

- Be clear about what you expect to come out of the discussion
- Keep your cool and remember to breathe
- Be patient and remember to listen to the other person as well.
- Don't take anything personally

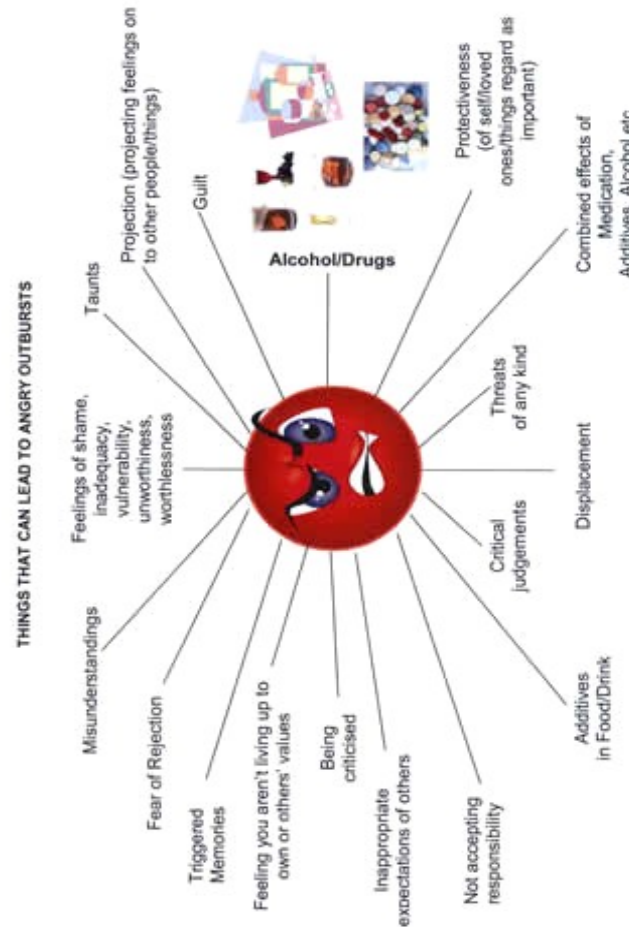
It is important to sort out disagreements with people. If you don't anger tends to build up and may well turn into resentment, which can lead to more anger that's not even what you were originally angry about! If you face a situation calmly and reasonably, you are more likely to sort it out without it developing into a serious problem. Remember that using "I feel" rather than "you make me" will help to keep things calmer. No-one makes us angry, we allow ourselves to react to the situation.

Getting Help

There are various types of counselling and psychotherapy that can help you to look at why you become angry. They can help you to work through your problems and gain a greater understanding of why you react and how to deal with things differently with greater understanding of your feelings and actions. Its hard to be objective and manage this alone. Cognitive Behavioural Therapy may help to focus on the here and now.

Anger Management Programmes

These are focussed sessions for people who may have had a single violent episode, or who have been violent in the past and now feel unable to make changes to their behaviour. Speak to your GP or to Amian's advice line for more information. The sessions are usually one to one or group based, there are some one day courses. These programmes look at the rules of anger management and help teach how to express angry feelings calmly. Assertiveness training may also help to teach you how to express your feelings in a calm respectful manner and express anger constructively.



Amian offers a 24/7 helpline. Our service is free and confidential to all staff. 0845 603 5667 e-mail help@amian.co.uk



ANGER MANAGEMENT

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ANGER MANAGEMENT

Anger is a natural feeling, experienced when we feel frustrated, hurt, rejected or hostile. It is a powerful emotion and unless it is managed properly it can have devastating effects on family, work and your overall wellbeing.

Causes

Anger can be caused by the way we react to things such as other peoples situations or by worrying about work, personal or financial problems. Unsettling memories from the past can also lead to angry thoughts and feelings. It is important to understand it is not people that make you angry but your reaction to them!



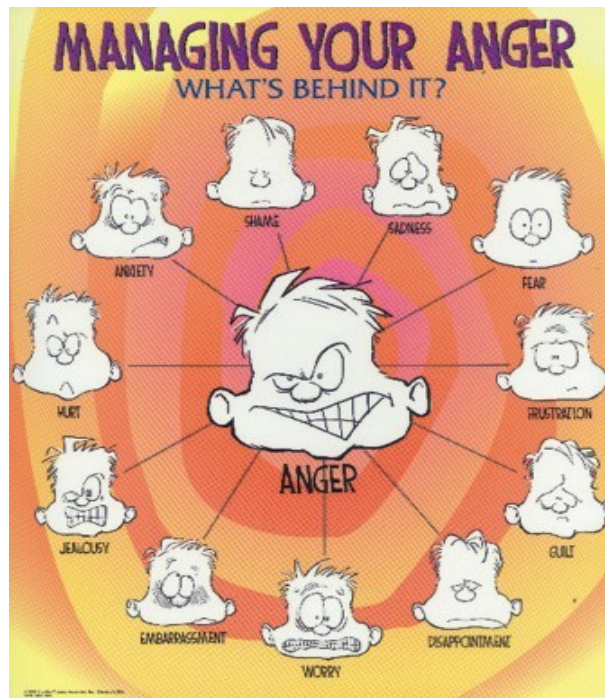
Symptoms

Anger varies in intensity, ranging from mild irritation to violent rage. Like other emotions, feelings of anger have a physical effect on the rest of your body. Your heart starts to beat faster, your adrenaline levels increase and your blood pressure and temperature rises. Different people deal with difficult situations in different ways, from being very calm to those who become aggressive and appear unable to cope, others suppress.

If you find that your anger overwhelms you when faced with difficult situations, your behaviour could well be affecting your relationships at home and at work and even how you feel about yourself. Its helpful to try to understand your own pattern of behavior and what may have happened in the past to trigger your anger. Try to work out what makes you angry now and think about life at home when you were growing up. Did members of your family get angry and lash out, or did they bottle feelings up leading to resentment? As a child were you able to voice your opinions or told to be quiet? Starting to think about how and what makes you angry and your own patterns helps to get some ideas about triggers and causes and your unconscious thought processes. It may help to speak to Amian to explore your own patterns and triggers more deeply.

Self Help

If anger is building up, deal with it. Don't let it



Self Help

If anger is building up, deal with it. Don't let it simmer away until you have a violent outburst. If possible take yourself away form the situation and think about it. Try to look at the bigger picture and consider the consequences of your behavior before you react. Think about your overall lifestyle and health. Do you try to do too much, do you eat well and get enough sleep?

Learning to Remain Calm

Breathe deeply from your diaphragm in long slow breaths to give your heartbeat a chance to slow down. Try the following breathing technique; sit or lie in a comfortable position. Take a deep breath in and hold this for the count of three then slowly breathe out. Continue to do this until you feel calmer and then you can continue what you were doing but with a calmer state of mind.

Coping with Confrontation

Confrontations are not always easy to cope with. It is important that you try to express yourself assertively without shouting or losing your control. It can help to prepare what it is you want to say and staying calm. If you do find yourself in a heated discussion try to remember the following;

- Its Ok for someone else to have a different opinion.
- Try to make yourself clear—try using phrases like “I feel angry with you because
- Be clear about what you expect to come out of the discussion

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