



Control Your Anger Before?

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Getting Started

This session will help teach you how to identify your anger triggers and what to do when you're angry.



Objectives

The Anger
Cycle

Anger
Myths

Dealing
with Anger

Energy
Curve



Your Anger Experience

Think of a situation where you had experienced anger, preferably one that no longer affects you currently.

1. What symptoms did you experience?
2. What was your response to your anger symptoms?
3. Was your response helpful?



Understanding Anger

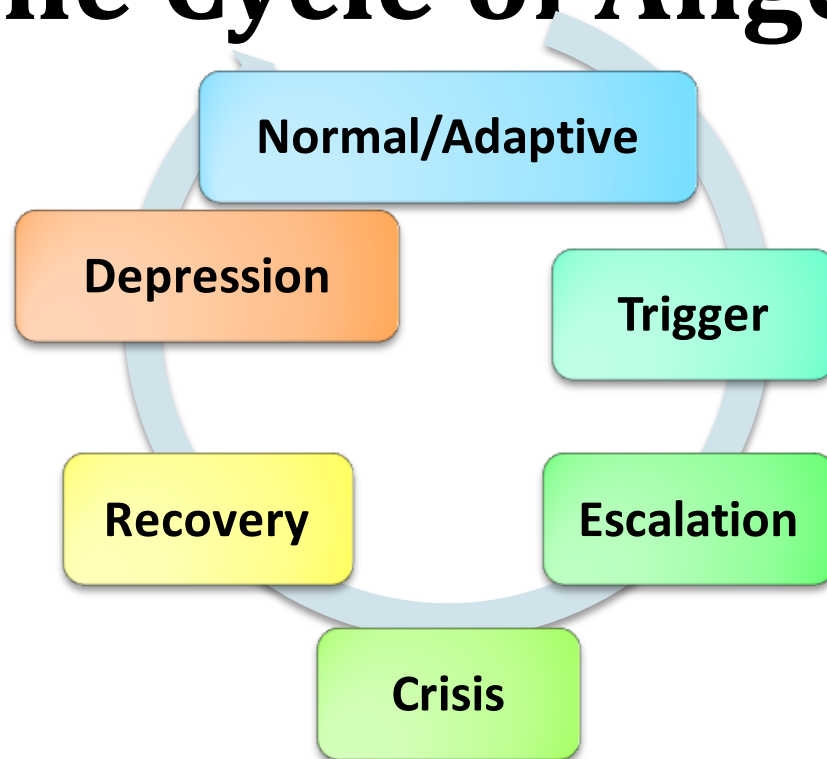
Before we discuss specific anger management strategies, it is helpful to first understand the nature of anger.

In this session, we will discuss

- The cycle of anger
- The fight or flight response
- Common myths about anger

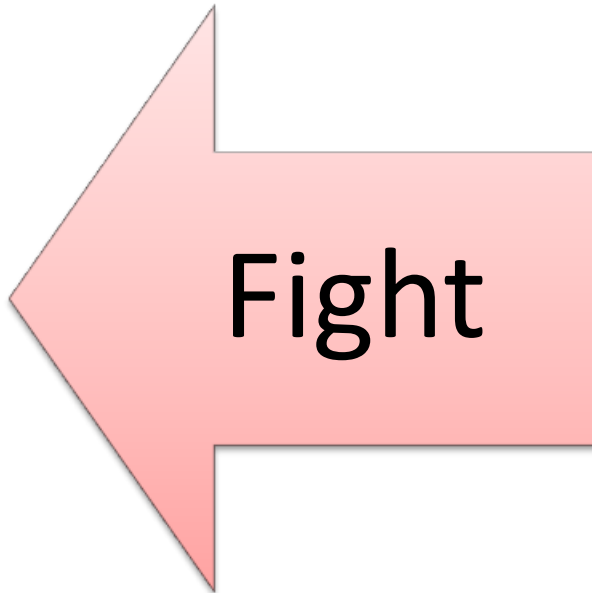


The Cycle of Anger





Understanding Fight or Flight





Common Myths about Anger

It's Bad emotion

It needs to be unleashed

Ignoring it will make it go away

You can't control your anger

If I don't get angry, I am a pushover.



