



STATE CIVIL SERVICE
COMPREHENSIVE PUBLIC TRAINING PROGRAM

STRESS & ANGER MANAGEMENT

SELF-AWARENESS & MANAGEMENT TECHNIQUES



PARTICIPANT TRAINING MANUAL

REVISED 09/04/2018

STRESS & ANGER MANAGEMENT

COURSE DESCRIPTION

This course will review key stress and anger management strategies which will improve mental and physical resilience. This course also introduces conflict management and de-escalation techniques to ensure productive outcomes when addressing workplace challenges.

TRAINING OBJECTIVES

- Identify stress triggers and implement de-escalation strategies
- React to difficult interactions with control and confidence
- Demonstrate the ability to manage anger and use it effectively

SYMPTOMS OF STRESS

1. What symptoms do you experience when stressed?

2. What are your immediate stress management strategies?



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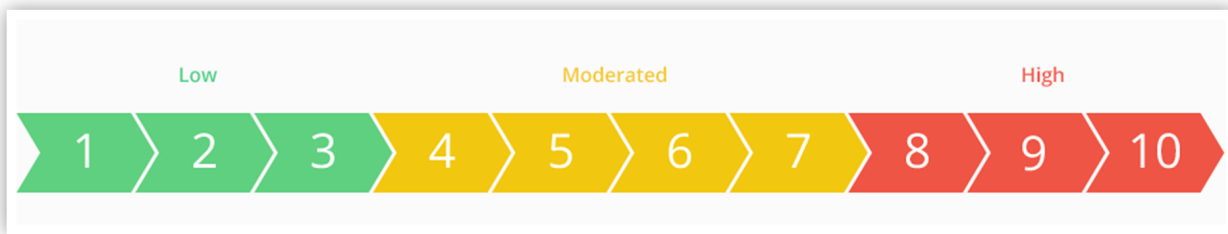
STRESS MANAGEMENT

3. How do you gauge your stress level?

4. On the 1-10 stress scale, what is your common stress zone?

Stress Scale Legend

- 1: I'm creatively and cheerfully engaged in life.
- 2: I'm relaxed and expect to stay this way.
- 3-5: I can handle stresses and think of positive solutions to my challenges.
- 6-7: I'm moderately irritable, anxious or overwhelmed, and stresses feel burdensome.
- 8: My problems seem unsolvable. Many things are irritating or upsetting me.
- 9: Help! I'm about to lose it!
- 10: I have chart-topping negative emotions.



SYMPTOMS OF STRESS

Emotional Symptoms:

- Agitated
- Overwhelmed
- Avoiding others
- Difficulty relaxing

Physical Symptoms:

- Low energy
- Headaches
- Upset stomach
- Tense muscles
- Aches & pains

Cognitive Symptoms:

- Worrying
- Inability to focus
- Disorganization
- Poor judgment
- Pessimism

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THE ABC MODEL TO MANAGING STRESS



3 Step Process of the ABC Model

1. Identify your beliefs about the actual event

- Examine your initial reactions

2. Challenge your thoughts and beliefs

Challenge irrational thoughts by asking the following questions:

- *Am I overreacting?*
- *Are my expectations unrealistic?*
- *Am I taking things too personally?*
- *Am I wrongly blaming myself or others?*

3. Replace negative thoughts with positive rational thoughts

- Remove absolutes
- Use positive self-talk

SELF MANAGEMENT STRATEGIES

Don't Take It Personally

- _____ yourself from the situation.

- Be _____, not defensive.

- Deliver facts _____.

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SELF MANAGEMENT STRATEGIES

Deep Breathing Strategy

Deep breathing is one of the best ways to lower stress in the body. This is because when you breathe deeply, it sends a message to your brain to calm down and relax. The brain then sends this message to your body. Stress induced symptoms, such as increased heart rate, fast breathing, and high blood pressure, all decrease as you breathe deeply to relax.

- The way you breathe affects your whole body. Breathing exercises are a good way to relax, reduce tension, and relieve stress.
- Breathing exercises are easy to learn. You can do them whenever you want, and you don't need any special tools or equipment to do them.

