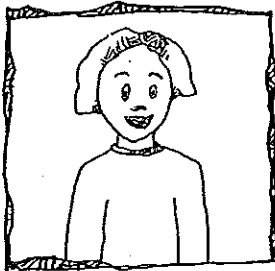
A **passive-aggressive** person does not address problems directly, but tries to 'get back at' the person s/he is upset with in a way that will hurt the other person without drawing attention to him or herself. Because this person does not address the real problem, he or she rarely gets his or her needs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

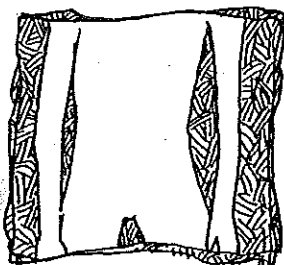
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# TAKE THIS QUIZ TO FIND OUT: How do you handle your ANGER?



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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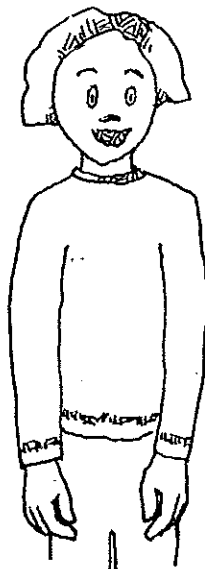
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**ASSERTIVE  
BODY LANGUAGE**

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**PASSIVE  
BODY LANGUAGE**

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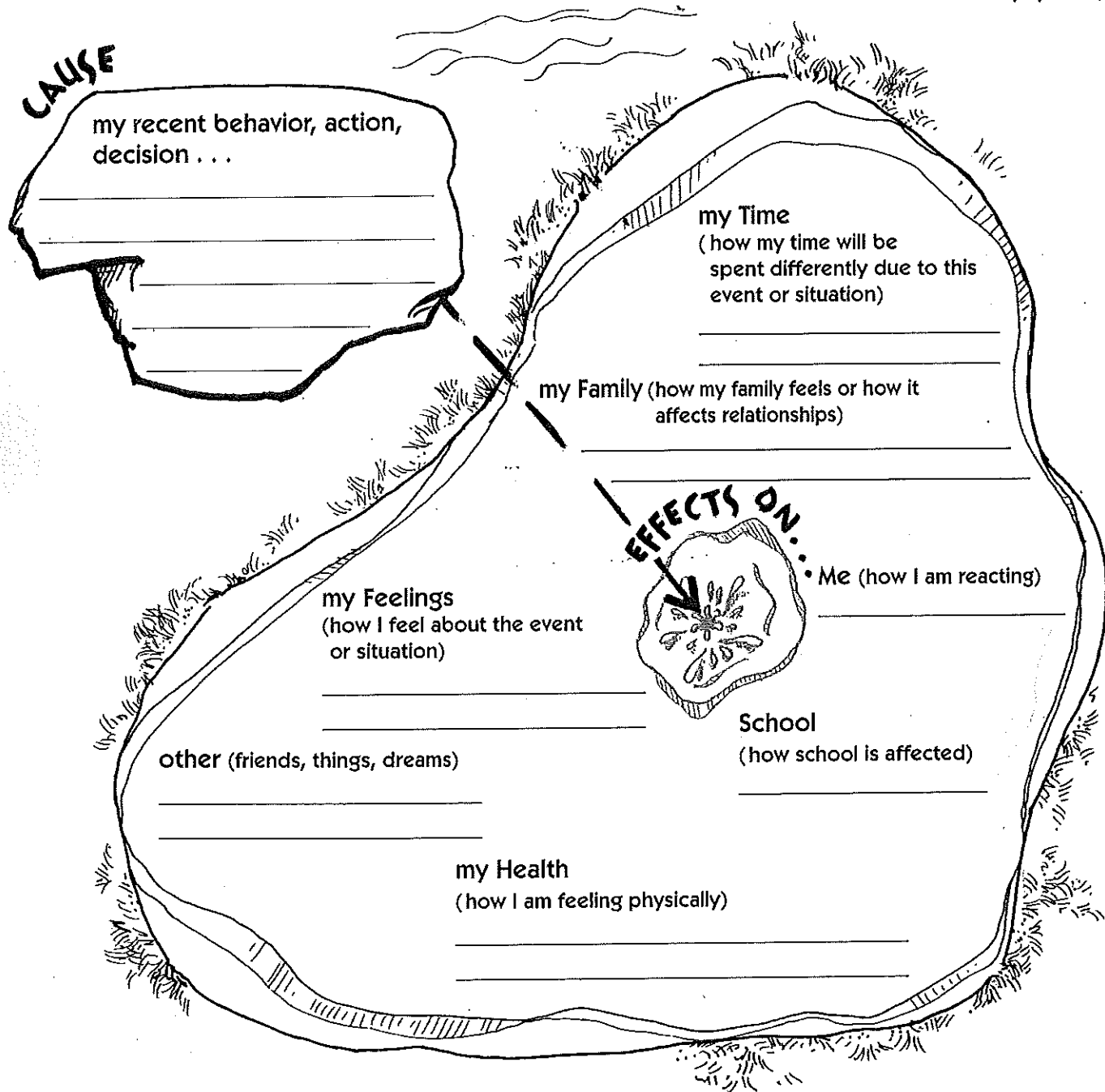
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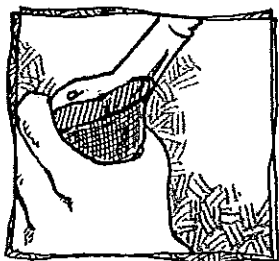
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# UNDERSTANDING THE RIPPLE EFFECT

