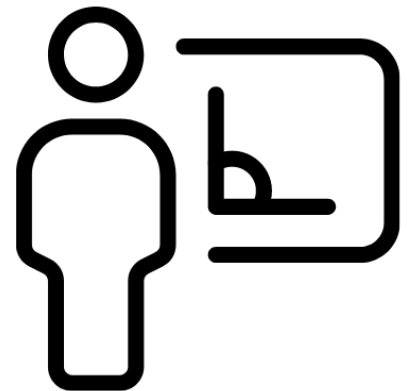


Instructors Guide



On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box.

The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor for each lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.



Anger always comes from frustrated expectations.

Elliot Larson

Sample Module: Understanding Anger



Before we discuss specific anger management strategies, it is helpful to first understand the nature of anger. While most are familiar with this emotion, not everyone is aware of its underlying dynamics. Anger is complex and often a misunderstood emotion; it is more than just being mad. Anger is a natural response that follows a pattern of phases, and can transpire from many factors, including other hidden emotions.

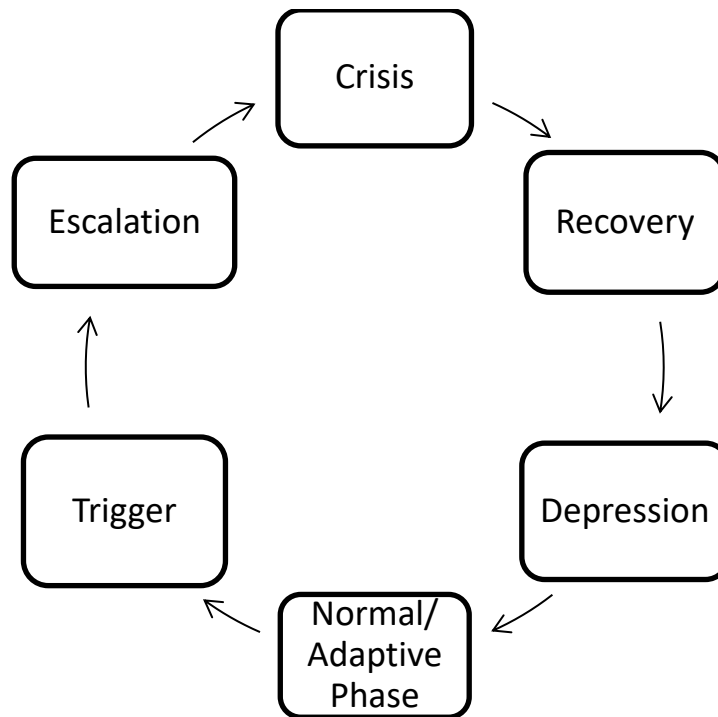
The Cycle of Anger



Anger is a natural emotion that usually stems from perceived threat or loss. It's a pervasive emotion; it affects our body, thoughts, feelings, and behavior. Anger is often described in terms of its intensity, frequency, duration, threshold, and expression.

Anger typically follows a predictable pattern: a cycle. Understanding the cycle of anger can help us understand our own anger reactions, and those of others. It can also help us in considering the most appropriate response.

Illustrated below are the five phases of the anger cycle: **trigger, escalation, crisis, recovery, and depression.**



1. The Trigger Phase

The trigger phase happens when we perceive a threat or loss, and our body prepares to respond. In this phase, there is a subtle change from an individual's normal/ adaptive state into his stressed state. Anger triggers differ from person to person, and can come from both the environment or from our thought processes.

2. The Escalation Phase

In the escalation phase, there is the progressive appearance of the anger response. In this phase, our body prepares for a crisis after perceiving the trigger. This preparation is mostly physical, and is manifested through symptoms like rapid breathing, increased heart rate, and raised blood pressure. Once the escalation phase is reached there is less chance of calming down, as this is the phase where the body prepares for fight or flight (to be discussed later).

3. The Crisis Phase

As previously mentioned, the escalation phase is progressive, and it is in the crisis phase that the anger reaction reaches its peak. In the crisis phase our body is on full alert, prepared to take action in response to the trigger. During this phase, logic and rationality may be limited, if not impaired because the anger instinct takes over. In extreme cases, the crisis phase means that a person may be a serious danger to himself or to other people.

4. The Recovery Phase

The recovery phase happens when the anger has been spent, or at least controlled, and there is now a steady return to a person's normal/ adaptive state. In this stage, reasoning and awareness of one's self returns. If the right intervention is applied, the return to normalcy progresses smoothly. However, an inappropriate intervention can reignite the anger and serve as a new trigger.

