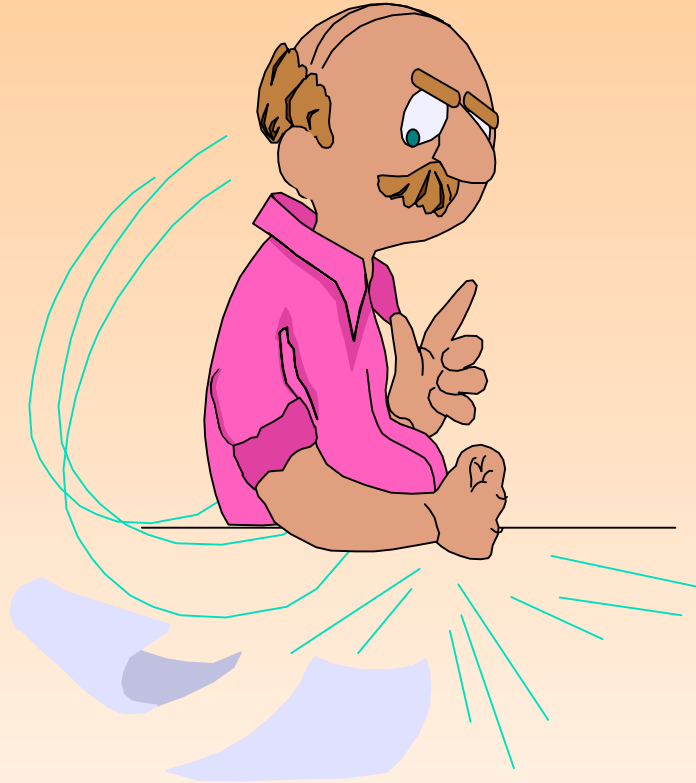


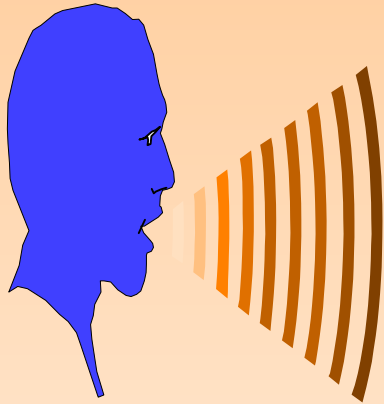
# ANGER MANAGEMENT



# WHAT IS ANGER?

- ◇ An emotional state.
- ◇ Varies in intensity
- ◇ A coping mechanism.
- ◇ How you deal with events that threaten the body, self-esteem or values.
- ◇ Related to fear.
- ◇ Can be destructive and lead to problems – at work, in relationships, quality of life.
- ◇ Feeling mad in response to frustration or injury.
- ◇ Distorted thinking.

# Ancient & Medieval Definitions



-Madness

-Insanity

-Those lacking ethics & morals

# CURRENT VIEWS

- ◇ Angry people are hostile. (Hostility is a chronic state of anger.
- ◇ Hostility is a permanent personality characteristic.
- ◇ Hostile people are unhappy.
- ◇ Angry people are emotionally insecure.
- ◇ Angry people have a low sense of self.

# EFFECTS OF ANGER

- ◇ Anger----> Rage ----> Violence
- ◇ Does great harm – more than any other emotion.
- ◇ Associated with crime, abuse, poor working conditions, poor health.
- ◇ Reports from Statistics and Surveys:
  - Road rage -> 8,000 deaths, 1 million injuries

# EFFECTS OF ANGER

- ◇ Polls reveal that people indicate that they feel like killing others.
- ◇ Crime rate soars: rapes, murders, battering, child abuse, domestic abuse.
- ◇ 1 in 5 women are raped – 683,000 in 1990 – 30% were less than 11 years of age.
- ◇ Children between 3–17 years are the most violent.



# CHARACTERISTICS OF ANGRY PEOPLE

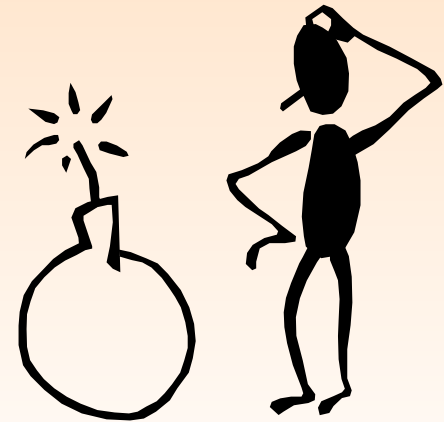
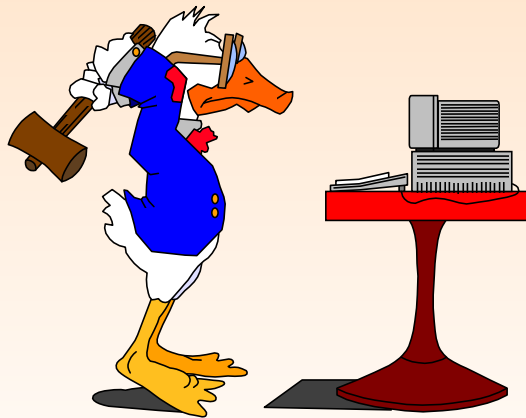
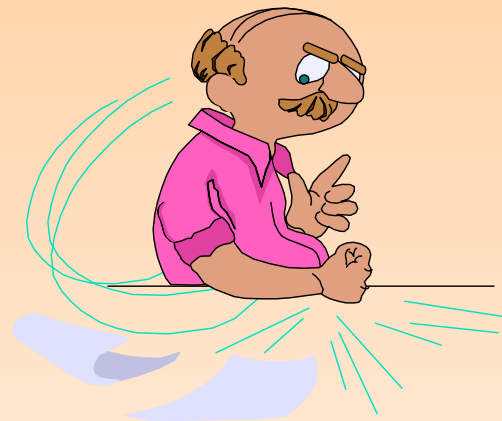
- ◇ Hostility – silently or overtly
- ◇ Marital problems
- ◇ Greater stress in interpersonal aspects of work.
- ◇ Uses threat of anger to manipulate others.
- ◇ Negative view of work.
- ◇ Less open-minded.
- ◇ Hostile people are unhappy.
- ◇ Report more difficulties at work.
- ◇ Less job satisfaction.