Do's and Don'ts

Now that we've established that anger is a natural, unavoidable, and instinctual reaction, let's look at how we can respond to anger appropriately.



Unhelpful Ways of Dealing with Anger

Ignoring Anger

Keeping it Inside

Being Aggressive

Passive Aggression

Not communicating



Helpful Ways of Dealing with Anger

DO

- Acknowledge your anger
- Be calm before you speak

DO

- Speak up
- Explain how you feel



Gaining Control

Anger is instinctual, yes. It is an emotion that comes unbidden and we often don't have a choice whether we would be angry or not. What we can do however, is take control of our anger when it comes.

What are ways we can gain control over our anger?



A Word of Warning

Recognize the warning signs

Physical

Mental

Emotional

Behavioral



Using Coping Thoughts

- Calm down first, and think it through
- It may not be as bad as it seems
- You are capable of managing this situation
- It's alright to be upset
- What needs to be done immediately?



Using Relaxation Techniques

Breathing Exercises

Meditation

Progressive Muscle Relaxation (PMR)

Visualization

Music



Blowing Off Some Steam

Physical
Activity

Music/
Singing

Pillow
Punching

Writing



Separate the People from the Problem

Anger is not just personal. It can be relational as well. When managing anger that involves other people, it helps to have a problem-oriented disposition, setting personal matters aside. This way the issue becomes an objective and workable issue.



Objective vs. Subjective Language

State
Behaviors

Don't be
Vague

Use Clear
Terms

Don't
Assume
Thoughts
or
Actions



Identifying the Problem

Gather Information



Problem Statement



Review Your Position



Mutual Acceptance



Using “I” Messages

A description of the behavior

Its effect on you or the organization

A suggestion for alternative behavior



Working on the Problem

Constructive disagreement,
Negotiation tips,
Building a consensus and,
Identifying solutions.



Using Constructive Disagreement

Solution-Focused

Mutual Respect

Win-Win Solution

Reasonable Concessions

Learning-Focused



Negotiation Tips

Note Situational Factors

Prepare!