To learn more about the benefits of deep breathing, visit the following website:

<http://www.webmd.com/balance/stress-management/stress-management-breathing-exercises-for-relaxation>

Belly Breathing Technique

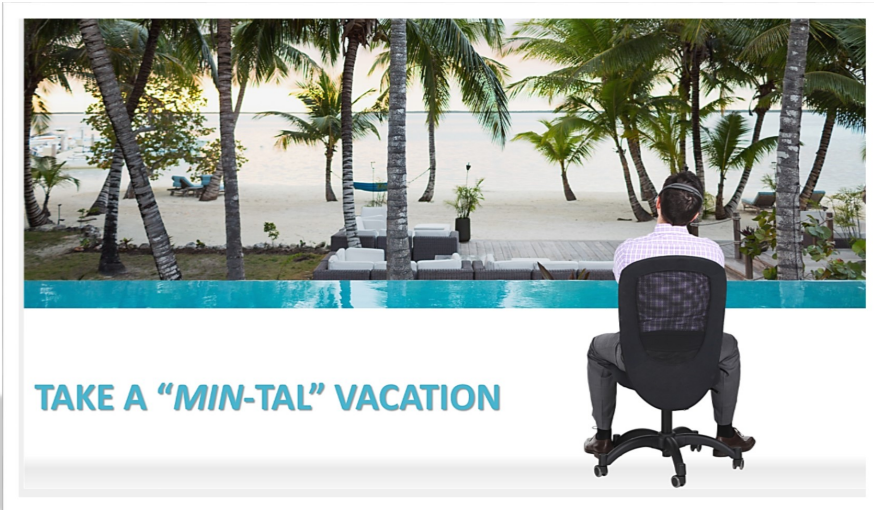
1. Sit or lie flat in a comfortable position.
2. Put one hand on your belly just below your ribs and the other hand on your chest.
3. Take a deep breath in through your nose, and let your belly push your hand out. Your chest should not move.
4. Breathe out through pursed lips as if you were whistling. Feel the hand on your belly go in, and use it to push all the air out.
5. Do this breathing 3 to 10 times. Take your time with each breath and focus on your breathing.
6. Notice how you feel at the end of the exercise.



Notes:

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SELF MANAGEMENT STRATEGIES



3. "Min-tal" Vacation

Where would you go on your mini mental vacation?

CHALLENGES & MOTIVATION ACTIVITY

List 5 challenges you face in your position.

1.

2.

3.

4.

5.

List 5 motivational factors that influence your work ethic.

1.

2.

3.

4.

5.

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SELF MANAGEMENT STRATEGIES

BE HAPPY

These free apps have been selected as the top stress management apps of 2017 by Healthline.com.



What's Up

Now that's a question to ask yourself when feeling anxious! Having a quick self check-in can do wonders for finding perspective with your thoughts and feelings. When you feel negative thoughts taking over, use the app's strategies to help you overcome them.



Sleep Time

Without a good night's sleep you may become more irritable, where even the little things can get your anxiety going. *Sleep Time* is here to make sure you get a good night's sleep and feel refreshed in the morning. A two-in-one app, *Sleep Time* doubles as an alarm clock and sleep analysis app.



HelloMind

This app uses "Result Driven Hypnosis" to help tackle the root of the problem you want to change. To get started, select the area you want to improve and follow a treatment plan of 10 sessions, 30 minutes each. The audio sessions are intended to help you find a relaxed, concentrated state of mind to help target the problem.



Headspace

If you're new to meditation, *Headspace* is a great app to get started. For free, you have access to the app's Take10 program designed for beginners. For 10 minutes a day for 10 days you'll practice guided exercises and learn about meditation. If you want to continue using the app, you can sign up for a monthly or annual subscription.



Self-Help for Anxiety Management

This app provides self-help techniques to help manage overall anxiety. Track anxiety levels, triggers, and build a personal tool kit in the app. It also provides interactive guidance for practicing self-help. If you're looking for a holistic snapshot of your anxiety and how to cope with it, this may be the app for you.

For a list of additional apps that provide stress management techniques, visit the following website:
<https://www.healthline.com/health/anxiety/top-iphone-android-apps#5>

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ANGER MANAGEMENT

Anger is "an emotional state that varies in intensity from mild irritation to intense fury and rage." - Charles Spielberger, PhD

Unmanaged anger can lead to:



-
-
-
-
-
-

Physical responses to anger:



-
-
-
-

Physical effects of anger:



-
-
-
-
-

MILLER-PATTON ANGER SELF-ASSESSMENT

Circle TRUE if you agree with the statement or FALSE if you disagree with the statement.

