

Understanding Anger

An Anger Management Manual



THE JOHN HOWARD SOCIETY OF MANITOBA, INC.

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UNDERSTANDING ANGER

UNDERSTANDING ANGER was developed for the John Howard Society of Manitoba's Literacy Program. It contains thirty lessons dealing with anger management issues.

Each of the lessons is followed by an exercise designed to build literacy skills and to reinforce materials contained in the lesson.

This manual was developed to provide a basic understanding of anger and related issues. While anyone can benefit from this book, it is especially suited to low-level readers.

Words that are underlined throughout this workbook are defined in the glossary at the end of LESSON #30.

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LESSON #1

What Is Anger?

Anger is a normal feeling we all feel from time to time. We can be angry at ourselves or at others. We can also be angry at things that happen to us. Anger is what we feel when we say:

- "Your attitude really ticks me off!"
- "You are such a pain in the ass!"
- "I can't believe I did that!"

Anger can be helpful if we use it right. It can "fire" us up and help us get things done. Anger can give us the extra energy we need to help us complete a difficult task.

Anger can also be harmful. If we ignore our anger it can build up inside us. After a while the anger inside us causes us to "explode". If this happens we may end up hurting someone we didn't mean to hurt.

Anger can also be harmful if we "blow up" every time someone crosses our path. It can get us into fights and into trouble and can often make us feel bad about ourselves. We all get angry sometimes. The important thing is that we learn how to express our anger.

EXERCISE #1

1. Give an example of how anger has been helpful to you:

2. Give an example of how anger has been harmful to you:

3. What do you expect to learn from this workbook?

Keep an Anger Journal.

Write in it every day, or just when you get angry.

Rate your anger from #1 (low) to #10 (high).

Write about the situation that made you angry.

LESSON #2

Anger and Our Bodies

We all have seen a person who is angry. There are many ways we describe such a person. We say things like:

- their blood is boiling
- their eyes are seeing red
- they are hot under the collar

These are just sayings. A person's blood does not really boil. Nor do a person's eyes see red. However, there are some things that do happen to our bodies when we get angry:

- more sugar and adrenaline pour into our bloodstream
- the heart pumps faster
- blood pressure rises
- blood flow quickens
- muscles get tense

These things shift our body into "high gear". Our bodies get ready for action. It is nature's way of getting us ready to deal with the things that anger us. This extra energy can work for us or against us. If we use this energy right it can help us. If we don't use it right it can harm us or get in our way. In the next lesson we will look at some of the ways anger can help us or hurts us.

EXERCISE #2

1. How does your body feel when you are angry? List 3 body signals that warn you that you are getting angry:

1) _____

2) _____

3) _____

2. Use the space below to draw a picture of what anger "looks like" to you.

or

Find a picture in a magazine of what anger "looks like" to you and attach it below.

LESSON #3

Friend or Foe?

Anger is our friend when it helps us. It can help us in different ways. Anger can make us work harder to reach our goals. Anger can also help us change things that make us unhappy. When this happens we are using anger to help us solve problems.

Sometimes anger gives us a "burst of energy." This can help us do things we normally can't do. We need this to help us handle emergencies.

If we always have a lot of anger it can be bad for our health. Learning to control anger can help us protect our health.

Anger is our foe when it hurts us. Anger can hurt us by causing health problems. Some people hold their anger in. This causes them to build up tension. People who hold their anger in are also more likely to have accidents. Sometimes we get angry at people we know. If we are not careful it can harm relationships.

Anger can be a friend or a foe. We must learn to use it as a friend.

EXERCISE #3**List 4 ways anger helps us:**

1. Anger helps us _____
2. Anger helps us _____
3. Anger helps us _____
4. Controlling anger helps us _____

List 4 ways anger can hurt us:

1. Anger causes _____
2. Anger causes _____
3. Anger causes _____
4. Anger can harm _____

True or False?

1. _____ Anger is always our friend.
2. _____ Anger is good for our health.
3. _____ Anger can give us extra energy.
4. _____ Anger is our foe when it helps us.
5. _____ Anger is our friend when it builds tension.

LESSON #4
Causes of Anger

There are many things that cause anger. Let's look at some of them.

↳ **Frustration** - When we try something that just does not work we feel frustrated. If we keep being frustrated our feelings can turn to anger.

↳ **Annoyance** - When someone bothers or disturbs us we get annoyed. Bad habits of other people can annoy us and lead to anger.

↳ **Harassment** - When people keep bothering or pestering us they are harassing us. People can also harass us by always picking on us. After a while the harassment will cause us to feel anger.

↳ **Hurt** - We are hurt when someone harms us or causes us pain. Sometimes it is our feelings that are hurt. It hurts when someone we love says something bad about us. When we get hurt our feelings often turn to anger.

↳ **Disappointment** - We get disappointed when we expect something that doesn't happen. If we plan a picnic and it rains we are disappointed. Disappointment can also lead to anger.

↳ **Threats** - People threaten us by telling us they will harm us. They use threats to try to control us. We will often feel angry at people who threaten us. These are some of the things that cause us to get angry. Can you think of any others?

EXERCISE #4**Complete each sentence in your own words.**

1. I feel frustrated when _____

2. I was disappointed when _____

3. Someone hurt me when they _____

4. It is a threat if you _____

5. I get annoyed when someone _____

6. It is harassment if you _____

LESSON #5
What Is Stress?

Stress is what we feel when we see something as a threat. There are two types of stress. One type is caused by events. The other type is chronic stress. Let's take a closer look at these.

Stress caused by events:

This kind of stress involves loss or change. We feel stress when we lose something. We feel threatened if we lose a job or lose part of our freedom. When we lose something it forces us to change. This new situation can cause us a lot of stress. Even good things can cause stress. Starting a new job or getting married can be very stressful. It is something we are not used to and requires us to change.

Chronic stress:

Chronic stress is stress that lasts for a long time. Usually there seems to be no real reason for this stress. We just feel it. After a while it becomes a habit. We worry about everything that could go wrong. We learn to expect stress and usually get it.

Too much stress for too long is unhealthy. It can give us headaches or make us feel depressed. If it keeps up it raises our blood pressure. After a while it can lead to other health problems such as ulcers or even heart disease and cancer.

Are you under a lot of stress? Do you think your health is in danger? For answers to these questions you may want to look at the scale of stress ratings that follows Exercise #5.

EXERCISE #5**Circle the letter beside the best answer:**

1. **Stress:**
 - a. is good for our health
 - b. is caused only by bad things
 - c. can be caused by good things

2. **Stress caused by events:**
 - a. involves loss or change
 - b. makes us feel threatened
 - c. both a and b

3. **.Chronic stress:**
 - a. always has an obvious reason
 - b. can become a habit
 - c. passes quickly

4. **When something important to us is lost:**
 - a. we feel threatened
 - b. we are forced to change
 - c. both a and b

HOLMES-RAHE SCALE OF STRESS RATINGS

Use the blanks at the bottom to list any of your stresses that do not appear on the Holmes-Rahe Scale. You can assign numerical rating to your particular stresses by comparing them with those on the scale.

Please note that the ratings apply only to stresses that you have undergone within the past two years.

Once you have rated all stresses that apply to you, add the numbers to arrive at your total.