5. The Depression Phase

The depression phase marks a return to a person's normal/ adaptive ways. Physically, this stage marks below normal vital signs, such as heart rate, so that the body can recover equilibrium. A person's full use of his faculties return at this point, and the new awareness helps a person assess what just occurred. Consequently, this stage may be marked by embarrassment, guilt, regret, and or depression.

After the depression phase is a return to a normal or adaptive phase. A new trigger, however, can start the entire cycle all over again. Some people also skip certain phases, or else they go through them privately and/ or unconsciously.

Estimated Time	15 minutes
Topic Objective	To enumerate and describe the five phases of the anger cycle.
Topic Summary	<p>Anger is a natural emotion that usually stems from perceived threat or loss.</p> <p>It has five phases:</p> <ul style="list-style-type: none">• <i>The Trigger Phase.</i> The trigger phase happens when we perceive a threat or loss, and our body prepares to respond.• <i>The Escalation Phase.</i> In the escalation phase is the progressive appearance of the anger response.• <i>The Crisis Phase.</i> The crisis phase is when the anger reaction is at its peak. During this phase, logic and rationality may be limited, if not impaired.• <i>The Recovery Phase.</i> The recovery phase happens when the anger has been spent, or at least controlled, and there is now a steady return to a person's normal/ adaptive state. In this stage, reasoning and awareness of one's self returns.• <i>The Depression Phase.</i> The depression phase marks a return to a person's normal/ adaptive ways. A person's full use of his faculties return at this point. Consequently, this stage may be marked by embarrassment, guilt, regret, and or depression.

Materials Required	Flipchart and Markers Worksheet 1: Cycle of Anger
Planning Checklist	Prepare an example to illustrate the 5 phases of anger, preferably one that's suited to the profile of the group. You may also use the example in this manual. One copy of Worksheet 1: Cycle of Anger per participant
Recommended Activity	Have participants complete Worksheet 1: Cycle of Anger If a participant is comfortable with self-analysis, then he or she can choose to analyze a personal anger incident for this activity. The incident they thought of for the pre-assignment review can be a subject for the activity. Worksheet One is an optional guide for this activity.
Delivery Tips	At this stage of the workshop, the group may not yet be comfortable around self-reflection and self-disclosure. Succeeding modules, however, have many areas of self-analysis. You may set up for this methodology by explaining to the group early on that the workshop topic may be sensitive and personal, but learning can be maximized if concepts are related to personal experiences.
Review Questions	What are the 5 phases of the anger cycle?

Is Anger Good or Bad?



We all feel angry at one time or another; it is one of our most powerful emotions. While anger is often believed to be a bad emotion, there is no such thing as a good or bad emotion. Emotions are intuitive reactions and we do not make conscious decisions for them to come. In fact, some anger reactions are appropriate and designed to protect you, such as the anger against discrimination, injustice, and abuse.

What can be judged as positive or negative/ healthy or unhealthy is how we react to anger. Our behavior to express the anger can be constructive, or destructive. If anger is expressed well, it can be used to motivate you to create positive change. Alternatively, anger reactions may also be harmful, such as anger explosions (losing control over anger, causing rages or violence), or anger repression (bottled up anger that can turn into anxiety and depression). Anger is a normal, healthy emotion. It is not bad to feel angry, but it is best to share your concerns and resolve anger the right way, before this anger is expressed negatively.

Estimated Time	10 minutes
Topic Objective	To understand what makes anger 'good' or 'bad'.
Topic Summary	While anger is often believed to be a bad emotion, there is no such thing as a good or bad emotion. Emotions are intuitive reactions and we do not make conscious decisions for them to come.
Materials Required	Flipchart and markers
Recommended Activity	Ask the group for examples of appropriate anger reactions, and inappropriate anger reactions.
Review Questions	What are anger explosions? What is anger repression?

Fight or Flight



The Fight or Flight theory, formulated by Walter Cannon, describes how people react to perceived threat. Basically, when faced with something that can harm us, we either aggress (fight) or withdraw (flight). It is believed that this reaction is an ingrained instinct geared towards survival.

The fight or flight instinct is manifested in bodily ways. When faced with a threat, our body releases the hormones adrenaline, noradrenaline, and cortisol. These chemicals are designed to take us to a state of alertness and action. They result in increased energy, heart rate, slowed digestion, and above normal strength.