1. I use abusive language, such as, name-calling, insults, sarcasm or swearing.	True False
2. People tell me that I become too angry, too quickly.	True False
3. I am easily annoyed and irritated and then it takes a long time to calm down.	True False
4. When I think about the bad things people did to me or the unfair deals that I have gotten in life, I still get angry.	True False
5. I often make critical, judgmental comments to others, even if they do not ask for my advice or help.	True False
6. I use passive-aggressive behaviors, such as ignoring the other person or promising to do something and then "forgetting" about it to get the other person to leave me alone.	True False
7. At times, I use aggressive body language and facial expressions, like clenching my fists, staring at someone, or deliberately looking intimidating.	True False
8. When someone does or says something that angers me, I spend a lot of time thinking about what cutting replies I should have used at the time or how I can get revenge.	True False
9. I use self-destructive behaviors to calm down after an angry outburst such as drinking alcohol or using drugs, gambling, eating too much and vomiting, or cutting myself.	True False
10. When I get really angry about something, I sometimes feel physically sick(headaches, nausea, vomiting, diarrhea, etc.) after the incident.	True False
11. It is very hard to forgive someone who has hurt me even when they have apologized and seem very sorry for having hurt me.	True False
12. I always have to win an argument and prove that I am "right."	True False
13. I usually make excuses for my behavior and blame other people or circumstances for my anger (like job stress, financial problems, etc.)	True False
14. I react to frustration so badly that I cannot stop thinking about it or I can't sleep at night because I think about things that have made me angry.	True False
15. After arguing with someone, I often hate myself for losing my temper.	True False
16. I get so angry that sometimes I forget what I said or did.	True False
17. At times I have gotten so angry that I have slammed doors, thrown things, broken items, or punched walls.	True False
18. I know that some people are afraid of me when I get angry or they will "walk on eggshells" to avoid getting me upset.	True False
19. I have used threats to get my way or win an argument.	True False
20. I feel that people have betrayed me a lot in the past and I have a hard time trusting anyone.	True False
Total number of True statements	

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MILLER-PATTON ANGER SELF-ASSESSMENT

SCORING THE MILLER-PATTON ANGER SELF-ASSESSMENT TEST

Note: This test is an informal screening test to help you find out more information about your own feelings and expressions of anger. It is not intended to be a formal assessment.

0 - 4 statements answered "True": You are less likely to have anger problems.

5 - 9 statements answered "True": You are most likely at risk for having a problem with your anger.

10 or more statements answered "True": You most likely have moderate-to-severe anger problems.

*Even if you answered "true" to just one of the questions, it may be helpful to learn some anger management techniques to improve your coping skills.