Communicate Clearly

Focus on the Process

Keep an Open-mind



Building Consensus

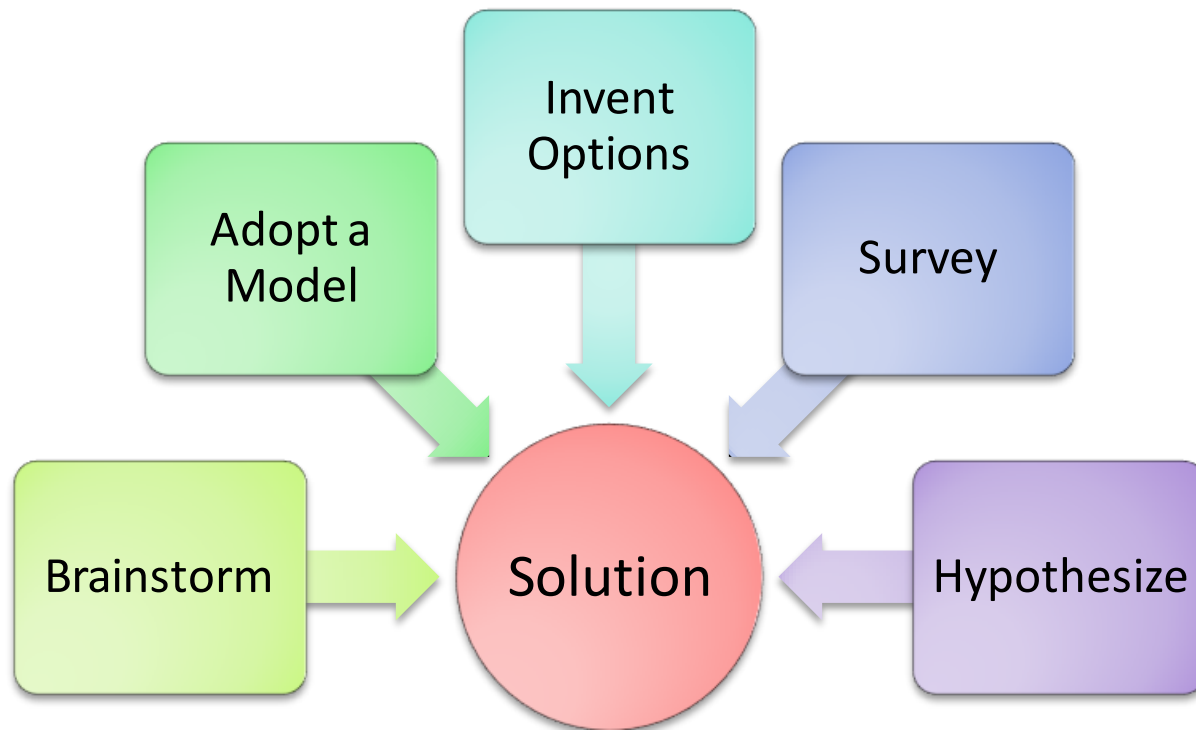
Focus
on
Shared
Interests

Explore
Options
Together

Increase
