

Anger Management Seminar for Trinity chapel November 25, 2012

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What is anger?

- Anger is a negative internal feeling state associated with
- specific cognitive perceptual distortions (e.g. “people are against me”),
- cognitive deficiencies (lacks comprehension), wrong attributions.
- It is a subjective labelling of “danger” causing physiological changes,
- Elicited subsequent action tendencies (habits) with society reinforcements
- State anger – signs and symptoms of anger
- Trait anger – personality factors

Differences

Aggression

- intentional infliction of harm, physical and psychological injury/ discomfort
- Depends on values and social context
- Socially legitmised punishment

Violence

Forceful infliction of physical injury

- Criminal violence is an illegitimate use of force,
- criminal homicide (murder) (manslaughter)
- assault (causing bodily harm), sexual, rape.
- Domestic violence

What normally provokes You?

financial problems

Conflict with friend /supervisor

cultural/political differences

Family arguments/opinion differences

personal needs/threats

Feeling that people are Irresponsibility

Feeling people are Rude

Environmental issues (noise/space/lighting/air)

Personality clash/factors (e.g. always like to win)

A-B-C model of Emotion



When you are under stress

Event

Your perception goes wrong
You thought tye did it deliberately



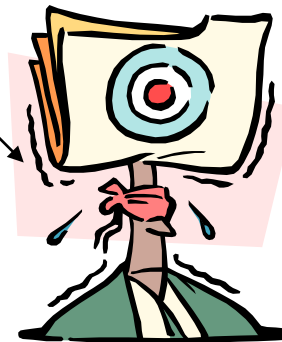
Thought

Confirming the negative thoughts
They are attacking you



Behaviour

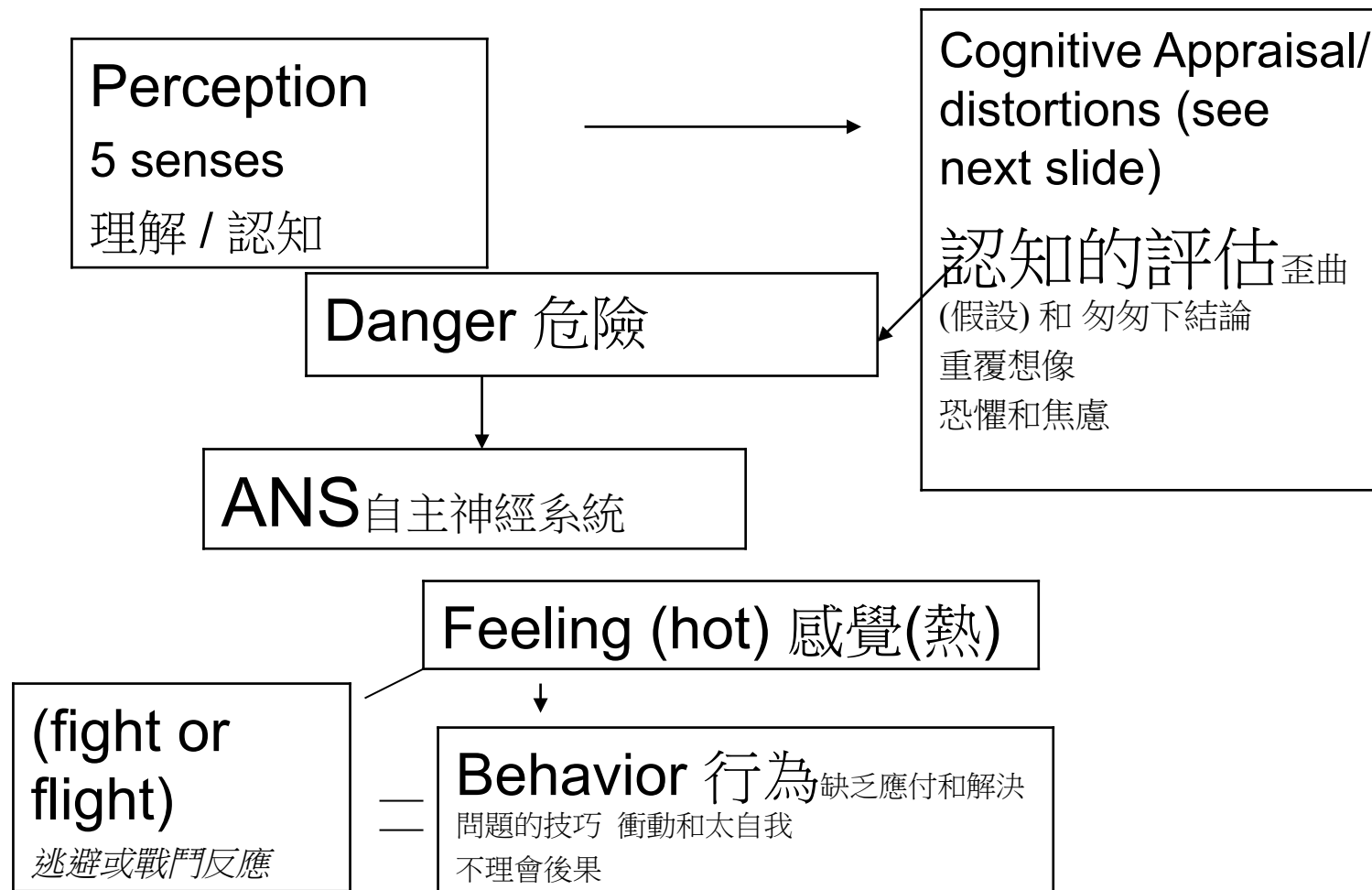
Reacted with aggressive behavior



Feeling

You feel bad/angry

Cycle of Anger 忿怒的循環



Perceptual distortions (Beck 1978)