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: \_\_\_\_\_

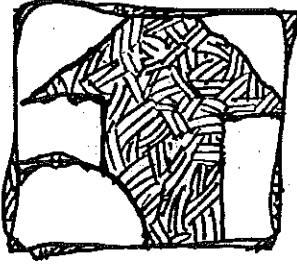
Narcotics Anonymous: \_\_\_\_\_

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

\_\_\_\_\_

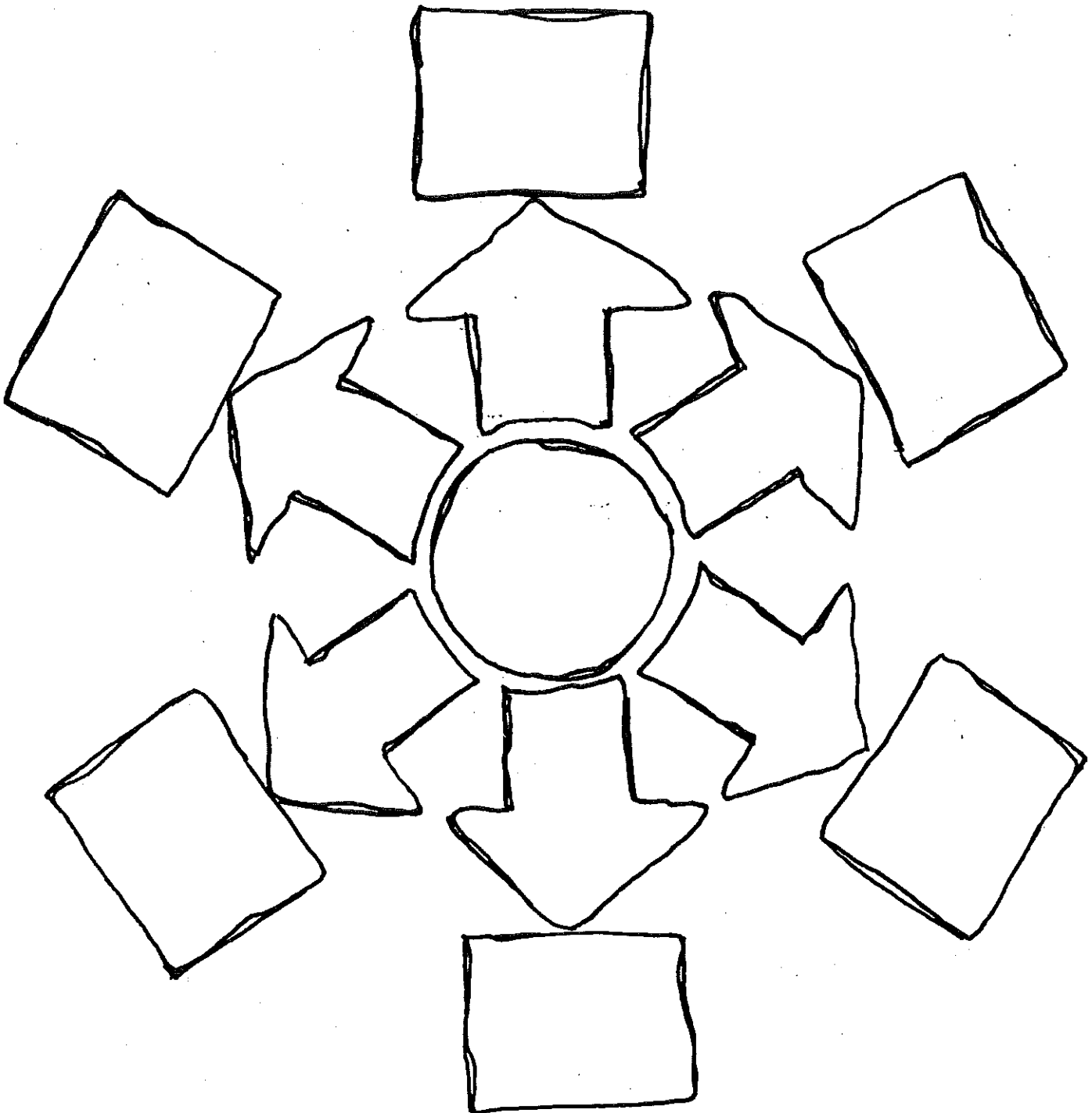
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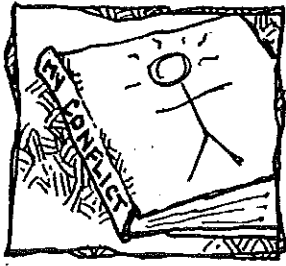