Sameness
Reduce
Differences



Identifying Solutions





Solving the Problem

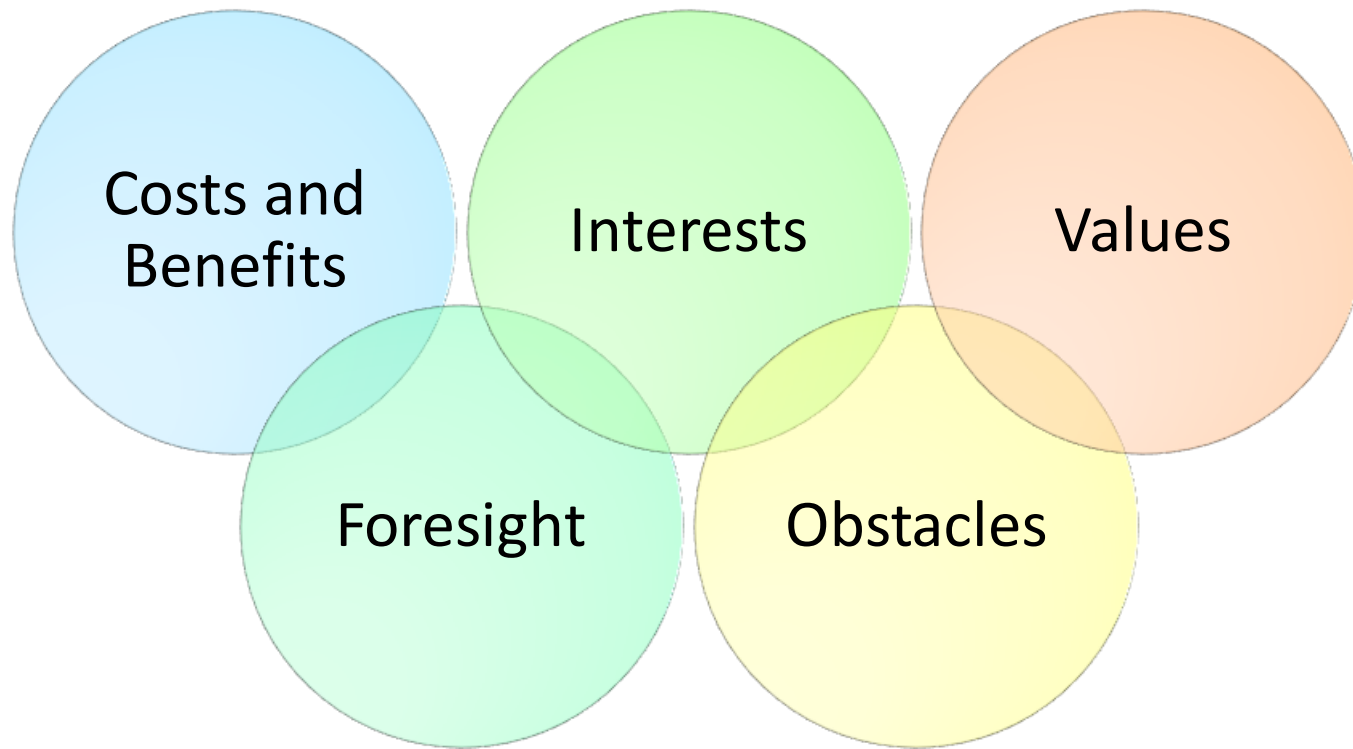
Choosing a solution,

Making a plan, and

Getting it done.