# CHARACTERISTICS OF ANGRY PEOPLE

- ◇ Are cynical.
- ◇ Have antagonistic interactions.
- ◇ Less tolerant.
- ◇ Less understanding.
- ◇ Less socially responsible.
- ◇ Distrustful, resentful.
- ◇ Competitive.
- ◇ Blame others, put down others and demean others as a way of seeking revenge.
- ◇ Influence other people to share their cynicism & pessimism.

# BEHAVIORAL SIGNS



# BEHAVIORAL SIGNS

- ◇ Chronically angry people frequently create unfriendly social environments for themselves by the way they deal with anger.
- ◇ Verbal antagonism and condescending remarks --> fuels antagonism from others.
- ◇ Assaults: physical, rage, slapping, shoving, using a weapon.



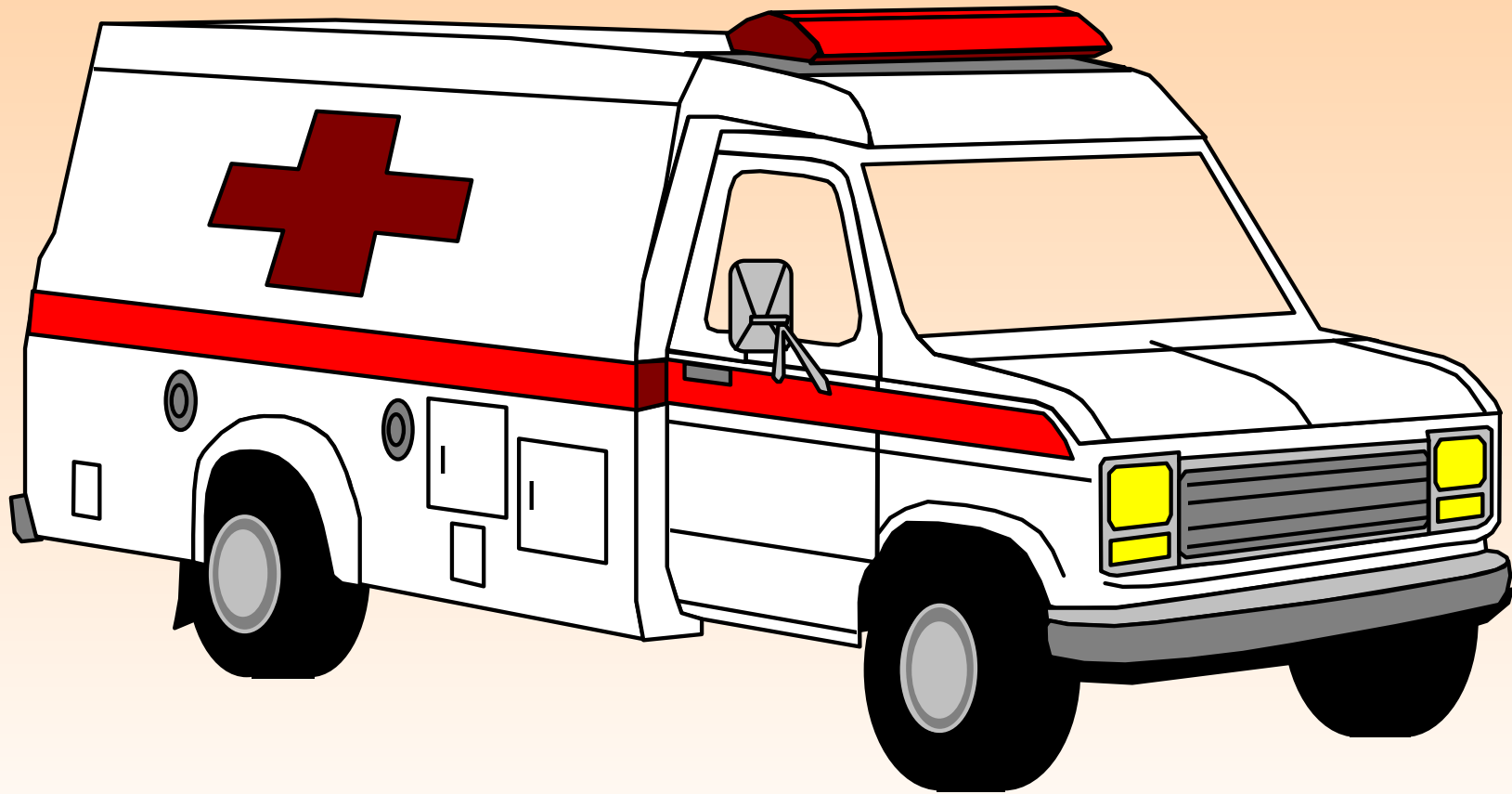
# BEHAVIORAL SIGNS

- ◆ Aggressive: overly critical, fault finding, name-calling, sarcasm, prejudice, cynical humor and teasing, flashes of temper.
- ◆ Hurtful: malicious gossip, stealing, trouble-making, revengeful, passively resistant, interferes with progress.
- ◆ Rebellious: open defiance, indirectly challenging.

# BEHAVIORAL SIGNS

- ◆ Health: smokers, drink more alcohol and coffee, consume more calories. Poor health overall.
- ◆ Others: resentful, jealous, envious, argumentative, unforgiving, tired and anxious.

ANGER KILLS



# ANGER KILLS

- ◇ Thought → Brain → "Let's Get Mad" → autonomic nervous system → release of hormones & chemicals in blood → increases heart → increases blood sugar and pressure → increases breathing → impairs senses → releases deadly cortisol for "fight or flight" → drains adrenal glands → stimulates fat cells → converts to cholesterol.

# ANGER KILLS

- ◇ To get angry is to slowly commit suicide.
- ◇ Anger releases a slow-acting poison. Is toxic. Damages immune cells.
- ◇ Cumulative effect: cholesterol buildup which blocks blood flow to arteries starving heart.
- ◇ Causes release of chemicals and killer venom.

# ANGER KILLS

- ◇ Decreases production of serotonin which activates the sympathetic nervous system which speeds up release of cortisol – killer venom. Decreases action of parasympathetic nervous system.