# Choices

1. In the circle, briefly describe a conflict.
2. In each arrow, write a different possible response to the conflict.
3. In each square, write what you think would be a likely consequence of that response.





# Story Board

Think about a conflict that you wish you had handled differently. Use the story board below to draw what happened.

→  
How the conflict began


The outcome  
←

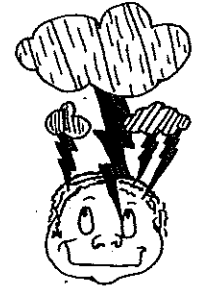
Now use the second story board to create change. Draw what you would like to have done differently and how that might have changed the outcome.

→  
How the conflict began


The outcome  
←

# Positive Problem Solving

## Let's Brainstorm!



I. Identify the problem: (specific) \_\_\_\_\_

II. Be creative and list options and possible solutions.

<input type="checkbox"/>	_____	<input type="checkbox"/>	_____
<input type="checkbox"/>	_____	<input type="checkbox"/>	_____
<input type="checkbox"/>	_____	<input type="checkbox"/>	_____
<input type="checkbox"/>	_____	<input type="checkbox"/>	_____
<input type="checkbox"/>	_____	<input type="checkbox"/>	_____
<input type="checkbox"/>	_____	<input type="checkbox"/>	_____
<input type="checkbox"/>	_____	<input type="checkbox"/>	_____
<input type="checkbox"/>	_____	<input type="checkbox"/>	_____
<input type="checkbox"/>	_____	<input type="checkbox"/>	_____
<input type="checkbox"/>	_____	<input type="checkbox"/>	_____

III. ✓ the boxes for those that sound reasonable to you.

IV. Write in the three "best" and why you chose them.

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

3. \_\_\_\_\_

\_\_\_\_\_

V. Review steps I, II, III, and IV once again and now decide on your plan.

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\_\_\_\_\_



# Communicating with "I" Statements

The "I" statement is a way of communicating how another person's actions affect you without escalating conflict. Rather than making judgments about the other person, you are telling them how their actions affect how

you feel and why. Then, you can tell them what you want or need to happen in the future, and, if necessary, what you will do in response. There are three, maybe four steps to the "I" Statement process:

**STEP 1:** "I feel . . ."  
 Make an honest statement about how you are feeling.  
 for example: "I feel very frustrated right now . . ."