Understanding the fight or flight instinct can help us understand the dynamics of our anger response. The following are some of the implications of the fight and flight theory on anger management:

First, the theory underscores how anger is but a natural response. There is no morality to anger. Anger is a result of perceived harm to self, whether physical or emotional.

Second, this theory reminds us of the need to stay in control. When we are angry, our rational self gets overridden by a basic survival instinct. There's a need to act immediately. This instinct can then result in aggressiveness, over-reactivity, and hypervigilance, which are all contrary to rational and deliberate response. Conscious effort towards self-awareness and control is needed so that this instinct does not overpower us.

Estimated Time	10 minutes
Topic Objective	To understand the fight or flight theory. To understand the implications of the fight or flight theory to anger management.
Topic Summary	The Fight or Flight theory describes how people either aggress (fight) or withdraw (flight) when faced with threats. The fight or flight response is accompanied by physiological reactions designed for alertness and action. This theory helps to realize that anger is an instinctive reaction, and conscious effort is needed so that it does not overpower us.
Materials Required	Flip chart and markers
Recommended Activity	Ask the group for examples of “fight” and “flight” responses during anger.
Stories to Share	Animals also have this instinct. The importance of understanding this section is to be able to tap into that part of us that would stop us from acting like animals when faced with anger triggers.
Delivery Tips	Emphasize the implications of the fight and flight theory in anger management.
Review Questions	What happens to our bodies when we perceive a threat?

Common Myths About Anger

Here are four common myths about anger:

1. Anger needs to be ‘unleashed’ for it to go away.

It’s true that anger needs to be expressed in order for symptoms to be relieved.

However, expressing anger in verbally or physically aggressive ways is not the only way to ‘unleash’ anger. Nor is anger an excuse for a person to be aggressive. The expression of anger can be tempered by rationality and forethought.

Note that venting anger does not necessarily result in the anger disappearing, although venting can relieve the symptoms. At times, processing personal experiences, seeing concrete change and genuine forgiveness are needed for anger to go away.



2. Ignoring anger will make it go away.

Generally, all kinds of emotions do not disappear when ignored. The anger just gets temporarily shelved, and will likely find other ways of getting expressed. It can get projected to another person, transformed into a physical symptom, or built up for a bigger future blow up. Some of our behaviors may even be unconscious ways of expressing anger.

While there are situations when it's inadvisable to express your anger immediately, the very least you can do is acknowledge that it exists.

3. You can't control your anger.

This myth is related to the second one. As discussed earlier, the fight and flight instinct can make anger an overwhelming emotion. However, this instinct does not mean that you're but a slave to your impulses. Awareness of anger dynamics and a conscious effort to rise above your anger can help you regain control of your reactions.

4. If I don't get angry, people will think I am a pushover.

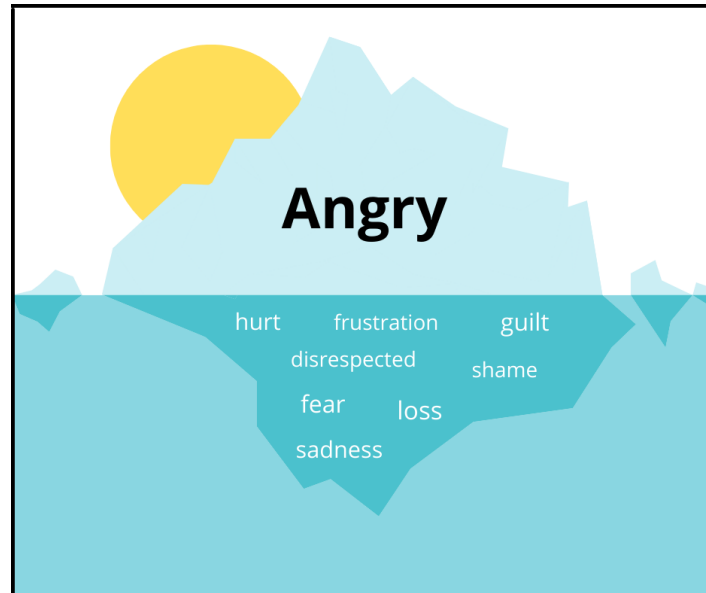
It's true that a person can lose credibility if they make rules and then ignores violations. However, anger is not the only way a person can show that there are consequences to violations. In fact, the most effective way of instilling discipline in others is to have a calm, non-emotional approach to dealing with rule-breakers. Calm and rationality can communicate strength too.