LIFE EVENT	VALUE	YOUR SCORE
Death of a spouse	100	_____
Divorce	73	_____
Marital separation	65	_____
Jail term	63	_____
Death of a close family member	63	_____
Personal injury or illness	53	_____
Marriage	50	_____
Fired at work	47	_____
Marital reconciliation	45	_____
Retirement	45	_____
Change in health of family member	44	_____
Pregnancy	40	_____
Sex difficulties	39	_____
Gain of new family member	39	_____
Business adjustment	39	_____
Change in financial state	38	_____
Death of a close friend	37	_____
Change to different line of work	36	_____
Change in number of arguments with spouse	35	_____
Mortgage over one year's net salary	31	_____

STRESS SCALE*

Foreclosure of mortgage or loan.....	30	_____
Change in responsibilities at work.....	29	_____
Son or daughter leaving home	29	_____
Trouble with in-laws	29	_____
Outstanding personal achievement	28	_____
Spouse begins or stops work	26	_____
Begin or end school.....	26	_____
Change in living conditions.....	25	_____
Revision of personal habits	24	_____
Trouble with boss.....	23	_____
Change in work hours or conditions	20	_____
Change in residence	20	_____
Change in schools	20	_____
Change in recreation	19	_____
Change in church activities	19	_____
Change in social activities.....	18	_____
Mortgage or loan less than one year's net salary	17	_____
Change in sleeping habits.....	16	_____
Change in number of family get togethers.....	15	_____
Change in eating habits	15	_____
Vacation.....	13	_____
Christmas.....	12	_____
Minor violations of the law.....	11	_____
Misc: _____	—	_____
Misc: _____	—	_____
Misc: _____	—	_____
Enter your total here		_____

If your total is over 300, then you have an 80 percent chance of a serious change in your health within the next year.

LESSON #6

Stress Reduction

In Lesson #5 we looked at stress. We learned that it could be bad for our health. In this lesson we want to learn how to deal with it. Before we can do that we need to learn what happens to our bodies under stress. Some signs of stress can be:

- a fast or jerky breath
- tense muscles
- not thinking clearly
- head or neck pain
- pessimistic attitudes

When we recognize our stress we can do something about it. One way to reduce stress is through meditation. To meditate means to quiet ourselves inside and relax our mind. One way to do this is by thinking about something you like. Shut all other things out of your mind. After a while you'll find your body beginning to relax.

Another way to reduce stress is through relaxation exercises. In these exercises you learn to relax all the muscles in your body one by one. If you wish to try it you can refer to the instruction sheets that follow Lesson #6.

We must also realize that our stress is learned. This means it can also be "unlearned". To do this we may have to change how we live. It might mean changing some patterns we have become used to. We might have to cut back on our drinking. Maybe we will have to change our working habits. Whatever it is, we must learn to listen to what our body tells us it needs.

EXERCISE #6

Match the following words with their definitions:

1. Reduce _____ to be aware of
2. Pessimistic _____ to make or become less tense
3. Recognize _____ to lessen or lower
4. Meditation _____ to perceive clearly
5. Relaxation _____ to expect the worst
6. Realize _____ to muse over, contemplate, ponder

Fill in the blanks from the list above:

1. We must _____ our stress before we can do something about it.
2. _____ attitudes can be one sign of stress.
3. One way to reduce stress is through _____.
4. We must _____ that our stress is learned.
5. Another way to reduce stress is through _____ exercises.
6. We need to learn to _____ our stress.

RELAXATION EXERCISE *

Have a friend read the following relaxation exercise to you. Or, tape it and play it back for yourself. After some practice you should be able to do it on your own.

Put on some loose clothing and take off your shoes. Find a quiet place with soft lighting where you will not be interrupted. Lie down on your back on a rug, a mat or a firm bed with your legs comfortably spread apart, not together or crossed. Get comfortable.

Now close your eyes ...Be aware of your breathing ...Take full, deep breaths from your stomach ...Inhale through your nose ...Exhale through your mouth ...Inhale slowly ...Exhale slowly ...Inhale ...Exhale...

Imagine that your thoughts are written on the walls all around you. See yourself walking to the light switch and turning out the lights ...It is now completely dark in the room ...You can not see anything ...You back up to the middle of the room and lay down on a soft mattress ...It is completely dark in the room ...completely dark.

Take full, deep breaths from your stomach ...Inhale through your nose
 ...Exhale through your mouth ...Inhale ...Exhale...

Tense all the muscles in your body ...face ...chest ...arms ...stomach ...thighs
 ...calves ...feet ...toes ...Feel the tension ...your limbs are tensed ...Now exhale - let
 go of all the tension and RELAX...

Breathe slowly ...Inhale through your nose ...Exhale through your mouth
 ...Inhale ...Exhale

Tense all the muscles in your body ...hold it ...hold it ...hold it ...and
 RELAX...

Keep breathing slowly ...from the stomach ...Inhale through the nose
 ...Exhale through the mouth ...Inhale ...Exhale...

Keeping the rest of your body relaxed, tense the muscles in your right leg
 and foot ...Keep them tensed ...Everything else relaxed ...Keep breathing ...Inhale
 ...Exhale ..And release ...Do it again ...Keep everything else relaxed ...Keep
 breathing ...And relax...

Keeping the rest of your body relaxed, tense the muscles in your left leg and
 foot ...Keep them tensed ...Everything else relaxed ...Keep breathing ...Inhale

...Exhale ..And release ...Do it again ...Keep everything else relaxed ...Keep breathing ...And relax...

Keeping the rest of your body relaxed, tense the muscles in your stomach and genitals ...Keep them tensed ...Everything else relaxed ...Keep breathing ...Inhale ...Exhale ...And release ...Do it again ...Keep everything else relaxed ...Keep breathing ...And relax...

Keeping the rest of your body relaxed, tense the muscles in your buttocks and lower back ...Keep them tensed ...Everything else relaxed ...Keep breathing ...Inhale ...Exhale ...And release ...Do it again ...Keep everything else relaxed ...Keep breathing ...And relax...

Keeping the rest of your body relaxed, tense the muscles in your shoulders ...Keep them tensed ...Everything else relaxed ...Keep breathing ...Inhale ...Exhale ...And release ...Do it again ...Keep everything else relaxed ...Keep breathing ...And relax...

Keeping the rest of your body relaxed, tense the muscles in your right arm and hand ...Keep them tensed ...Everything else relaxed ...Keep breathing...Inhale

...Exhale ...And release ...Do it again ...Keep everything else relaxed...Keep breathing ...And relax...

Keeping the rest of your body relaxed, tense the muscles in your left arm and hand ...Keep them tensed ...Everything else relaxed...Keep breathing ...Inhale ...Exhale ...And release ...Do it again ...Keep everything else relaxed ...Keep breathing ...And relax...

Keeping the rest of your body relaxed, tense the muscles in your neck ...Keep them tensed ...Everything else relaxed ...Keep breathing ...Inhale ...Exhale ...And release ...Do it again ...Keep everything else relaxed ...Keep breathing ...And relax...

Keeping the rest of your body relaxed, tense the muscles in your face and jaw ...Keep them tensed ...Everything else relaxed ...Keep breathing ...Inhale ...Exhale ...And release ...Do it again ...Keep everything else relaxed ...Keep breathing ...And relax...

Keep breathing ...Inhale through your nose ...Exhale through your mouth ...Inhale ...Exhale...

All the tension has left your body ...You are completely relaxed ...Be aware of your body feeling completely relaxed ...peace and total relaxation ...Be aware of how your breathing keeps you in a state of relaxation...

Continue to breathe slowly ...Let yourself float... Inhale... Exhale... Inhale... Exhale...

(Pause)

When you are ready, stretch and slowly sit up.

If you sit up too quickly, you may feel a little light-headedness. Take it slowly. How does your body feel? It probably feels different from how it normally feels. It may feel like when you awake from a restful sleep. Some parts of your body may have been more easy for you to relax than others. If that is the case for you, practice as often as you can until you're able to achieve total relaxation.

* Taken from Sonkin and Durphy "Learning to Live Without Violence"

LESSON #7
Self Image

Self image refers to how we see ourselves. If we like what we see we have a good self image. If we don't like what we see we have a poor self image. The image we have of ourselves comes from:

- what others tell us about ourselves
- what we see about ourselves

If people keep telling us we are lazy or good for nothing we start to believe it. When we believe it we begin to act like it. Soon it becomes part of our self image.

We can also get a low self image from what we see about ourselves. Maybe we try to tell a joke and nobody laughs. We tell ourselves we can't be funny. We start to believe it and don't try to tell any more jokes. Soon others believe we can't be funny because we never are. This also becomes part of our self image.

A poor self image can come from one bad experience. If we fail once we become afraid to try again. Soon we say "that's just the way I am." When we do this we stop growing and learning. It is important not to let one bad experience keep us from trying again.