**STEP 2:** "because . . ."  
 Tell the person what action or behavior of theirs has triggered your feelings.  
 for example: "because you did not pick me up when you said you would and I ended up missing the movie."

**STEP 3:** "I want or need . . ."  
 Tell the person specifically what you want or need from them now or in the future when similar situations arise.  
 for example: "I need you to be on time from now on. If you have to change plans, I would like you to call me."

**STEP 4:** "I will . . ."  
 This step is optional. Hopefully the other person will give you what you need after Step 3. However, if the problem continues, tell the other person what you are prepared to do in response. (But don't make threats you aren't going to follow through on.)  
 for example: "If you're late without calling again, I will not go out with you anymore."

**NOW YOU TRY! Turn the following "You" statements into "I" statements using the four steps.**

"You always make us get low grades on our projects. I do all the work and you never do your half. This time get your part done or else!"

I feel \_\_\_\_\_ because \_\_\_\_\_  
 I want (or need) \_\_\_\_\_. (I will \_\_\_\_\_.)

"You are totally untrustworthy for telling my secret!"

I feel \_\_\_\_\_ because \_\_\_\_\_  
 I want (or need) \_\_\_\_\_. (I will \_\_\_\_\_.)

"You're so loud all the time - why don't you just shut up!"

I feel \_\_\_\_\_ because \_\_\_\_\_  
 I want (or need) \_\_\_\_\_. (I will \_\_\_\_\_.)



# “I feel...”

... two very powerful words when used together to assert yourself. Personal power is lost when “*you make me feel*” is verbalized or implied. Taking ownership of your feelings allows you to make your needs known without violating the rights of others.

Make a list of common situations in which you give up control by blaming others for your feelings. Then try out the situation using this suggested approach beginning with “I feel”. Recognize how accepting responsibility for your feelings will change your perception.

“You make me (feel) ...”	“I feel ...”	“Since I’m in control of my feelings, my choices are ...”
<i>You make me feel uncomfortable at parties when you drink.</i>	<i>I feel uncomfortable at parties when you drink.</i>	<i>I can go and be miserable/turn my attention to others/leave the party/not go to the next one.</i>
<i>You make me angry when you don’t listen.</i>	<i>I feel angry when you don’t listen.</i>	<i>I can continue “as is” with resentment/ask you to set a specific time to talk/ask you to give some response (nod, eye contact, “okay”).</i>



# Self-Talk

## What is Self-Talk?

Self-talk is that "little voice inside your head." It is what you tell yourself about yourself, or about a situation. Self-talk can be positive, like when you tell yourself "I can do this" to help you get through something you're nervous about. Or, it can be negative, like when you tell yourself "I'm so stupid" and beat yourself up about a mistake you've made.

## What does Self-Talk have to do with anger management?

A lot. Self-Talk has a huge influence on your feelings and can make you feel better or worse about any given situation. If your self-talk tends to be negative, you probably spend a lot more time feeling angry (at yourself or at others) than someone whose self-talk tends to be positive.

### Example:

*Situation:* John is in a movie theatre on his way back to his seat from the concession stand. Someone bumps into him and knocks half of his super-sized bucket of popcorn onto the floor. The guy who bumped into him just kept walking.

*Negative self-talk:* "That jerk probably bumped into me on purpose. He's trying to make me look like a fool. Embarrassing me in front of all these other people, they are probably all thinking I'm a punk if I don't do something about it. I can't let him disrespect me like that."

*Positive self-talk:* "The guy is probably oblivious — doesn't even realize what he just did. Either that, or he's got some serious issues going on. Everyone who saw this is probably thinking what a jerk he is. I'm not going to let it ruin my night. Anyway, he just cut my calorie intake for the night in half."

