SMCC
Anger Management

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(EASE)

Agenda

- Introductions
- Why anger management?
- The anger mix.
- Strategies for anger management.

How is your Anger?

❑ People tell you that you need to calm down.

❑ You feel tense much of the time.

❑ At work, you find yourself not saying what is on your mind.

❑ When you are upset, you try to block the world out by watching TV, reading a book or magazine, or going to sleep.

❑ You have trouble going to sleep.

❑ You feel misunderstood or not listened to much of the time.

❑ People ask you not to yell or curse so much.

❑ Your loved ones keep saying that you are hurting them.

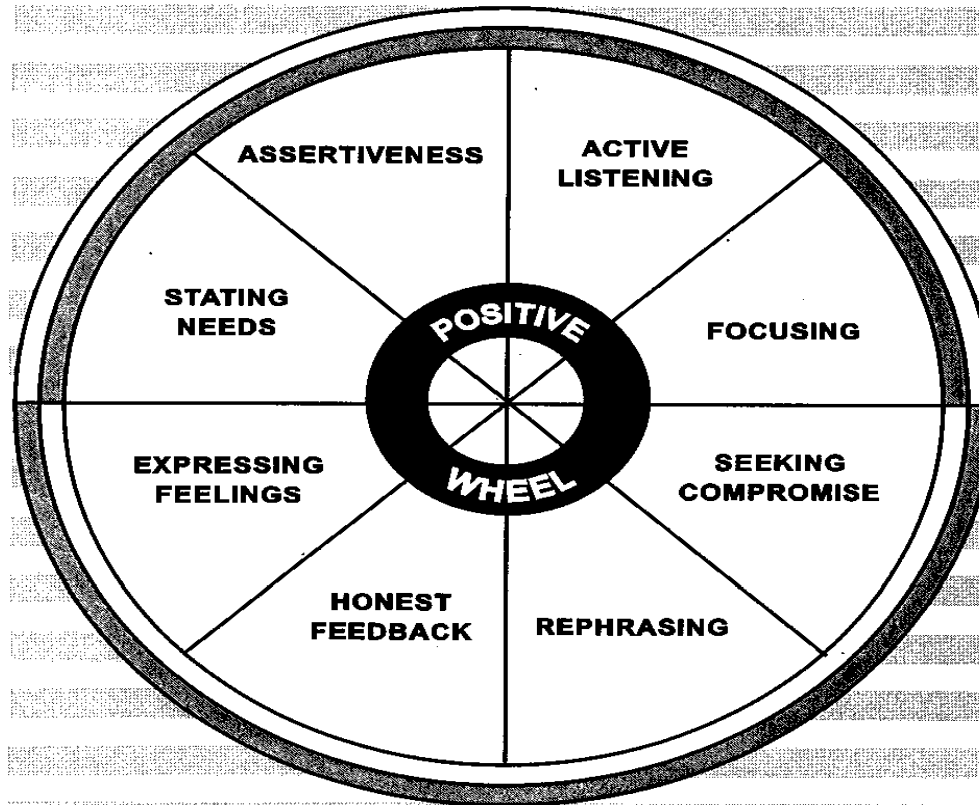❑ Friends do not seek you out as much.

Anger Management

The major components are:
- Communication skills
- Stress management
- Emotional intelligence