EXERCISE #7**Fill in the blanks:**

1. We get our self image from:
 - a. _____
 - b. _____
2. If we like what we see about ourselves we have a:
_____.
3. If we don't like what we see about ourselves we have a:
_____.
4. When we _____ something we begin to _____ like it.
5. If we fail once and are afraid to try again we stop _____ and _____.
6. It is important not to let one _____ keep us from trying again.

LESSON #8

Improving Your Self Esteem

In Lesson #7 we looked at self image. We saw how we get a poor self image. In this lesson we want to look at ways of improving our self image. A good self image can also be called high self esteem.

Everyone has something they are good at. One way to improve your self esteem is to amplify what is good about you. To amplify your strong points think about what you are good at and write it down. You could say something like:

- I am a good hockey player
- I have a nice smile
- I tell good jokes

Then learn to keep thinking these positive things. Keep reminding yourself of them.

You must also learn to stop saying negative things about yourself. When you find yourself thinking or saying these negative things, stop! Then change this into a positive statement. For example, if you catch yourself saying "I am stupid" then turn it around and say "I can be smart." Learn to picture yourself the way you would like to be. As you keep thinking in positive ways you will learn to improve

yourself. You will begin to believe you are good at things. When you believe something you begin to act like it. After a while the positive feelings will become a part of you. You will begin feeling better about yourself. And feeling good about yourself is what self esteem is all about.

EXERCISE #8**Write down 5 things you like about yourself:**

1. _____
2. _____
3. _____
4. _____
5. _____

Change these negative statements into positive statements:

(CHOOSE FROM: friendly, brave, happy, strong, outgoing)

1. I am frightened I can be _____
2. I am miserable I can be _____
3. I am weak I can be _____
4. I am not friendly I can be _____
5. I am too shy I can be _____

LESSON #9

Comfort Zones

In Lessons #7 and #8 we looked at self image. We learned that our self image controls what we do. In this lesson we want to look at comfort zones. A comfort zone is the area in life where we feel like we belong. The better our self image is the bigger our comfort zone is. As long as we stay where we feel like we belong we are fine. Once we move away we begin to feel uncomfortable. We begin to feel stress. When this happens there are three things we can do. We can:

1) Return to our comfort zone. When we return to our comfort zone we go back to where we feel like we belong.

2) Recreate our old comfort zone. If we can't get back to where we were we try to make things like they were before. If we start a new job we may feel uncomfortable. We tell ourselves it was easier when we were on welfare. So we try to lose our job so things can be like they were before. When we do this we are trying to recreate our old comfort zone.

3) Modify our comfort zone. To modify our comfort zone we need to change our self image. As we change our self image and learn to believe in ourselves we feel more comfortable trying new things. We learn to grow and adapt to new situations and by doing so we modify our comfort zone.

EXERCISE #9

After each example about comfort zones indicate whether the person:

- 1) **RETURNED TO**
- 2) **RECREATED**
- 3) **OR MODIFIED THEIR COMFORT ZONE.**

A. John used to live in Calgary. He had many drinking buddies. He went drinking with them every night. Then John moved to Winnipeg. Everything felt strange. He had no friends. So John decided to make some new friends. He went to the same bar every night. Soon John found some new friends. Now he goes drinking with them every night.

JOHN _____ HIS COMFORT ZONE.

B. Tom had been in and out of prison all his adult life. His father told him he would never amount to anything. One time when he was back in jail he had a talk with his counsellor. They talked about self image and comfort zones. Tom began to see that the prison was his comfort zone. He decided to do something about it. The next time Tom was out he did a lot of thinking. He told himself he could change. He went and got a job. It was hard at first but slowly he got used to it. Recently Tom got married. Now Tom and his wife are expecting a baby. Tom is finding his new life very enjoyable.

TOM _____ HIS COMFORT ZONE.

C. Bob enjoyed watching softball games. He went to watch every chance he got. One day someone asked Bob if he would like to play. He was not sure if he wanted to but he decided to try it. When Bob came up to bat he struck out. He told himself he would never try this again. Now Bob is back in the stands watching from a distance.

BOB _____ HIS COMFORT ZONE.

C. Sue has had a problem with alcohol since the age of 14. Her father told her she would never amount to anything. One time when she was in at treatment centre she had a talk with a counsellor. They talked about self image and comfort zones. Sue began to see that alcohol was her comfort zone. She decided to do something about it. When Sue got out of the treatment centre, she did a lot of thinking. She told herself she could change. She went and got a job and remained sober. It was hard at first but slowly she got used to it. Recently Sue got a promotion and continues to abstain from using alcohol. Sue really likes her new life.

SUE _____ HER COMFORT ZONE.

LESSON #10
Three Responses

When we are angry we do something about it. What we do depends on our character and on our personality. It also depends on what we learn.

There are three ways we can respond to anger. One way is to be passive. Passive people tend to hold their anger in. They pretend things don't bother them. They may think the anger goes away, but it really builds up inside them. It builds up until one day they "explode." When they "explode" they may do things that are not at all like them.

A second way to respond to anger is to be aggressive. Aggressive people seem to get upset quite easily. When they get upset they let it show. They tend to yell at people and blame others for everything. They will call people names and maybe even attack them or abuse them. They get the anger out of their system but later they often regret what they have done or said.

A third way to respond to anger is to be assertive. Being assertive works the best but it may be the hardest to do. It means that you admit your anger. You admit your anger but do so without attacking the person. This way you get the anger out but no one gets hurt. Being assertive is something we can learn. In the next three lessons we will take a closer look at these three responses to anger.

EXERCISE #10

Indicate whether the examples given best describe passive, aggressive, or assertive behaviour. Write the best answer in the space provided.

1. _____ Blaming others
2. _____ Built-up anger
3. _____ Holding anger in
4. _____ Attacking people
5. _____ Admitting anger
6. _____ Easily upset
7. _____ The best way
8. _____ "It doesn't bother me"
9. _____ "You stupid idiot"
10. _____ "I feel angry when you say that"
11. _____ "Why do you always screw up?"
12. _____ "I would like it better if we could take turns"

LESSON #11

Passiveness

Let's take a closer look at passiveness. A passive response to anger usually means we try not to show it. We hold it in or pretend it's not there. We say things like:

- "I'm not angry or upset."
- "She doesn't really mean to get me upset."
- "I really screwed up this time."
- "I really don't have a right to be angry."
- "I know she's trying to get me angry. I'm not going to get angry."

Even though we try to hold it in, our anger will show. Sometimes it makes us hold back love. Sometimes we start feeling self-pity. Maybe we get depressed. We may become very critical. Or else we avoid the person. In one form or another our anger comes out. If we pretend it's not there it can end up surprising us. It's like painting over the temperature gauge in our car. Just because we can't read the gauge doesn't mean the car is not overheated. We must watch our anger gauge so we know what is happening to us.

Not admitting our anger and letting it build up can hurt us in many ways. It can be bad for our health. It also means that the things that make us angry will continue to happen. Also, it can cause our relationships to suffer. If we don't work out our problems with people the bad feelings continue. It is very important to deal with our anger in the right way. If we don't, it will deal with us.

EXERCISE #11**Fill in the blanks:**

1. Built up anger can _____ us if we pretend it's not there.
2. Built up anger can be bad for our _____.
3. Not working out our problems with people causes the _____
_____ to continue.
4. Not _____ our anger can hurt us in many ways.
5. A passive response to anger usually means we try not to _____ it.

True or False?

1. _____ We can hide our anger and never let it show.
2. _____ Holding in anger can lead to self-pity.
3. _____ If we ignore our problems they go away.
4. _____ Built up anger can be bad for our health.
5. _____ Not admitting anger can harm relationships.

LESSON #12
Aggressiveness

We saw in Lesson #10 that some people respond to anger with aggressiveness. These people are often called pushy. They show their anger as they feel it. They are not careful how they express it. When they get upset they will call people names and blame them for what happened. They try to gain control of people to get their own way. Often they get their way but it usually makes things worse. The people they step on to get their way usually find a way to "get even."