**Pick a recent situation in which your anger escalated. Describe it briefly below:**

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(continued)



# Self-Talk

**Describe your self-talk before, during and after the situation you described on the previous page:**

<b>BEFORE:</b>	<b>DURING:</b>	<b>AFTER:</b>
<p>Self-talk about myself:</p> <hr/> <hr/>	<p>Self-talk about myself:</p> <hr/> <hr/>	<p>Self-talk about myself:</p> <hr/> <hr/>
<p>Self-talk about the person I was angry with:</p> <hr/> <hr/> <hr/>	<p>Self-talk about the person I was angry with:</p> <hr/> <hr/> <hr/>	<p>Self-talk about the person I was angry with:</p> <hr/> <hr/> <hr/>
<p>Other self-talk (about other people involved, family, the world in general, etc.):</p> <hr/> <hr/> <hr/> <hr/>	<p>Other self-talk (about other people involved, family, the world in general, etc.):</p> <hr/> <hr/> <hr/> <hr/>	<p>Other self-talk (about other people involved, family, the world in general, etc.):</p> <hr/> <hr/> <hr/> <hr/>

Now, go back to the above description of your self-talk and circle every example in which your self-talk was negative. For any of the examples of negative self-talk you circled, re-write the self-talk to be more positive and constructive.

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How do you think the situation might turn out differently if you could go back and do it again, using your positive self-talk?

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# Interacting & Coping with DIFFICULT PEOPLE

There can be difficult people to deal with in our daily lives.

It may be helpful to learn some new skills and coping strategies to deal more effectively with these difficult individuals.

**It can be hard to deal with someone who is:**

CRITICAL	Abrasive	Behavior out of proportion to problem	Aggressive
Blaming	Demanding	Manipulative	CONTROLLING

▪ **Can you think of someone in your life who has been especially difficult lately?**

Briefly describe a recent incident: \_\_\_\_\_

▪ **What happens to me when I am around this person? How do I feel? How do I act?**

\_\_\_\_\_

▪ **What have I tried in the past to cope with this person?**

\_\_\_\_\_

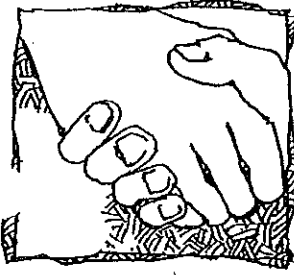
Verbal	Non-Verbal	Did it work?
(For Example)		
▪ Blamed and yelled	▪ I sat, s/he stood	
▪ Gossiped	▪ Gave "dirty" looks	
_____	_____	Yes <input type="checkbox"/> No <input type="checkbox"/>
_____	_____	Yes <input type="checkbox"/> No <input type="checkbox"/>

## POSSIBLE NEW COPING STRATEGIES

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Choose my battles          | <input type="checkbox"/> Practice assertiveness  | <input type="checkbox"/> Limit contact                     |
| <input type="checkbox"/> Take care of myself        | <input type="checkbox"/> Detach with kindness    | <input type="checkbox"/> Accept reality                    |
| <input type="checkbox"/> Eliminate excuses          | <input type="checkbox"/> Don't ignore behaviors  | <input type="checkbox"/> Have patience                     |
| <input type="checkbox"/> Avoid "stirring" things up | <input type="checkbox"/> Avoid grudges           | <input type="checkbox"/> Use body language                 |
| <input type="checkbox"/> Avoid interrupting         | <input type="checkbox"/> No put-downs            | <input type="checkbox"/> No game playing                   |
| <input type="checkbox"/> Be clear                   | <input type="checkbox"/> See the other viewpoint | <input type="checkbox"/> Give the other person a "way out" |
| <input type="checkbox"/> Avoid retaliating          |  |  |

*Many difficult people don't like who they are, won't face it, then judge and blame others for their problems. Nurturing your own positive self-image provides the tools to deal with difficult people in responsible ways.*





# Do's and Don'ts of Dealing with Conflict

## DO

- Take a step back and a deep breath before you go any further. Continue to take slow, deep breaths as you communicate with the other person.
- Check your voice level. Speak softly.
- Check the pace of your speech. Talk slowly and articulate your words to be sure you can be understood.
- Make eye contact. Look the other person directly in the eye.
- Sit or stand at eye level with the other person so that neither of you is above or below the other.
- Check your body language. Try to appear non-threatening, yet open to communication. Uncross arms and legs, unclench your hands, use a relaxed posture, and make sure both parties have plenty of 'personal space.'
- Take the time to think about what the other person is saying before responding.
- Acknowledge the other person's position. Recognize that he or she has needs. Use statements like "I understand what you're saying..." or "Thank you for being honest about the way you feel."
- Use words like 'maybe,' 'what if,' 'I feel,' 'I think,' 'I wonder.'
- Use 'I' Messages. Tell the person how you feel and what you need.
- Repeat and clarify messages. For example, say things like "I think what you're saying is.." or "Could you explain that to me again..."
- Focus on the present — stick to the situation that's causing the problem now.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## DON'T