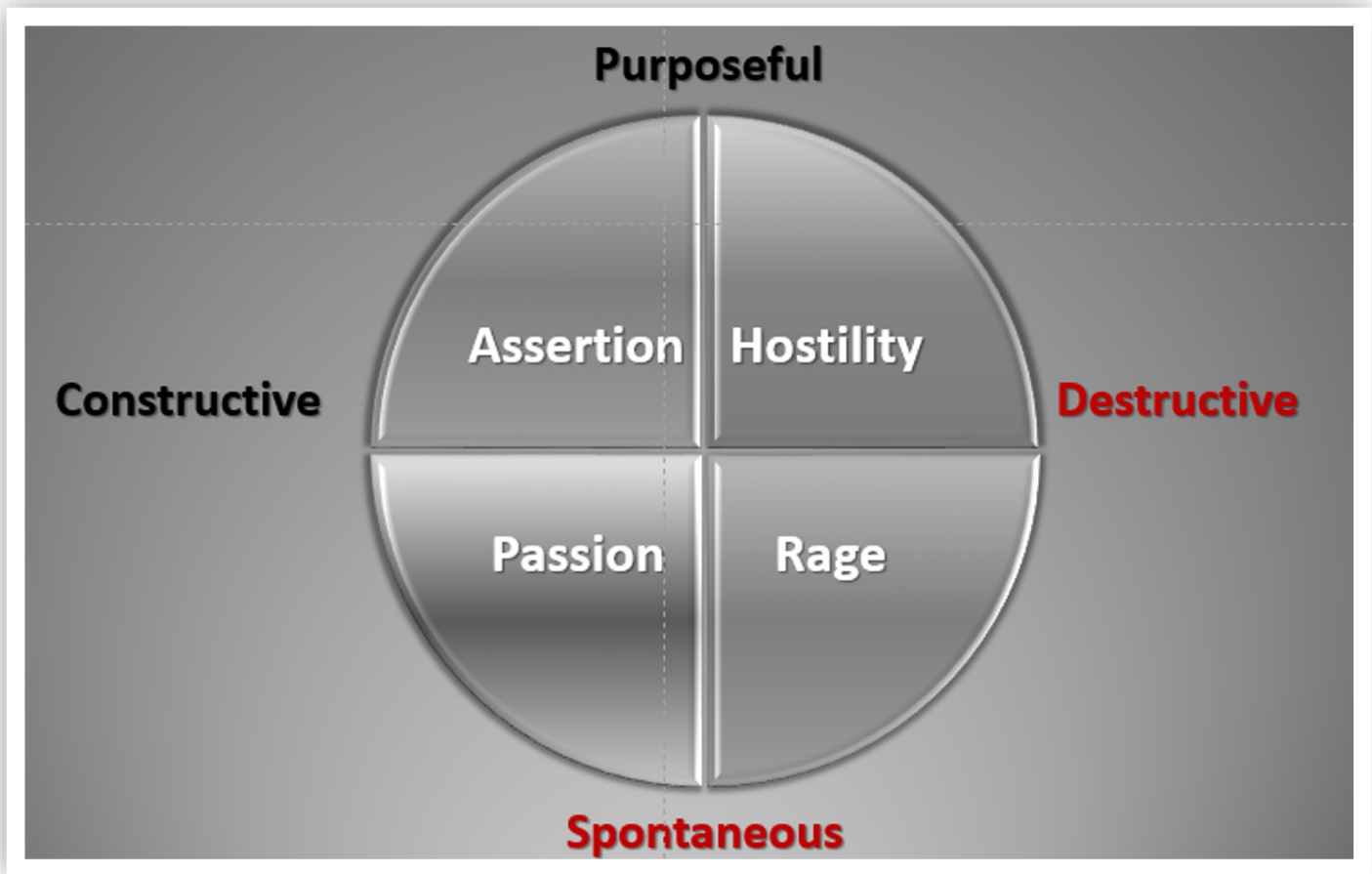
TYPES OF ANGER REACTIONS



Over-Expression	Suppression	Calming
Over-expression of anger represents outbursts and yelling. This type of expression is erratic and potentially harmful.	Suppression of anger represents keeping it all inside and doing nothing about it. This type of response can become emotionally overwhelming.	Calming it internally represents taking the time to reflect on the emotion and calm yourself rather than simply reacting.
Notes:	Notes:	Notes:

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GORKIN ANGER EXPRESSION MATRIX



Mark Gorkin's Four Faces of Anger

Purposeful: Intentional and self controlled.

Spontaneous: Immediate with little premeditation and little to moderate self-control.

Constructive: Affirms and acknowledges one's integrity and boundary without intending to threaten.

Destructive: Defensively projects and rigidly fortifies one's vulnerability by intending to threaten or violate another's integrity.

Notes:

Assertion:	Hostility:
Passion:	Rage:

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ANGER MANAGEMENT TECHNIQUES

1.1 Emotional Intelligence

- Self-Awareness



- What is Emotional Intelligence?
- What is self-awareness?
- List the self-awareness and self-management techniques.

1.2 Emotional Intelligence

- Social-Awareness



- What is social awareness?
- List the relationship management techniques?
- What emotional cues did you perceive from the video?

2. Delay Reaction



Questions to consider:

- Will my response be based on facts or feelings?
- Do I need more information?
- Is the current timing appropriate for this discussion?

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EFFECTIVE EXPRESSIONS

3. Situation Analysis

Questions to consider:

- How important is the issue?
- Is this a one time interaction or ongoing relationship?
- What are the possible consequences?



Reframe Your Message

Use language that increases positive emotions and decreases negative emotions.

Key principles of reframing:

- Relative Value – Using words to make a situation sound better.

Ex: An argument becomes miscommunication.

- Partnership Focus – Frame the solution as a benefit to both parties.

Ex: "Let's work together to streamline our processes, so we don't make the same errors in the future."

- Normalizing – Describing a situation as being more common or normal than the customer may think.

Ex: "I understand that you are upset about waiting 2 days. The typical wait time is usually 2-5 days."

I-Message Model

- 1: When you...
- 2: I feel ...
- 3: This is important because...
- 4: I would like...
5. ?