The aggressive approach to anger is not a healthy one either. People who often get upset are more likely to have heart attacks.

Most people don't enjoy being around an aggressive person. They don't know when the aggressive person will snap at them next. Aggressiveness can also lead to violence. When it does it destroys relationships. No one likes to be around a person they are afraid of.

In the short run aggressiveness may seem to work. In the long run it usually doesn't pay.

EXERCISE #12**Choose the best answer:**

1. People who are aggressive:
 - a) hide their anger
 - b) show their anger
 - c) don't get angry

2. An aggressive person:
 - a) tries to control others
 - b) tries to get along with others
 - c) lets others get their way

3. People who often get upset are:
 - a) able to relax after they "blow up"
 - b) easy to get along with
 - c) more likely to have heart attacks

4. Being around an aggressive person is difficult because:
 - a) they eat all your food
 - b) you don't know when they will snap at you
 - c) they can't make decisions

5. An aggressive person may get their own way, but they may also:
 - a) get cancer
 - b) make new friends
 - c) destroy their relationships

LESSON #13

Assertiveness

We have looked at ways how not to respond to anger. Now let's look at how we **should** respond. The healthy response to anger is assertiveness. Assertive people admit their anger, but do so without being pushy. They don't allow people to manipulate them. When something happens to them that makes them angry they admit it. They are in touch with their feelings. They will confront the person who upsets them but will do so in a mature way. Their goal is not so much to win as it is to negotiate a solution. They are willing to compromise so that everyone can win.

Assertive people don't have to prove their worth. They understand that all people are important, including themselves. This allows them to speak up for themselves. They can be the first one to say "hello." They can talk about themselves. When they disagree with someone they can say so. They can say "no" or ask "why" when they feel they should do so. Assertive people don't have to justify their opinions. They can also accept compliments about themselves. This means they can say "thank you" instead of "oh it was nothing" when someone praises them.

Assertiveness does not come naturally. We have to learn it and work on it. As we do so we will find new ways of dealing with anger. Assertiveness may not always be easy but it works!

EXERCISE #13

Match the following words with their definitions:

- | | | |
|---------------|-------|-------------------------------------|
| 1. Manipulate | _____ | settling something by discussing it |
| 2. Confront | _____ | to differ in opinion |
| 3. Mature | _____ | to control or change |
| 4. Negotiate | _____ | to meet half-way |
| 5. Solution | _____ | expression of approval |
| 6. Compromise | _____ | to face or challenge |
| 7. Disagree | _____ | determined by nature |
| 8. Justify | _____ | an answer to a problem |
| 9. Compliment | _____ | fully developed |
| 10. Naturally | _____ | to prove to be just or right |

Fill in the blanks from the list above:

Assertive people:

1. don't need to _____ all their opinions.
2. are willing to _____ so that everyone can win.
3. like to _____ a solution.
4. don't allow people to _____ them.
5. _____ people who upset them.
6. try to negotiate a _____.
7. confront people in a _____ way.
8. can accept _____.
9. who _____ with someone can say so.
10. are not assertive _____. They must learn it.

LESSON #14

Displacing Anger

We have looked at passive, aggressive, and assertive responses to anger. We learned that it is best to be assertive. In the next few lessons we want to look at expressions of anger. When we don't respond to anger properly we don't express it properly. Let's look at some unhealthy expressions of anger.

Some people displace their anger. This means they are angry about one thing but take it out on something else. People displace their anger for different reasons. Sometimes people don't feel comfortable showing their anger to the source. If their boss or someone else in authority gets them angry they may be afraid to show it. Even though they don't show their anger it is still there. It does not go away by itself. In some way or another it comes out. Often people take it out on a pet or a friend. They end up hurting someone who had nothing to do with their anger. Let's look at an example of someone who displaced his anger.

JOHN'S NEW JOB

John had just found a new job as a mechanic. He was very excited about it. It paid better than his old job and he really enjoyed working on cars. What he didn't realize when he took the job was that his boss would be very hard to get

along with. No matter how hard he tried, nothing seemed to please him. He always found something wrong with John's work.

John was determined to keep his job so he did his best to put up with the situation. He went out of his way to try to please his boss.

One day things were especially bad. His boss was on his case the whole day. John was really beginning to feel angry. He felt like swearing back at his boss and telling him where to "stick it," but he didn't. He was afraid he would get fired if he did. He could not afford to lose his job.

When he went home that day he felt very tense. As he walked into the yard his dog Buster ran out to meet him. Usually when John got home he would pick Buster up and give him a hug, but this time John did not feel like it. He just wanted to get inside, sit down, and have a beer. Buster had other ideas. He kept circling around John's feet, begging for attention. That did it. John turned around and gave Buster a kick that sent him flying. Buster let out a yelp and ran behind the house with his tail between his legs. John felt terrible. He loved his dog. How could he have done such a terrible thing?

EXERCISE #14**Answer the following questions:**

1. What does it mean to displace your anger? _____

2. What was John so angry about? _____

3. How did John take out his anger? _____

4. Was it Buster's fault that John was angry? _____

5. What could John have done instead? _____

LESSON #15

Violence

Anger is a feeling or an emotion. Violence is what we do about it. It is a behaviour. Some people use violence as a way of dealing with anger. It may work for a while but soon it catches up to them. Violence hurts people and turns them against you. Violence gets you in trouble. It can put you in jail. Violence is not a good way of dealing with anger. There are four types of violence. Let's briefly look at them.

Physical Violence - This is what most people think about when they think of violence. It includes things like hitting, slapping, grabbing, shoving, pushing, kicking, choking, scratching, punching, pulling, hitting with weapons or objects, stabbing, and shooting.

Sexual Violence - Sexual violence includes rape or any other forced sexual activity against a person's will. It doesn't just happen between strangers. It can happen between family members and friends.

Destruction of Property and Pets - Destroying property and pets is violence. It can include throwing things against the wall or kicking in a door. It

also includes breaking things that people value or abusing a pet. This form of violence can be very frightening to the person watching.

Psychological Violence - This includes things like threats or name calling. It also includes trying to control a person or always running them down. This type of violence can hurt a person as much as if you hit them.

EXERCISE #15**Fill in the blanks:**

1. Anger is an _____.
2. Violence is a _____.
3. Punching is an example of _____ violence.
4. Threats are a form of _____ violence.
5. Rape is a form of _____ violence.
6. Destruction of property is _____ to the person watching.

True or False?

1. _____ Sexual violence happens only between strangers.
2. _____ Violence turns people against you.
3. _____ Violence is one way people deal with anger.
4. _____ An emotion is a behaviour.
5. _____ Violence hurts.

LESSON #16
Violence and The Family

We have seen that anger can lead to violence. In Lesson #15 we learned about the different forms of violence. In this lesson we want to look at how violence can affect the family.

Some people use violence as a way of dealing with anger. This can lead to trouble with the law.

Sometimes violence is directed at children. Children are dependent on their parents. When their parents abuse them they have no other place to go. They just have to suffer. This makes them grow up hurt and angry.

Sometimes a man directs his anger against his wife. He feels that to be a real man he has to be in control. He makes his wife dependent on him. This allows him beat her or abuse her in other ways. This hurts her not only physically but emotionally as well. It hurts her self esteem, her will, and her love. It also hurts the children.

Violence is not a good expression of anger. It destroys lives and families. In the next lesson we will look at how to end it.

EXERCISE #16

Match the words with their definitions:

1. Directed _____ to stop the flow of something
2. Interrupt _____ to point or aim at something
3. Dependent _____ relating to the body
4. Physically _____ relating to feelings
5. Emotionally _____ relying on another for support

Fill in the blanks using the list above and the lesson:

1. Children are _____ on their parents.
2. When a man beats his wife he hurts her both _____ and _____.
3. Violence is sometimes _____ at children.
4. Some men think that to be a real man they need to _____ their wives.
5. Abuse hurts a woman's _____ her _____ and her _____.
6. Abuse makes children grow up _____ and _____.