- Jump into an argument when you're too heated to communicate calmly or rationally.
- Shout or raise your voice.
- Talk too fast. You want to be able to think about what you're saying before you say it, and you want the other person to be able to understand you.
- Continuously look down or away from the other person; this is non-assertive behavior.
- Hover above or sit below the other person. This sends a message of inequality.
- Point your finger, ball your fists, get in the other person's face, or use body language that's in any way intimidating or threatening.
- Interrupt or react defensively to what you think the other person means without taking the time to really hear them out and clarify their meaning.
- Blame the other person for everything without recognizing their feelings or position.
- Use words like 'always' or 'never.'
- Use 'you' messages, telling the other person what's wrong with them instead of what bothers you about the situation.
- Make assumptions or interpretations or draw conclusions about what the other person is saying.
- Bring up all of the problems you've had with the other person in the past, or 'throw the past in the other person's face.'

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



## Weekly Anger Log

**Use the Weekly Anger Log to track every time you get angry this week. Fill in each of the fields described below:**

1. *Date, Time and Place:* This will help you see if there's a pattern of your anger escalating at any particular time of day or any specific location.
2. *Subject of my anger:* Who or what was your anger directed at?
3. *Anger-related behavior:* What behaviors or actions did you take at the height of your anger?
4. *Anger Level:* Rate the level of escalation of your angry behavior, on a scale of one to ten, ten being the most violent explosion you've ever had and one being totally calm, cool and collected.
5. *Triggering event(s):* What happened that triggered your anger — this could be an outside event, something happening to you, or some internal conflict.
6. *Anger cues:* What were your early 'cues' — your thoughts, feelings and behaviors — that could have cued you in to the fact that your anger was beginning to escalate?
7. *Underlying emotions:* What emotions were surrounding the triggering event, that might have been at the root of your anger?
8. *What I did right:* What about the situation do you feel you handled well?
9. *What I could have done better:* What about the situation would you do differently next time?
10. *Abusive behavior:* Using the following definition of abuse, did you behave abusively to anyone during this incident? *"Abuse is any attempt to gain power or control over another person using physical, emotional, verbal, sexual or financial tactics"*

1. Date: \_\_\_\_\_ Time: \_\_\_\_\_ Place: \_\_\_\_\_
2. Subject of my anger: \_\_\_\_\_
3. Anger-related behavior: \_\_\_\_\_
4. On a scale of 1-10, my anger level was: \_\_\_\_\_  
 Cool, calm and collected    1   2   3   4   5   6   7   8   9   10    Violent explosion
5. Triggering event(s): \_\_\_\_\_
6. Anger cues: Thought \_\_\_\_\_  
 Feelings \_\_\_\_\_  
 Actions \_\_\_\_\_
7. Underlying emotions: \_\_\_\_\_
8. What I did right: \_\_\_\_\_
9. What I could have done better: \_\_\_\_\_
10. Did I behave abusively toward another person during this incident?    \_\_\_\_\_ Yes    \_\_\_\_\_ No



# Weekly Anger Log

(continued)

Strategies for Anger Management

1. Date: \_\_\_\_\_ Time: \_\_\_\_\_ Place: \_\_\_\_\_
2. Subject of my anger: \_\_\_\_\_
3. Anger-related behavior: \_\_\_\_\_
4. On a scale of 1-10, my anger level was:  
Cool, calm and collected    **1**   **2**   **3**   **4**   **5**   **6**   **7**   **8**   **9**   **10**   Violent explosion
5. Triggering event(s): \_\_\_\_\_
6. Anger cues: Thought \_\_\_\_\_  
Feelings \_\_\_\_\_  
Actions \_\_\_\_\_
7. Underlying emotions: \_\_\_\_\_
8. What I did right: \_\_\_\_\_
9. What I could have done better: \_\_\_\_\_
10. Did I behave abusively toward another person during this incident?     Yes     No