Ten distorted thinking patterns

- Overgeneralisations
- Black and white (rigid thinking patterns)
- Mental filter (chose to hear what one wants to hear)
- Discounting the good
- Should's and Ought's
- Catastrophising

That can cause us to see "RED"

- Emotional reasoning (using tears/anger to solve problems)
- Jumping to conclusions
- Personalisation (that comment was meant for me)
- Labelling others (as no good/bad)

What Do we Say to Ourselves when being provoked?

Stage 1 Calm down – Self awareness of thoughts

1. Stay calm, take a deep breath and count to ten, breathe out and imagine a peaceful picture
2. Say to yourself, what are the facts?
3. Catch any added self negative thoughts or statements (they should..)
4. Are there any evidence in those negative thoughts?
5. Think alternative thoughts (e.g. they may not understand/ aware of their actions on others; they are innocent children; the bosses may be too stressed at work; staff maybe too tired to serve)

Managing Your Anger

1. Recognize your beliefs and values
2. Be ready for change
 - i. Believe that anger must change.
 - ii. Practice techniques of change.
 - iii. Learn to relax.
 - iv. Take time-outs.
 - v. Condition yourself for new behaviour.
 - vi. Visualize a triumphant outcome.
3. Manage attitude
 - i. Beware of your communication style.
 - ii. Watch your facial expression.
 - iii. Change your anger into energy.
 - iv. Be assertive, not aggressive.

Managing Your Anger (continued)

4. Let go of the past
 - i. Let go of the conflict of the past.
 - ii. Change negative beliefs.
 - iii. Know your own values.
 - iv. Recognize that other people have different values and beliefs.
 - v. Know your rules and choose whether to change them.
 - vi. Know the pain of your past and then forget it.
 - vii. Identify new pleasures for letting go of old anger.

Managing Your Anger (continued)

5. Goals

- i. Set realistic goals.
- ii. Make goals work for you and not you work for goals.

6. Habits

Develop new habits in shaping your emotions.

7. Be positive

- i. Visualize positive outcome.
- ii. Let go of pessimistic beliefs.
- iii. Choose your emotional state.
- iv. Reward yourself.
- v. Feel good.

Useful communication skills

- When someone is angry, let them finish, ask for the summary of 3 short points what she meant to say

Watch for Non-verbal Behavior – be calm

- Proximity
- Facial expression
- Hand gestures
- Voice volume
- Reflection

Verbal behavior

- Speak calmly, look at the person
- State the problem, know the best bottom line for negotiation, accept to resolve the differences together
- Find an alternate solution that suits both (Win-win situations)

Non-judgmental phrases

- First, I like to get to know you better
- Could you tell me more
- I would like to hear your side
- Could you share with me?
- I guess that's pretty important to you
- Tell me about it
- Is that so?
- Uh huh

Assertive skills

- Look him into the eye – do not smile
- 3 important steps
- Point out the behavior that is inappropriate
- Reflect how you feel about that behavior
- Suggest an alternative behavior
- Praise yourself for doing well

Coping with Angry People

- Staying cool
- Getting angry will only make things worse.
 - I'll stay calm; yelling has never helped.
 - No attacking; this will only escalate the problem.
 - This is a difficult situation, but I can work it out.
 - It is time to cope. I don't want to blow my top.
 - This will pass and I can handle it.
 - I don't need to blame.
 - I'm responsible for my feelings.
 - I choose to stay in control.

Coping with Angry People (continued)

- Keeping your focus
 - I'll state my position calmly and simply.
 - Try to understand the other person's position.
 - Acknowledge the feelings being expressed.
 - Ask the other party what will work for them in solving the conflict.
 - Treat the other party with respect.
 - Stick to the facts, not past beliefs.
 - Negatives will not help the situation.
 - What do I want from this?
 - I won't blame.
 - If at first I don't succeed, I'll try another strategy.

Coping with Angry People (continued)

- After the ugliness
 - Forget about it. Think about something else.
 - Get busy on a project.
 - Do something for yourself that makes you happy.
 - Reward yourself for keeping your cool.
 - Relax.
 - Call a friend; talk about good things and laugh.
 - Don't take it personally or put yourself down in any manner.

Staying **ALIVE**

- A** Accept problem.
- L** List your response choices.
- I** Identify alternatives.
- V** Visualize your situation.
- E** Evaluate the conclusion.

THANK YOU FOR LISTENING