LESSON #17
Dealing With Abuse

Abuse is a crime. If you abuse you can be charged with assault. You can be thrown in jail.

Abuse breaks up families. It is important to do something about it *now*. If you don't, you will end up losing something important to you.

Abuse destroys lives. It destroys the lives of the people you abuse. Then it destroys yours.

So what can you do about abuse? First of all you need to ask for help. This is difficult but it is very important. You need the support of others. There are others going through the same struggles. Their support will be of great help as you work through this problem together.

If you are abusing your partner you may have to let go of him/her, at least for a while. Have them go to a friend's place or to a women's shelter. They have been through a lot and need time to deal with the pain. They also need to get counselling.

Then you need to go for treatment. There are many programs in place for this problem. The best place to turn is a support group. If you can't find a group

then find a counsellor. There are members of the clergy, family counsellors, or social workers who are willing to help. All you have to do is ask.

Ending abuse is not easy. It takes an effort, but it is very important and it is always worth it.

EXERCISE #17**Read the story and answer the questions that follow:**

When Nancy first moved in with Joe life was great. They had many good times together. Joe had a job as a mechanic. Nancy had been a waitress but when she moved in with Joe he suggested she quit her job. She wanted to make Joe happy so she did. She did her best to please Joe.

Every night when Joe came home from work supper was ready. One afternoon Nancy wasn't feeling well so she took a nap. When she woke up it was almost time for Joe to come home. As she started with supper she saw Joe pull into the yard. Joe had a bad day. When he walked into the house he was angry. He yelled at Nancy and told her that when he gets home he expects his supper to be ready. He told her that not only was the supper late but the house was also in a terrible mess. He called her a "lazy broad" and told her she was turning into a "lousy housekeeper", just like her mother.

Nancy was upset but she didn't say much. For the next few weeks she worked harder than ever to please Joe. She was afraid he would blow up at her again.

Then one day as Nancy was making supper she got a phone call from a friend. She got so involved in the call that she forgot about her supper. By the time she remembered it, it was too late. The supper was burned. What was Joe going to say? Sure enough, when Joe came in and saw what had happened he was furious. Not only did he have to "bust his butt" at work all day, but now he had to put up with a burned supper as well. He was so upset that he picked up a dish and threw it across the room. Then he walked up to Nancy and gave her a "good smack" across the face. Then he stormed out of the house. Nancy was shocked and frightened. What had Joe turned into? What had happened to the man she first moved in with?

Nancy quickly made another supper and called Joe inside. They ate their supper in silence. They both could not believe what had just happened. After supper Joe told Nancy that he was sorry. He said it would never happen again.

For a few months things went fairly well. There were times when Joe felt his anger rising but he did his best to keep it in. Then one day something happened that Joe just couldn't take. He could not hold back his anger. Again he hit Nancy,

only this time it was harder. She was really frightened. She wanted to run but she was afraid to. Joe threatened that if she tried to leave he would find her and kill her.

The next morning Joe felt bad about what he had done. Again he told Nancy that he was going to change. For a while he kept his word. Then the same thing happened again. In fact it started to happen quite often. Nancy would often end up with bruises and black eyes. Her life was becoming a living hell. Joe wasn't happy either. Something just didn't seem right. He realized that things could not go on like this. He knew he needed to change. So finally one day, Joe worked up enough courage to go and ask for help.

EXERCISE #17**Answer the following questions:**

1. The story is a story about _____.
2. The first thing Joe should do is _____.
3. Joe needs the _____ of others.
4. Joe should probably _____ of Nancy for a while.
5. Nancy has been through a lot and needs time to _____ with the _____.
6. Nancy will also have to get some _____.
7. Joe will also need to go for _____.
8. A _____ group would be a good place for Joe to turn to.
9. There are many people who are _____ to help.
10. Ending abuse is always _____ it.

LESSON #18
Learning To Manage Anger

We have seen what anger is and some of the things it does. In the next few lessons we want to look at what to do about it. How can we learn to manage our anger?

The first thing we have to do is to recognize our anger. We must first of all admit it to ourselves. We need to understand that anger is normal. We don't need to be ashamed of it. We also have to pay attention to signs of hidden anger. Maybe our muscles feel tense. Maybe we feel a lot of frustration or disappointment. Maybe we find ourselves becoming very sarcastic. In whatever way anger shows itself, we must learn to recognize it.

The second step is to identify the cause. Sometimes the cause is obvious. If someone spits in our face we know what is making us angry. Sometimes the cause of our anger is not what it seems at first. For example, we may kick our tire because it's flat when really we are angry at ourselves for not having taken a spare with us.

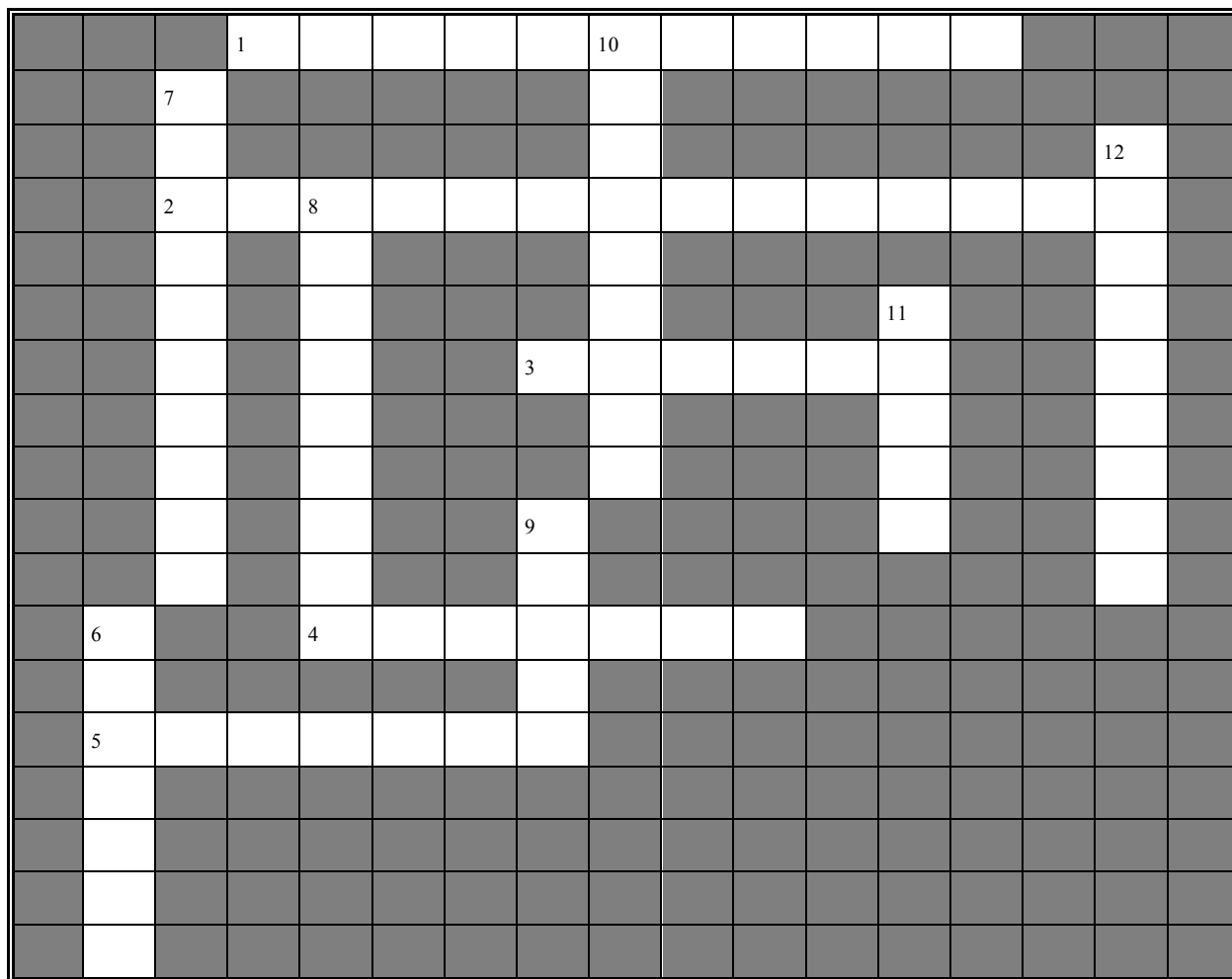
After we recognize our anger and identify the cause we have to decide what to do. We need to decide what will help resolve the problem. Some things do more harm than good so it pays to be careful. After we decide on the best thing to do, we must take the steps needed to get it done.

