



STATECIVILSERVICE
COMPREHENSIVE PUBLIC TRAINING PROGRAM

UNDERSTANDING AND MANAGING ANGER WORKBOOK



UNDERSTANDING AND MANAGING ANGER

COURSE DESCRIPTION

Anger is a physiological process that involves multiple parts of the brain and systems in the body. From the incident that triggers your anger to the resolution of your emotions, you are on a physical and emotional journey. This course will help you learn how to be in control of your journey, rather than let your emotions control you.

UPON COMPLETION OF THIS COURSE, YOU WILL BE ABLE TO:

- Recognize your brain's reaction to anger
- Identify your triggers
- Apply strategies to help manage your anger
- Reflect on your relationship with anger

PLEASE BE ADVISED...

This course is for educational purposes only. The developers of this course are neither medical doctors nor mental health professionals. This course is not intended to offer nor be a substitute for professional medical or mental health advice, diagnosis, or treatment. Always seek the advice of a qualified healthcare provider if you think you may suffer from a medical or mental health condition. Never disregard the advice of a healthcare professional or delay in seeking care because of anything stated in this course. If you think you may have a medical or mental health emergency, call your doctor, go to the emergency department, or call 911 immediately.

LAND OF EMOTIONAL TRIGGER CONTROL

WHAT IS A TRIGGER?

A trigger is an internal or external stimulus that causes an emotional reaction. Triggers can cause both positive and negative reactions.

1. What triggers you?

2. How have you managed triggers in the past? Did this work for you?

3. What other strategies could you use to manage your triggers?

LAND OF EMOTIONAL TRIGGER CONTROL

HOW TO MANAGE YOUR EMOTIONS WHEN BEING TRIGGERED.

Step 1	Take a breather:
Step 2	Acknowledge that you are triggered:
Step 3	Determine what triggered you:
Step 4	Identify the emotion:
Step 5	Decide next steps:

What are some other things that you can do to help shift into a positive mindset?

1.

2.

3.

4.

5.

6.

7.

8.

LOST IN TRANSITION

ASSESS YOURSELF

1. What is your anger frequency? _____

2. What is your anger intensity? _____

3. Based on your results, what changes can you make to manage your anger?

4. Which practices would you like to try in order to help manage your anger?

(Circle all that apply.)

Traveling

Baking

Solving Puzzles

Singing

Juggling

Listening to Music

Exercising

Reading

Spending Time with Friends

Cleaning

Dancing

Playing with Pets

Fishing

Cooking

Doing Yoga

Singing

Meditating

Learning Something New

TAKING ACCOUNTABILITY

WHAT IS ACCOUNTABILITY

Accountability is an obligation or willingness to accept responsibility or to account for ones actions.

1. Think about a time when you were the recipient of someone else’s anger. How did it make you feel? How did it damage your relationship? How was the relationship mended?

HOW TO EFFECTIVELY APOLOGIZE

Step 1	Acknowledge:
Step 2	Explain:
Step 3	Show regret:
Step 4	Make reparations:

2. Think about a time that you had to apologize to someone. What was their reaction? How did it make you feel?