Choosing a Solution





Making a Plan

Keep Your Goal Central to Your Plan

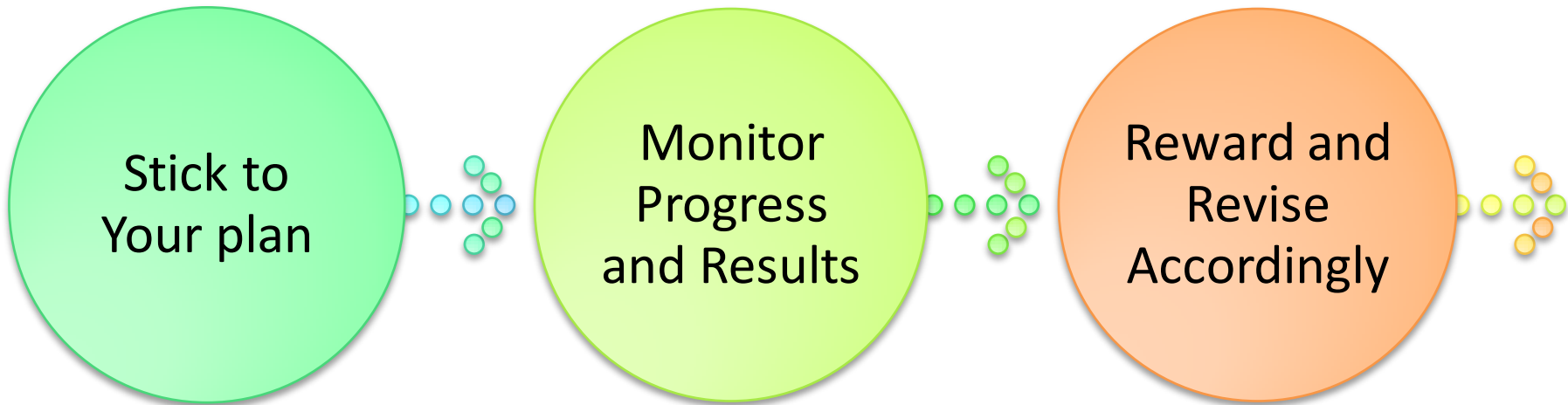
Concrete Steps

Resources You Would Need

Evaluate the Plan



Getting it Done



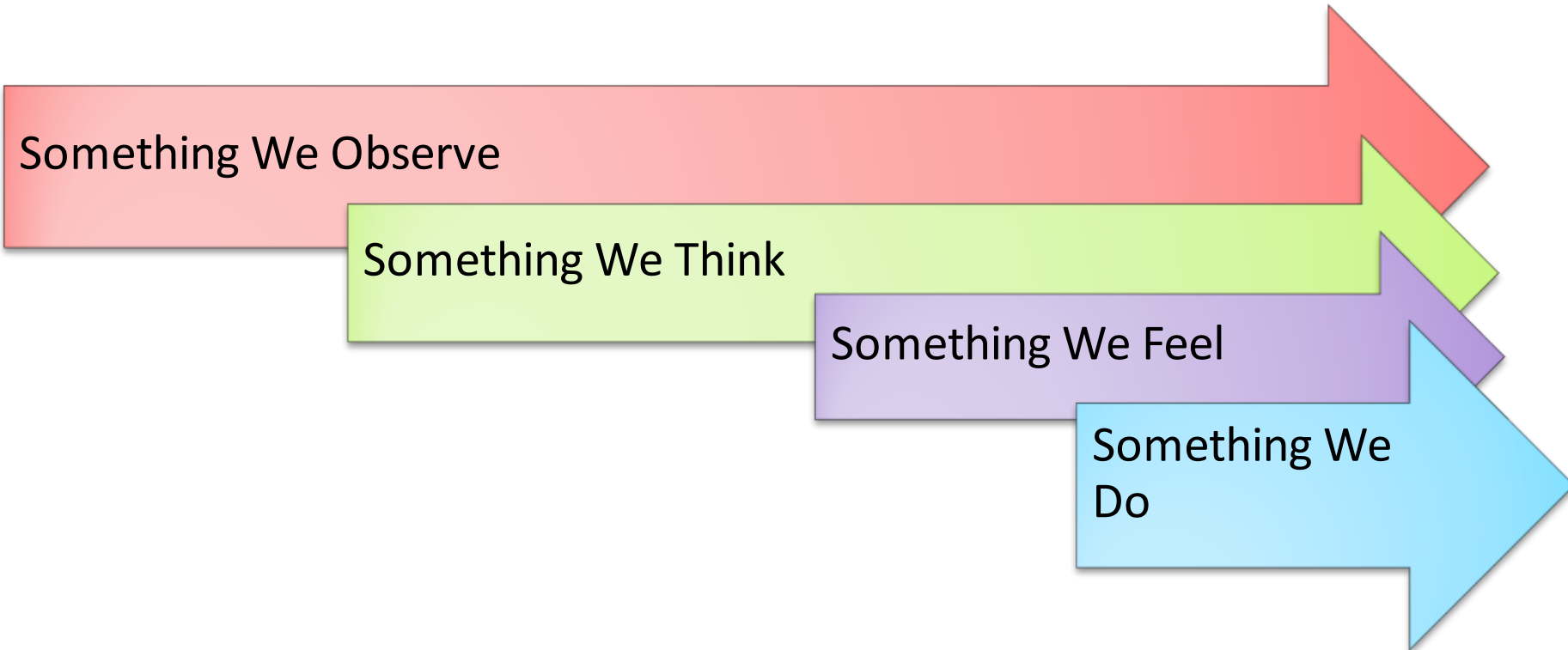


A Personal Plan

How to identify your personal hot buttons, and
How you can be benefitted by keeping a
personal anger log.



Understanding Hot Buttons





Identifying Your Hot Buttons

Hot

- Triggers
- Appropriate responses

Buttons

- Awareness
- Watch for them



A Personal Anger Log

Increase Awareness of Anger Patterns



A Good Way to Blow Off Steam





The Triple A Approach

Anger is exacerbated by a feeling of victimization and helplessness. It helps to know then that we always have at least three options when dealing with an anger-provoking situation: you can alter, avoid or accept.



Alter

Change Non-Productive Habits

Respectfully Ask Others

Change the Way You View a Situation

Change the Way You React to a Situation



Avoid

People Who Make You
Upset

Stressful Situations

Your 'Hot Buttons'