EXERCISE #18**Use your knowledge of the lesson to complete the puzzle:****ACROSS**

1. When things stop us from succeeding, we feel a lot of _____.
2. When we feel _____ it may feel like anger.
3. Anger that we keep inside us is _____.
4. The opposite of reckless is to be _____.
5. When the cause of something is clear, it is _____.

DOWN

6. A solution is the answer to a _____.
7. To comprehend is to _____.
8. To be _____ is show your bitterness.
9. _____ help us to reach a goal.
10. When we _____ something, we admit it.
11. _____ can lead to violence if not controlled.
12. Pay _____ to warning signs.



LESSON #19
Other Ways To Control A Temper

Nobody likes being around a hothead. So, when you're feeling a bit "hot under the collar," here are a few things you could try.

Humour - Why waste your anger on little things or on problems that can't be helped? Often the best way to deal with these situations is to try to find some humour in them.

Physical Activity - Sports can be a great way to get anger out of your system. Get involved in things like basketball, swimming, jogging, or weightlifting. These are healthy ways of "venting" your anger.

Rest and Relaxation - If you are tired or sleepy you are more likely to get angry. Little things can get on your nerves. It is important to get enough sleep and relaxation. Taking care of your body in other ways can also help. Good eating habits and proper exercise will make you feel better. When you feel good you will find it easier to control your temper.

Other Activities - Instead of "flying off the handle" there are better ways to use your energy. Get involved in a work project or a hobby. This will help you cool down and think about the problem. After you have thought about it you may decide to forget about it. If it continues to bother you, you may choose to discuss it with the person involved or with a friend. When you have given it some thought, you will be better prepared to deal with it in a healthy way.

EXERCISE #19**Unscramble the following words.**

(They are taken from the list on the right side of the page)

- | | | | |
|-----|------------|-------|------------|
| 1. | smelborp | _____ | hothead |
| 2. | calyhpsi | _____ | humour |
| 3. | gynere | _____ | problems |
| 4. | sicerexe | _____ | accident |
| 5. | tshiba | _____ | situation |
| 6. | tropss | _____ | physical |
| 7. | gintenv | _____ | sports |
| 8. | ters | _____ | venting |
| 9. | niotxalaer | _____ | rest |
| 10. | eelsp | _____ | relaxation |
| 11. | deatohh | _____ | sleep |
| 12. | roumhu | _____ | exercise |
| 13. | cctnedia | _____ | habits |
| 14. | jerpoc | _____ | energy |
| 15. | ssscidu | _____ | project |
| 16. | ttiuaons | _____ | discuss |

LESSON #20 Communication

Good communication skills are important for dealing with anger. It is important for us to communicate our feelings. In this lesson we want to look at a few ways for us to improve our communication.

To communicate we need at least two people. We need a sender and a receiver. The sender is the one who is talking. The receiver is the one who is listening. We will begin by looking at what the sender needs to do.

First of all the sender has to feel they have something to offer. They must also be willing to share the information they have. Secondly, the sender has to believe that what they are saying is valuable. Thirdly, the sender has to be in touch with the receiver. They must be aware if the receiver is understanding the message.

The receiver is also a very important part of communication. The receiver should do more than just hear what the sender is saying. They should also try to put him/herself in the sender's shoes. They must try to understand what the sender is feeling.

Being a good communicator means being both a good sender and a good receiver. Communication is a skill that can be learned. It takes time and effort but it is important. As we learn to communicate it will help us to discuss things that anger us. As we discuss them we can often work them out. This is the best way to deal with our feelings of anger.

EXERCISE #20

1. How many words can you make from the letters in the word **COMMUNICATION**? For example: cat, man, tin

2. Put the following words in alphabetical order:

communicate, communicative, communicator, communicant, communication

_____, _____, _____, _____,

3. Choose the words from Question #2 that will complete the following sentences.

a) He is very _____, but sometimes he won't shut up!

b) Sandy is a good _____. She always gets her point across.

c) They need to improve their _____ skills because they argue a lot.

LESSON #21

Feelings

In Lesson #20 we learned about the importance of communication. One of the things we communicate is our feelings. In this lesson we want to take a closer look at feelings.

Some people say things like:

- "I *feel* your calling the police was unfair."
- "I *feel* you are going to leave me."
- "I *feel* like you are trying to get me angry."

However, these are not really feelings. They are opinions. Instead of the word "feel" we could use the word "think." Then the examples could read:

- "I *think* your calling the police was unfair."
- "I *think* you are going to leave me."
- "I *think* that you are trying to get me angry."

Feeling words are different. Instead of saying what we *think* about something we say how we *feel* about something. We would say things like:

- "I *feel hurt* that you called the police on me."
- "I *feel sad* that you are going to leave me."

- "I *do not like* what you are saying to me."

Words like these describe how we are feeling. When we use them the person we are talking to knows what we are *feeling* as well as what we are *thinking*. Saying how we feel improves communication. It also helps us deal with the feelings.

EXERCISE #21

Find the hidden "feeling" words in the puzzle:

CONTENTED
DEPRESSED
EDGY
ELATED
EXCITED

FRIGHTENED
FRUSTRATED
HAPPY
HURT
JEALOUS

LONELY
LOVING
SAD
TENDER
TIMID

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

LESSON #22

Time-Outs

Do you like to watch sports? If you do, you may have seen that once in a while a team calls for a time-out. A time-out stops the game for a while. It gives the team a chance to reflect on what is happening. Maybe the other team has built up some momentum which they want to stop, or they need to plan a new strategy that will work better. Time-outs give them a chance to work on these things. After a minute or so, the game resumes, and they are better prepared to play.

Time-outs can also be used in other ways. If you find you often get angry at your wife, you can set up a time-out plan. When you feel your anger rising and you are losing control you can tell your partner you need a time-out and then take one. Go away for a while. Leave the house. Do some physical exercise. Do something that will help you cool off and think things over. After an hour or so you may feel ready to come back and face him/her. If you both feel ready to talk about it, then do so. Sometimes it may be better to wait a day or two before the subject is brought up again. Getting used to taking time-outs will take time and commitment; however, if they keep you from doing things you would later regret, they are well worth it.

EXERCISE #22

Match the following words with their definitions:

- | | | | |
|----|------------|-------|---|
| 1. | Commitment | _____ | force or motion |
| 2. | Momentum | _____ | a pledge or promise to do a certain thing |
| 3. | Regret | _____ | to begin over |
| 4. | Resume | _____ | to be sorry for |
| 5. | Reflect | _____ | a careful plan or method |
| 5. | Strategy | _____ | to think back on |

Fill in the blanks from the list above:

1. Time-outs help people _____ on what is happening.
2. Time-outs can keep us from doing things we might _____.
3. Time-outs give us time to put together a new _____.
4. Time-outs help people prepare to _____ action.
5. Sometimes we need to stop the _____ that has built up.
6. Taking regular time-outs requires _____.

LESSON #23

Support

Most things we do are easier and more fun when we do them with someone else. Weightlifting is a good example. If two people decide they will work out together it is more likely to happen. They may decide to make a commitment to each other to go to the gym every other night. While they work out they can encourage and help each other. If one of them doesn't feel like going one day the other person can motivate him to go. Having a partner who supports you makes you more accountable to that person.