1. Date: \_\_\_\_\_ Time: \_\_\_\_\_ Place: \_\_\_\_\_
2. Subject of my anger: \_\_\_\_\_
3. Anger-related behavior: \_\_\_\_\_
4. On a scale of 1-10, my anger level was:  
Cool, calm and collected    **1**   **2**   **3**   **4**   **5**   **6**   **7**   **8**   **9**   **10**   Violent explosion
5. Triggering event(s): \_\_\_\_\_
6. Anger cues: Thought \_\_\_\_\_  
Feelings \_\_\_\_\_  
Actions \_\_\_\_\_
7. Underlying emotions: \_\_\_\_\_
8. What I did right: \_\_\_\_\_
9. What I could have done better: \_\_\_\_\_
10. Did I behave abusively toward another person during this incident?     Yes     No

1. Date: \_\_\_\_\_ Time: \_\_\_\_\_ Place: \_\_\_\_\_
2. Subject of my anger: \_\_\_\_\_
3. Anger-related behavior: \_\_\_\_\_
4. On a scale of 1-10, my anger level was:  
Cool, calm and collected    **1**   **2**   **3**   **4**   **5**   **6**   **7**   **8**   **9**   **10**   Violent explosion
5. Triggering event(s): \_\_\_\_\_
6. Anger cues: Thought \_\_\_\_\_  
Feelings \_\_\_\_\_  
Actions \_\_\_\_\_
7. Underlying emotions: \_\_\_\_\_
8. What I did right: \_\_\_\_\_
9. What I could have done better: \_\_\_\_\_
10. Did I behave abusively toward another person during this incident?     Yes     No

ROLE-PLAYS  
ANGER MANAGEMENT  
Topics 4 and 5

These are a few examples of situations that people encounter at work that make them angry. There are examples of coping statements (Topic 4) and assertive statements (Topic 5) that can be used during the role-play. When you are working on Topic 5 it is a good idea to review Topic 4 and have the students make some coping statements prior to making the assertive message. THIS INFORMATION IS ONLY A GUIDE. USE THE STUDENT'S EXPERIENCE AND LEARNING STYLE FOR THE ANGER MANAGEMENT TRAINING.

ROLE-PLAY 1

A common situation that gets people upset is when a boss gives unrealistic or confusing instructions. Students should keep in mind that this can be resolved, but they have to stay calm while addressing the boss with a legitimate concern. The following is a description of how to set up the role-play.

Set up

The scene is a worksite. One person will play the boss and the other person will play the employee. The boss is going to tell the person to do a job (i.e., mop). The employee goes to mop. The boss should then come back and tell the worker to go do another job (i.e., wash the windows) in a tone of voice that suggests he is annoyed with the worker.

Sample dialog

Worker: "Hey Boss."

Boss: "Hey George, go mop in department 5."

Worker: "Sure thing Boss."

*A few minutes later boss approaches George mopping in department 5.*

Boss: "George, how come you're not cleaning the windows in the entry-way?"

Worker: "I thought you wanted me to mop."

Boss: "I don't care what you think, just clean the windows!"

For Topic 4, this is a good spot to work on the coping statements to keep calm.  
For Topic 5, the worker can approach the boss and assertively talk to her.

Self-Instruction/talk examples

"OK, easy does it."

"Be calm."

"Relax."

"She has changed her mind."

"She forgot about the first job."

"Talk to her and find out what she wants."

"Don't worry about making her look bad, she will be glad that you were able to address both jobs."

Assertive statement

"Boss, I am confused by your instructions. I thought you wanted me to do this other job first. Which job would you like me to do first?"

ROLE-PLAY 2

When people make mistakes on the job, they can get chewed out by the boss. This does not mean the boss should be abusive or humiliate them in front of co-workers. Although it is not right for a boss to be abusive to an employee, it does happen. Students should keep in mind that this can be resolved, but they have to stay calm while addressing the boss with a legitimate concern. The following is a description of how to set up the role-play.