Accept

Find
Learning

Seek
Higher
Purpose

Vent to a
Friend



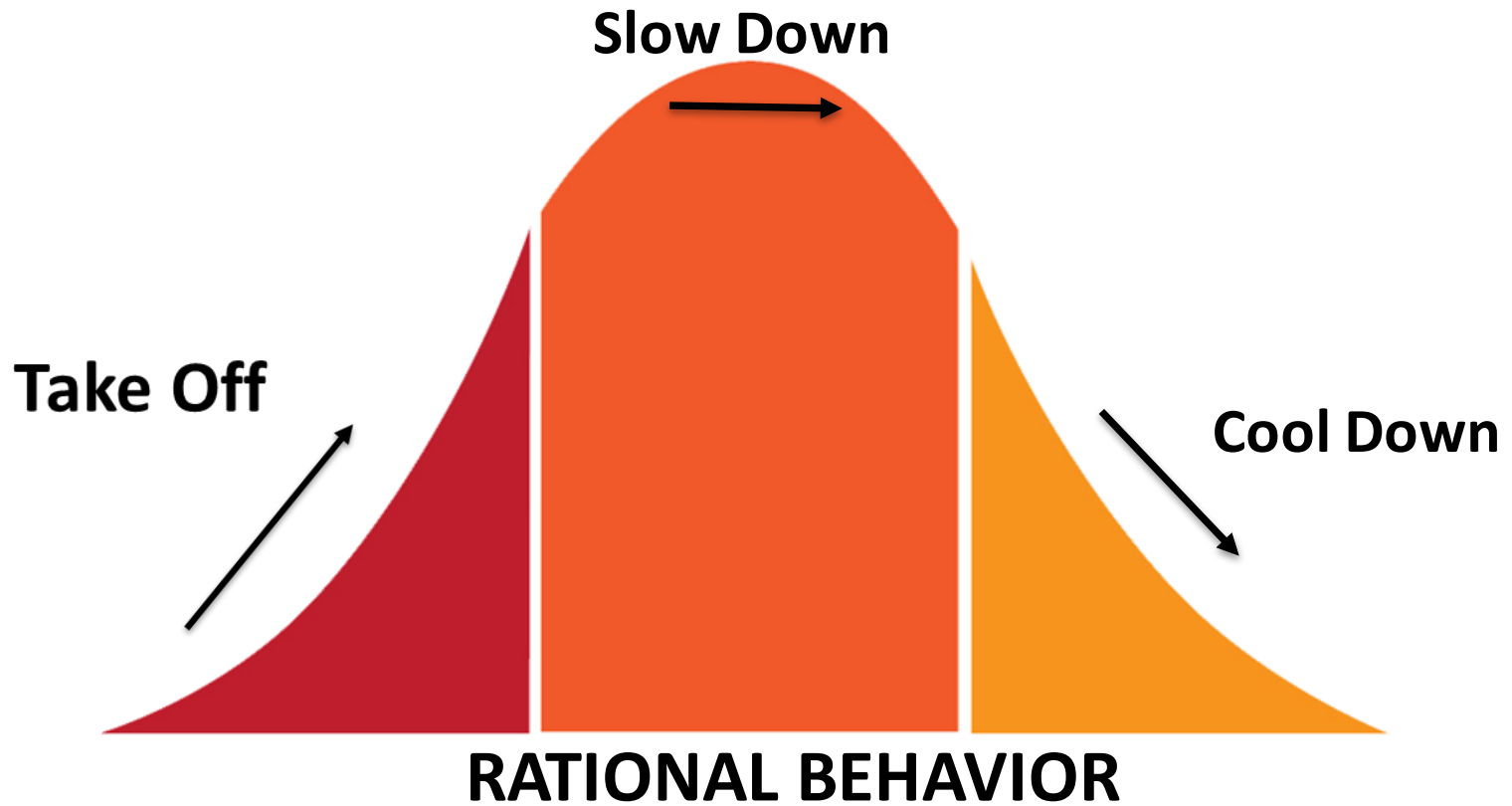
Dealing with Angry People

How we can effectively deal with angry people.

The Energy Curve, de-escalation techniques, and guidelines on when to back away and what to do.