We have looked at how the support of others can keep us motivated to work out. It also works in other areas of life as well. We can use the support of others to help us deal with our anger. Our first step is to find a friend who is trustworthy and available to help. Then we should tell our friend that we want to use our anger to work for us. We should tell him we will sometimes need to talk to him about our anger. We should also let him know we will need encouragement from him. Usually a friend will be willing to be a support.

When things happen that anger us we can talk to our friend. We can use his support to help us. It may not be easy at first but it gets easier. Then when our friend needs help we can be a support to him. We all need support. Most people are willing to help. All we have to do is ask.

EXERCISE #23**Match the following words with their definitions:**

1. Encourage _____ ready to help or to be used
2. Accountable _____ to give someone a desire to act
3. Motivate _____ to provide hope and courage
4. Available _____ to have to answer to

Fill in the blanks from the list above:

1. A support can _____ someone who is losing hope.
2. Being _____ to someone can motivate us to do things.
3. A support can _____ us when we don't feel like doing something.
4. We need to find supports who will be _____.

LESSON #24

Responses To Conflict

A conflict is a difference of opinion. We face conflicts every day. Some conflicts are easy to handle. Other conflicts are more difficult. In this lesson we want to look at ways that people face conflict.

Avoid - Some people avoid conflicts. When something happens that they don't like they walk away from it. If they have a job that has a lot of conflict, they quit. If they have a disagreement with someone they avoid him. Whenever possible, they avoid things that lead to conflict.

Defuse - Other people prefer to defuse conflict. This means they try to make conflict less severe. To do so they often try to delay the conflict. They do this in different ways. Sometimes they try to hide the real issue. They will put their effort into fixing little problems while leaving the real problem for later.

Confront - A third way to deal with conflict is through confrontation. This means to face the problem head on. Some people confront others to get their own way. They use their power to gain the upper hand. When they do so, only one side wins. A better way to confront is through negotiation. To negotiate means to talk about a problem and try to find an answer that makes everybody happy. Negotiation means everyone can win. We will take a closer look at negotiation in the next lesson.

EXERCISE #24**Read the scenarios & answer the questions that follow:**

You are walking down the street when in the distance you see a person coming toward you. When he gets a little closer you realize it is the person you are most in conflict with. You must decide what to do. You tell yourself you have three choices. They are as follows:

1) You can meet the person and have a chat, but you will be careful what you tell him. You will try not to let the conversation lead to the conflicting issue. If it does you will bring up another issue that has been on your mind for a while. If you are careful you should be alright - at least for this time.

2) You can cut across the street and walk the other way. He probably hasn't seen you yet. If you do this you won't have to face him and his big mouth.

3) You can meet him face to face. Then you can tell him what is bothering you and why. You can discuss the problem and try to settle it.

QUESTIONS

1. The first example is one where you _____ the conflict.
2. The second example is one where you _____ the conflict.
3. The third example is one where you _____ the conflict.

LESSON #25

Negotiation

We saw in the last lesson that there are two ways we can confront conflict. We can use our power to try to get our own way, or we can try to negotiate so that everyone can win. In this lesson we want to learn about how to negotiate.

The first thing to do when facing a conflict is to ask yourself a question. What is the real nature of the conflict? Sometimes our conflicts are about values. If they are we can't really negotiate them. In that case we must learn to tolerate them. Other times, our conflicts are real. When they are real they can be resolved.

Once you decide a conflict can be resolved you should initiate confrontation. This means that you should bring it up. Don't attack the other person or demean them. If you do they become defensive. It is better to begin by stating the effect the conflict is having on you.

After you have told the other person how you feel, listen to what they have to say. Try to hear and understand their point of view.

Once you have both talked about it, it is time to try to solve the problem. In order to solve the problem you must first make it clear what the problem is. Once

you have decided what the problem is you can come up with possible solutions. Then you can plan how you will implement the solution.

If you follow these steps you are negotiating. It is not always the easiest way to go but it usually works. When it works, everybody can win.

EXERCISE #25**Match the following words with their definitions:**

- | | | |
|--------------|-------|-----------------------------|
| 1. Values | _____ | to find an answer to |
| 2. Tolerate | _____ | to run down or degrade |
| 3. Resolved | _____ | resisting attack |
| 4. Initiate | _____ | to endure without resisting |
| 5. Demean | _____ | inner beliefs |
| 6. Defensive | _____ | to carry out |
| 7. Clarify | _____ | to start or begin |
| 8. Implement | _____ | to make clear |

Fill in the blanks from the list above:

1. Once we know a conflict can be resolved we should _____ confrontation.
2. If conflicts are about _____ they can't really be negotiated.
3. If conflicts are about values we should _____ them.
4. Conflicts that are real can be _____.
5. Before you can solve a problem you must first _____ it.
6. After a problem is clarified you should make plans to _____ the solution.
7. When confronting people we should be careful not to _____ them.
8. Attacking people makes them _____.

LESSON #26
Forgiveness

Sometimes people do things to us that really hurt. They may even do these things intentionally. When this happens we should try to resolve the conflict. If the conflict cannot be resolved we are faced with a decision. We can either hold a grudge or else we can forgive.

If we choose to hold a grudge we will feel bitter towards that person. We may try to seek revenge. We may choose to avoid that person and refuse to speak to him. Sometimes a grudge can last for many years and often ends up destroying the relationship. Usually the person who ends up hurting the most by holding a grudge is you.

The other choice we have when someone hurts us is to forgive. Forgiving someone is like cancelling a debt. It is giving up our right to hurt someone back if they hurt us. Forgiveness is not easy. It can take a long time. We may have to work through many emotions, but forgiveness can often spare us a lot of pain and hatred. If we hold a grudge we let the other person control us. If we forgive, we free ourselves from that control. Forgiveness can also open the eyes of the person who hurt us. It can lead to restored relationships.

To forgive someone does not mean that justice cannot be carried out. The person who hurt us may still have to face the consequences of his actions. However, we no longer feel the need for revenge. We have forgiven the person and we are free!

EXERCISE #26**Match the following words with their definitions:**

- | | | |
|------------------|-------|-----------------------------|
| 1. Intentionally | _____ | to make a choice |
| 2. Decision | _____ | a feeling of ill will |
| 3. Grudge | _____ | to give up resentment of |
| 4. Revenge | _____ | to remove or get rid of |
| 5. Forgive | _____ | on purpose |
| 6. Cancelling | _____ | to "get even" |
| 7. Justice | _____ | to return to how it was |
| 8. Restored | _____ | results |
| 9. Consequences | _____ | a fair reward or punishment |

Fill in the blanks from the list above:

1. Sometimes people hurt us _____.
2. We can either hold a _____ or else we can forgive.
3. Forgiveness is like _____ a debt.
4. Forgiveness can lead to _____ relationships.
5. If a conflict cannot be resolved we are faced with a _____.
6. If we hold a grudge we may try to seek _____.
7. To _____ is like giving up our right to hurt someone back.
8. Even if we forgive, _____ can still be carried out.
9. People who hurt others have to face the _____.

LESSON #27
Responding To Things We Can't Change

We have looked at anger from many different angles. We have seen what causes anger and the different responses to it. We have also looked at the different ways we can express our anger. In this lesson we want to look at how to respond to things we can't change.

There are some things that anger us that we can do nothing about. Try as we might, we cannot seem to change the situation. We feel trapped and out of control. For example we may be working for a boss who tries to make life miserable for us. Maybe he always gives us all the dirty work while the other workers get the easy jobs. When we tell our boss how we feel he just tells us to shut up and get to work. The situation really begins to anger us. What can we do?

When we are in a situation like this there are two things we can do. One choice we have is to *learn to live with it*. We can decide there is nothing we can do and we might as well make the best of it. When we feel the boss is picking on us again we can go out of our way to be cheerful and helpful. Often once we accept the situation as it is, *then* it changes.

The other thing we can do is to *set self limits*. We can decide how much we are willing to take. Then if things go beyond our limit we can leave the situation. We may get to the point where we decide that the job just isn't worth the hassle.

Remember, we may not be able to control the situation, but we *can* control our response to the situation.