Avoid Trigger Phrases

Here are some phrases to **avoid**:

- You'll have to...
- You should have....

Catchphrases to **avoid**:

- I understand.
- Calm down.

Set-up Phrases to **avoid**:

- I don't know what to tell you...
- What can I say?

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CONFLICT COMMUNICATION ACTIVITY

CASE STUDY WORKSHEET

Directions: Using the tools discussed throughout this course, reframe the responses below.

A. Greg has pointed out inaccuracies in John's work on various occasions. John is becoming increasingly frustrated because Greg only mentions John's errors in front of clients. When John previously asked Greg for assistance in reviewing his work, Greg claimed he was too busy to help. In the current client meeting, Greg points out that John misspelled a word in his written proposal. John immediately says, "Stop trying to embarrass me! You should know it is not polite to correct someone in front of clients."

- How important is the issue?
- Is the current timing appropriate for this discussion?
- What are the possible consequences of addressing this conflict?

John's reframed response:

B. Amy and Regina work in cubicles next to each other. Amy loves to listen to music and often plays it loudly. Regina performs critical auditing work and is unable to concentrate when Amy plays her music. Regina recently left a note on Amy's desk asking her to lower the music volume. Since leaving the note, Regina realizes that Amy has begun playing her music more frequently, as well as laughing and talking loudly. Reaching her peak of frustration, Regina yells "Turn your music down! I cannot concentrate on my work. You are so inconsiderate of everyone else in the office!"

- How important is the issue?
- Is the current timing appropriate for this discussion?
- What are the possible consequences of addressing this conflict?

Regina's reframed response:

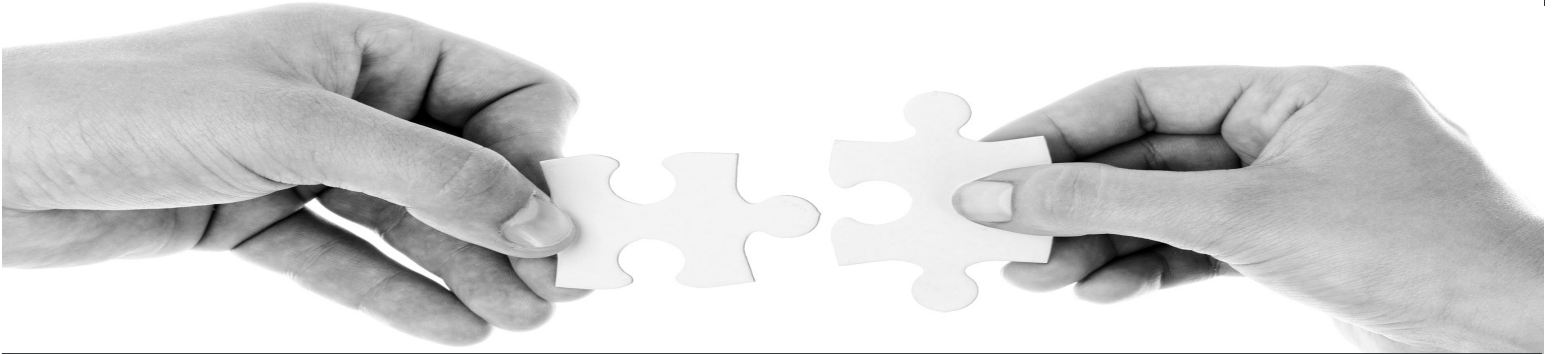
C. Josh, Katie's manager, has assigned her three projects that must be completed by the end of the day. Katie feels stressed due to the overload of duties. When Katie prepares to leave at the end of her shift, Josh informs her that she must also finish another colleague's project before she leaves. In frustration Katie states, "I shouldn't have to complete my work and everybody else's!"

- How important is the issue?
- Is the current timing appropriate for this discussion?
- What are the possible consequences of addressing this conflict?

Katie's reframed response:

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PUTTING IT ALL TOGETHER



INSIGHTS AND OBSERVATIONS

Use the area below to record insights, ideas, and discoveries from today's session. Each time you have an opportunity to speak during the workshop, make notes of what you do well, what you'd like to work on, and ideas on how to apply the information you hear.

TRAINING TAKEAWAYS

Use the area below to record key concepts, values, and ideas that you found beneficial today. Please ensure that you list your "Most Valuable Takeaway" (MVT) below to discuss at the end of training.

Thank you for your participation!

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