Understanding the Energy Curve





De-escalation Techniques

Active Listening

Personal Space

Sense of Control

Orientate Them

Invite Criticism

Agree if Possible

Reiterate Your Support

Set Limits



When to Back Away and What to Do Next

Cannot View it Objectively

Warning Signs for Abuse

Influence of Mood-altering Substances

Rational Intervention Does Not Work

Serious Mental Health Conditions

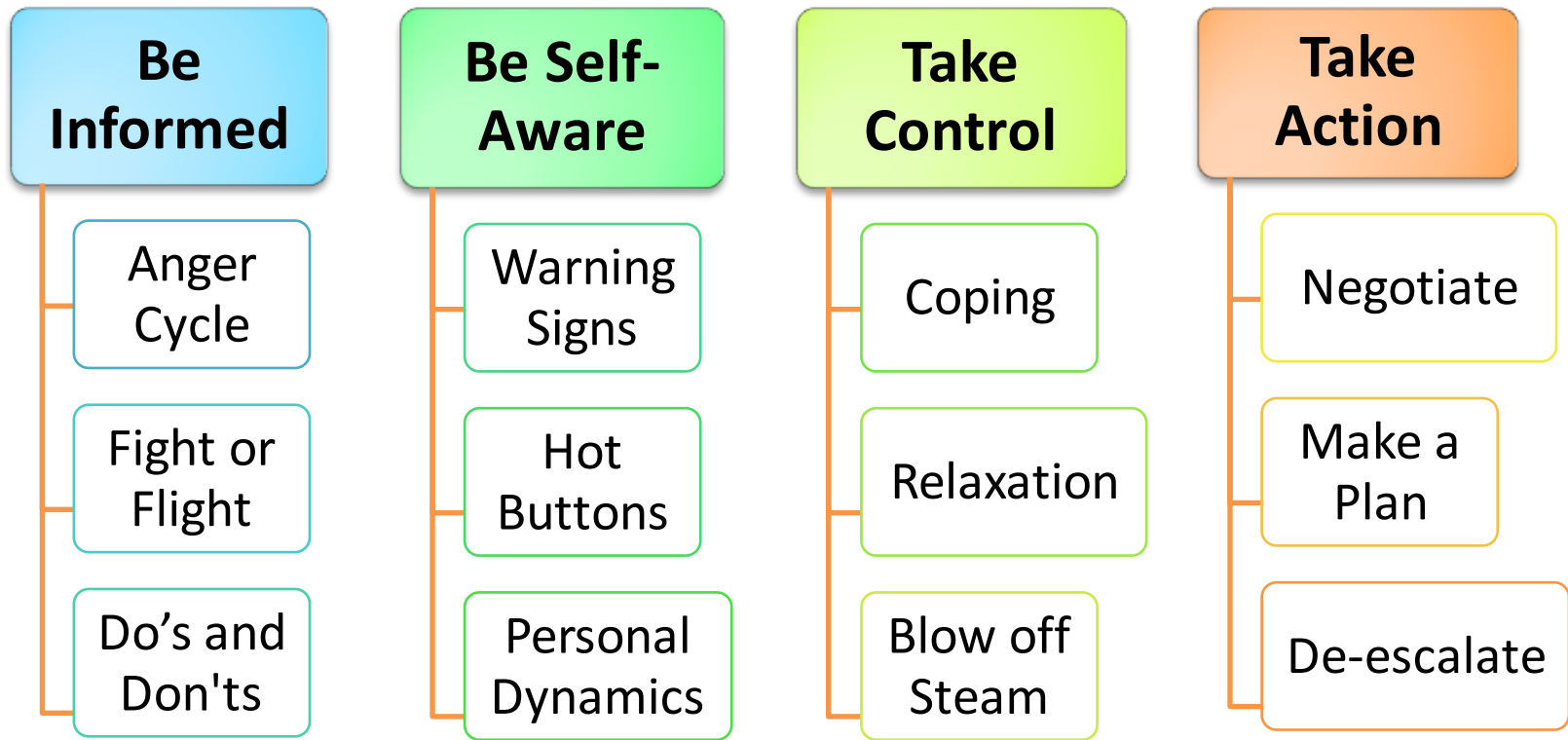


Pulling It All Together

How to effectively practice anger management techniques.



Process Overview





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Questions?

www.theextraedge.org