- ◇ Cortisol is potently dangerous – it lasts for 13 hours at the cellular level when released.
- ◇ Linked to cancer. Causes slow burn.

# ANGER KILLS

- ◇ *Suppressed anger is equally as bad --> bitterness, depression, high blood pressure, heart disease, colitis and other illnesses.*



# WAYS TO MANAGE AND EXPRESS ANGER



- ◇ Two Rules to Live By:
  - “Don’t Sweat the Small Stuff.”
  - “Most Matters are Small Stuff.”



# Learning to Manage Anger Can Be A Life Saver!

- ◆ If you are an angry person, an abuser, an oppressor -- work on changing your habits!
- ◆ If you are a person impacted by an angry person, you must alleviate the assaults the angry person makes to your person and body or eliminate the angry person from your life! [Anger is like second-hand smoke. It can kill a non-hostile person too! ]



# SOME SUGGESTED STRATEGIES

- ◇ Stress Inoculation.
- ◇ Flooding or Frustration Training.
- ◇ Meditation, Relaxation.
- ◇ Assertiveness.
- ◇ Be Empathic.
- ◇ Learn To Be Fair.
- ◇ Learn to Hold Back Anger.
- ◇ Stop Using Your Temper To Get Your Way.
- ◇ Practice Listening.
- ◇ Improve Communication.



# SUGGESTED STRATEGIES

- ◇ Cognitive Restructuring.
- ◇ Stop Hostile Fantasies.
- ◇ Respect Others.
- ◇ Practice Forgiveness.
- ◇ Have a Sense of Humor.



# SOME SPECIAL STRATEGIES

- ◆ A TEN-STEP PROGRAM
- ◆ RULES FOR EXPRESSING ANGER
- ◆ TIME OUT
- ◆ COPING WITH YOUR CO-WORKERS OR BOSS
- ◆ RETHINK -(RECOGNIZE, EMPATHIZE, THINK, HEAR, INTEGRATE, NOTICE AND KEEP)

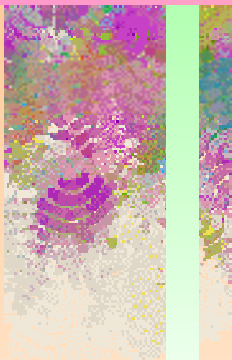


# 9 STRATEGIES FOR CONTROLLING HARMFUL HOSTILITY

- ◆ Identify your pet peeves.
- ◆ Reason with yourself.
- ◆ Stop hostile thoughts, feelings and urges.
- ◆ Avoid over stimulation.
- ◆ Assert yourself.
- ◆ Listen.
- ◆ Forgive.
- ◆ Pretend today is your last.
- ◆ Help yourself and/or others to change.



# PRACTICE EXERCISES



Group Activity: Anger Workbook  
Group Report Outs  
Questions and Answers

*Thank You For Your Participation!*