Set up

The scene is a worksite. One person will play the boss and the other person will play the employee. The employee is going to make a mistake (i.e., drop a box). The boss is going to come over and yell at the person. The other students in the class can serve as the other co-workers.

Sample dialog

*Worker drops a box.*

Worker: "Oh shoot, I really did it this time."

Boss: "Elaine, what the heck are you doing over there?"

Worker: "I am so sorry. I accidentally dropped this TV."

Boss: "You are so clumsy, my 95-year-old grandma could do a better job moving these boxes than you. I am going to have to write you up for this. Why can't you be like Newman?"

*Boss points to another student.*

For Topic 4, this is a good spot to work on the coping statements to keep calm. For Topic 5, the worker can approach the boss and assertively talk to him.

Self-Instruction/talk examples

"Chill."

"Relax."

"I did make a mistake."

"The boss didn't have to yell at me, but it won't help to yell back."

"Fix the problem and talk to him later about the yelling."

Assertive statement

"Boss, can I talk to you for a minute? I understand I made a mistake this morning, but I really got upset when you yelled at me. I would appreciate it if you would call me into your office next time I do something wrong and talk to me about my mistake."

ROLE-PLAY 3

There are going to be times when students think they are not being treated the same as other workers. Depending on how long they have worked at a job and how the boss goes about training employees, there may be times when it looks like they may be getting treated unfairly. Students should keep in mind that they can address their boss with their concerns, but they have to stay calm while addressing the boss with a legitimate concern. The following is a description of how to set up the role-play.

#### Set up

The scene is a worksite. One person will play the boss and the other person will play the employee. The boss is going to ask the worker to clean the bathroom for the tenth day in a row.

#### Sample dialog

*The worker just got out of orientation 10 days ago. She has had to clean the bathroom every day since she started working. She has noticed that no other employee has been instructed to do it.*

Boss: "Susan, I want you to stop what you are doing at 4:15 again today, so you can clean the bathroom."

For Topic 4, this is a good spot to work on the coping statements to keep calm.  
For Topic 5, the worker can approach the boss and assertively talk to him.

#### Self-Instruction/talk examples

"Be calm."

"Talk to my boss after I relax."

"Take a few deep breaths."

"There must be reason why he keeps asking me to do it. I'll ask him."

"Don't yell. If this is what my job is, I have to accept it."

"If I don't like my job, I can quit, but I have to do it the right way."

#### Assertive statement

"Boss, I am getting upset when I have to do that same job. It seems like I am the only one who does it. Can you tell me why you keep assigning that job to me? What can I do to get other jobs assigned to me?"

### ROLE-PLAY 4

People are not going to get along with everyone they work with. It is important that they try to resolve these conflicts so they can work more effectively. If they bottle it up inside or blow up at the co-worker, it reflects badly on them. The following is a description of how to set up the role-play.

#### Set up

The scene is a worksite at lunch-time. Three people will play workers. Two workers will be sitting down eating their lunch and talking about their weekend. One of the employees

will ask the other if he heard some gossip about the third employee. As this employee is talking, the third employee walks up to their table and overhears the conversation.

#### Sample dialog

*Jerry and Elaine are talking at lunch.*

Jerry: "Did you have a good weekend?"

Elaine: "Yeah, how about you?"

Jerry: "It was pretty good except my neighbor kept dropping in unannounced."

Elaine: "Did you hear about George?"

Jerry: "No."

Elaine: "He has been coming in to work late a lot and I think the boss is going to fire him."

While Elaine is saying this, Jerry is putting his finger to his mouth to shush her while George walks up from behind.

For Topic 4, this is a good spot to work on the coping statements to keep calm.

For Topic 5, the worker can approach the worker and assertively talk to her.

#### Self-instruction/talk examples

"Relax."

"Stay calm."

"Don't talk to this person until I calm down."

"Don't worry about what he said, it's not true."

"I'll be the better person and talk to her face-to-face."

#### Assertive Statement

"I am angry about what you have been saying. I do not want you spreading rumors about me. The boss is not firing me, and if you want to know what is going on, come talk to me."

**Come up with more role-plays based on the students' experiences. Have the students assist with discussing the appropriate ways to handle the situation, coming up with the role-play, providing examples of different coping statements, and assertive statements. Have fun and act them out.**