EXERCISE #27

Synonyms are words that have the same meaning. **Match the words from the lesson in column "A" with the synonyms in column "B".** (Use a dictionary if needed)

	COLUMN "A"		COLUMN "B"
1	DIFFERENT		MODIFY
2	RESPONSES		FILTHY
3	CHANGE		UNLIKE
4	SITUATION		CIRCUMSTANCE
5	DIRTY		ADMIT
6	ACCEPT		COOPERATIVE
7	HELPFUL		REACTIONS

Make 5 new sentences using the synonyms from column "B":

1. _____
2. _____
3. _____
4. _____
5. _____

LESSON #28**Mix-ups**

We all have relationships with other people. In fact, we spend our whole lives interacting with others. Every day we communicate with the people around us. Usually we understand them and they understand us. But sometimes we say or do something that gets misinterpreted. This means that we mean one thing but the other person thinks we mean something else. These situations are called mix-ups. Mix-ups can cause anger and anxiety. Let's look at a few examples of mix-ups.

One example of a mix-up is a misinterpreted compliment. Usually when we compliment people it makes them feel good, but sometimes they feel insulted and snap back at us. We may have had good intentions but the other person didn't see it that way.

Another example of a mix-up could be when we ask another person for help with something. Maybe we are having difficulty with a project we are working on. When we ask the person for help they turn around and criticize us instead. They tell us we are too slow or too stupid to do it ourselves. A response like that can really anger us.

Mix-ups and misunderstandings are common in all relationships. They can cause a lot of harm if we allow them to continue. However, they don't have to be harmful. If we work through our misunderstandings with a person we get to know them better. And as we learn to know and understand them better our relationship with them can grow.

EXERCISE #28

Match the following words with their definitions:

- | | | | |
|----|----------------|-------|-------------------------------------|
| 1. | Misinterpreted | _____ | treated with contempt or disrespect |
| 2. | Insulted | _____ | worried or uneasy |
| 3. | Anxiety | _____ | to understand or explain wrongly |
| 4. | Interacting | _____ | acting and influencing each other |
| 5. | Compliment | _____ | a hard time |
| 6. | Intentions | _____ | to express approval |
| 7. | Criticize | _____ | a plan or purpose |
| 8. | Difficulty | _____ | to find fault |

Fill in the blanks from the list above:

1. Mix-ups can cause anger and _____.
2. Sometimes people feel _____ when really we meant to _____ them.
3. We spend our lives _____ with others.
4. We may have to ask for help when we are having _____ with something.
5. Sometimes things we say or do get _____.
6. Good _____ are not always seen that way.
7. Sometimes people _____ us instead of giving us the help we asked for.

LESSON #29
Responding To Anger In Others

Anger usually has a target. Sometimes the target is you! We have looked at what to do when we are angry at others, but what should we do when others are angry at us? Let's look at a few suggestions.

Keep Your Cool - Fighting anger with anger doesn't work. It usually makes things worse. When someone is angry at you it is best to remain calm. Keep in mind that when people are angry they often say things they don't mean.

Be Considerate - Sometimes people show their anger at you when other people are around. When this happens, try to go somewhere where you can discuss it privately.

Be A Good Listener - Sometimes people let their anger build up. They need to let it out. By being a good listener, you may be able to help them.

Consider the Cause of the Anger - There could be many different reasons why people are angry. It may be something you did, but it is often something else that is bothering them. They may be overworked. Maybe they need time to be alone. Whatever it is, we should try to understand the real cause of their anger.

It is easier to deal with a person's anger when we know what caused it in the first place.

Avoid Taking Chances - Anger can lead to violence. If it looks like your safety is being threatened then go for help. It does not pay to take chances with someone else's anger.

EXERCISE #29**List 5 ways to handle anger in others:**

1. _____
2. _____
3. _____
4. _____
5. _____

True or False?

1. _____ People always mean everything they say when they are angry.
2. _____ It works best to fight anger with anger.
3. _____ It is usually best to discuss anger in private.
4. _____ It is easier to deal with anger when we know the cause.
5. _____ We should avoid taking chances with someone else's anger.

LESSON #30
After The Anger

We have learned much about anger in earlier lessons. In this final lesson we want to look at what happens after the anger. Then we want to take a look into the future to see what our lives can be like.

What happens after we have experienced an episode of anger? Chances are we will feel irritable, depressed, or in a negative mood. We may even feel some guilt, especially if we have hurt someone. There may be a lot of painful consequences to suffer.

Not everything about anger is negative. There is also a positive side. Our anger may have helped to restore balance to a relationship. It may have brought to the surface things that needed to be worked out. The anger itself may not have been pleasant, but the results can be good.

Anger management is a life-long project. Things that anger us will keep on happening. As soon as we work out one problem another may appear. The good thing is that we can learn from our experiences. A proper response to anger in one situation can help us handle a different situation. We can build on our experiences. As we do so we will learn to use anger to work for us and not against us.

EXERCISE #30**Match the following words with their definitions:**

1. Irritable _____ giving pleasure or satisfaction
2. Episode _____ feeling sad
3. Consequences _____ easily upset
4. Pleasant _____ an incident in a course of events
5. Depressed _____ results
6. Surface _____ to equal out
7. Balance _____ the outside of something

Fill in the blanks from the list above:

1. An _____ of anger can make us feel _____, _____, or in a negative mood.
2. An episode of anger may be followed by painful _____.
3. The anger itself may not be _____ but the results can be positive.
4. Anger may restore _____ to a relationship.
5. Anger can bring to the _____ things that need to be worked out.

GLOSSARY

accountable- to have to explain yourself to someone else who cares what you are doing

adrenaline- something that your body produces to give you extra energy when you need it, for example when you are frightened or exercising

amplify- to increase the strength or amount of something

assault- a violent attack, either physically or with words

consequences- the results of an act, whether good or bad

communication- the process of sharing information, messages, and feelings

compromise- to settle a disagreement by both sides giving up something that they had wanted

depressed- sad; in low spirits. This can be an illness that needs treatment.

demean- to make a person feel “lower” than you, to make them feel that they are not as good a person as others

episode- one occurrence, incident, in a series

implement- to put into practice

manipulate- to change something, often unfairly, to suit your own purpose

modify- to change and improve something

negotiate- to talk about a problem and try to find an answer that makes everyone happy

pessimistic- to always expect the worst thing to happen

tension- stress, to feel uneasy, to not be comfortable around one or more people

threat- something that could hurt you in some way

tolerate- to “put up” with something; to see something as not worth getting upset over

ulcer- an open sore that is often found in the lining of the stomach, and can be irritated by stress

values- the things that you see as important and worthwhile

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Workbook Evaluation

How useful did you find this workbook? (Please circle)

Really useful **Somewhat useful** **Undecided** **Not useful**Was this your first time exploring anger? (Please circle) **Yes** **No**

What will you remember most about anger and feelings after finishing this workbook? (Please circle as many as you would like)

Causes of anger **Relaxation Strategies** **Self Esteem**
Writing exercises **Assertive Language** **Other** _____Was the information about anger and feelings written in a way that was easy for you to understand? (Please circle) **Yes** **No**If the information was not easy to understand, what could The John Howard Society do to make it easier to understand? _____

How do you think you will use the information you learned about anger and feelings? (Please circle)

With strangers **With my family** **During stressful situations**
In my job **With my friends** **In jail**

How much did you enjoy the reading and writing part of the workbook? (Please circle)

I thought it was great **I liked it** **It was OK** **I didn't like it** **I hated it**If you didn't like the literacy part of the workbook, what could The John Howard Society do to make it better? _____
_____Do you feel that you are a better reader and writer now that you have finished this workbook? (Please circle) **Yes** **No**If you answered yes, what do you feel has got better; your reading or your writing? (Please circle) **Reading** **Writing**Was there enough variety to keep you interested in learning? (Please circle) **Yes** **No**

If there was not enough variety, what would have liked to see more of? (Please circle)

Games **Stories** **Pictures** **Harder questions** **More facts**

How old are you? _____ What grade did you finish in school? _____

Do you have an idea of another topic that would make a good workbook? _____