The wheels, which appear below, are the anchors to this anger management workbook. They can and should be referred to when focusing on or practicing positive skills. In addition, these wheels help recognize styles of speaking, behavior and habit patterns, which influence interpersonal relationships. Tools for increasing emotional intelligence must be incorporated in mastering the spokes on the Positive Wheel.
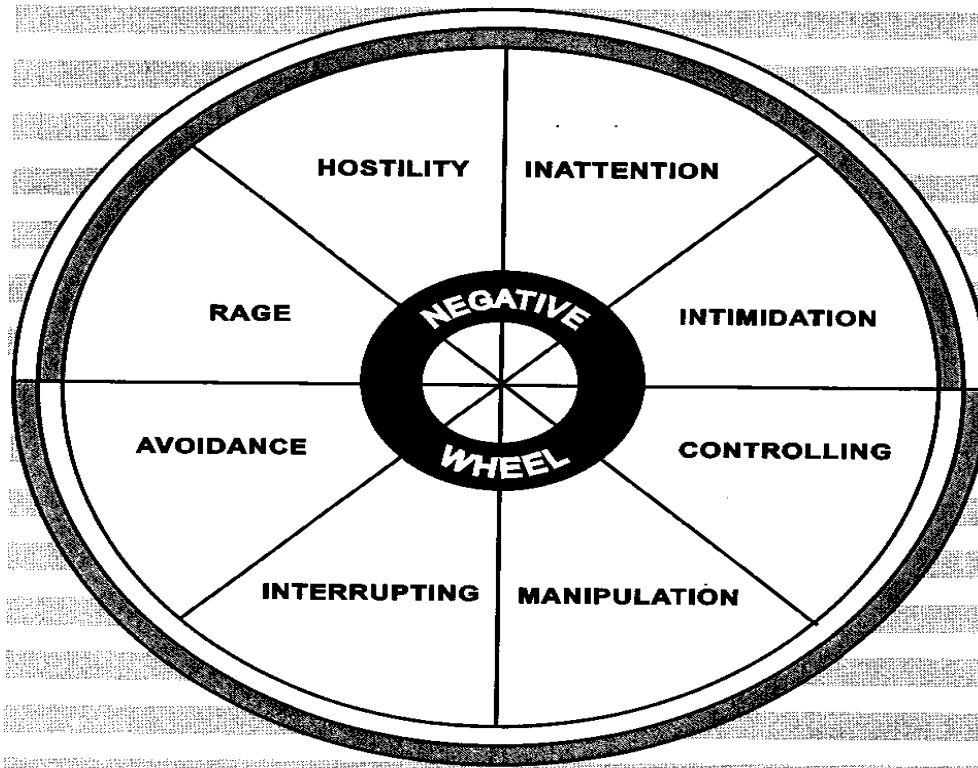
Constructive Interactions

POSITIVE

WHEEL

ASSERTIVENESS

ACTIVE LISTENING

STATING NEEDS

FOCUSING

EXPRESSING FEELINGS

SEEKING COMPROMISE

HONEST FEEDBACK

REPHRASING

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This Negative Wheel helps link the different behaviors that together form a pattern of miscommunication. It shows the relationship as a whole—and how each seemingly unrelated behavior is an important part in an overall effort to dominate a situation or someone else.

Destructive Interactions

HOSTILITY   INATTENTION

RAGE   INTIMIDATION

NEGATIVE

AVOIDANCE   CONTROLLING

WHEEL

INTERRUPTING   MANIPULATION

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Anger & Relationships

- Working with someone, our personalities, priorities, interests, and ways of doing things frequently clash.

- What do we do when they clash?

- How do we feel about the clash?

- Who do we talk to about the clash?
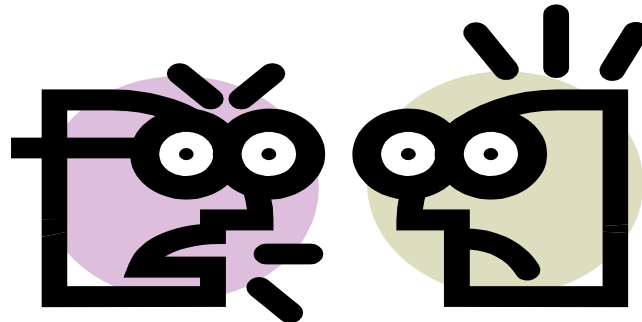
Anger Triggers

- When I believe that I am being treated unfairly.

- When I think that there are favorite employees.

- When I perceive that the rules are wrong.