Estimated Time	10 minutes
Topic Objective	To list common misconceptions about anger and their refutations.
Topic Summary	Common myths about anger includes: 1. Anger needs to be 'unleashed' for it to go away. 2. Ignoring anger will make it go away. 3. You can't control your anger. 4. If I don't get angry, people will think I'm a pushover.
Materials Required	Flip chart and markers
Recommended Activity	Present each of the myths to the class in the form of a debatable question. Example: "Can you control your anger?" Solicit opinions and encourage a friendly group debate before providing the factual refutation of the myth.
Delivery Tips	You may also solicit from the group other anger myths that they know.

Sources of Anger



The root cause of many anger responses come from underlying emotions within. Anger is a normal response that is often experienced as a secondary emotion. This concept can be represented with the *Anger Iceberg*. The Anger Iceberg illustrates the idea that emotional reactions are not always one-dimensional, rather there are many hidden causes. Although anger may be presented and expressed on the outside, there are other underlying emotions that give energy to this anger.



Emotions that frequently prompt anger include:

- **Frustration-** "Frustration begets anger, and anger begets aggression". When a goal is blocked from reaching the desired result, individuals will become frustrated. This frustration will provoke anger as an emotional response, directed at the object recognized as the cause of the frustration.
- **Hurt/Loss-** In this case, anger is used as a substitute emotion. Individuals will turn to anger, as a substitute to feeling pain. Anger is a normal stage during a grieving process. This can be done consciously, or unconsciously.
- **Disrespected-** Feelings of being disrespected is one of the most common emotions that fuel anger. This occurs when individuals are not given the respect that they deserve, or that they are always under attack.
- **Fear-** People will choose anger as a defense mechanism against fear. Fear and anger derive from feelings of control; while fear will typically arise from a loss of control, anger is a means of gaining back control.

- **Shame-** Anger is used as a defense response when individuals perceive they are being humiliated, criticized, or rejected. Anger is a way to distract us from feelings of shame.
- **Guilt-** Feelings of anger will frequently follow guilt. Reacting with anger is used as a way to protect our ego, and remove ourselves from the blame. Unfortunately, this means that blame is taken from within and placed on another individual.
- **Sadness-** When we feel sad, we feel vulnerable and as though we have loss of control. To avoid these feelings of sadness, we will subconsciously shift into an anger mode to mask feelings of disappointment or discouragement.

Estimated Time	15 minutes
Topic Objective	To understand that anger often comes from underlying emotions, and how the 'Anger Iceberg' can represent this concept.
Topic Summary	<p>Anger is a normal response that is often experienced as a secondary emotion. The Anger Iceberg illustrates the idea that emotional reactions are not always one-dimensional, rather there are many hidden causes.</p> <p>Emotions that frequently prompt anger include:</p> <ul style="list-style-type: none"> • Frustration • Hurt/Loss • Disrespected • Fear • Shame • Guilt • Sadness
Materials Required	<p>Flipchart and markers</p> <p>Worksheet 2: The Anger Iceberg</p>
Planning Checklist	One copy of Worksheet 2: The Anger Iceberg per participant
Recommended Activity	<p>Have participants complete Worksheet 2: The Anger Iceberg.</p> <p>Discuss and review responses as a group.</p>
Delivery Tips	You can also draw the Anger Iceberg on flip chart paper instead of using the worksheet.
Review Questions	What is a secondary emotion?

Practical Illustration



Josephine came home from work to see dirty plates left in the sink (*trigger phase*). She started to wash them, but as she was doing so, she kept thinking about how inconsiderate her children are for not cleaning after themselves. She was already tired from work and did not need the extra chore. She felt the heat in her neck and the tremble in her hands as she was washing the dishes (*escalation phase*).

Feeling like she couldn't keep it to herself any longer, she stormed upstairs to confront her kids. In a raised voice, she asked them how difficult it was to wash the dishes. She told them that they are getting punished for their lack of responsibility (*crisis phase*).

Having gotten the words out, she felt calmer, and her heartbeat slowly returned to normal. She saw that her kids were busy with homework when she had interrupted them. She was also better able to hear their reasoning, as they apologized (*recovery phase*).

Josephine regretted yelling at her children and told them that she was simply just tired and that it was not their fault (*depression phase*).

Module Two: Review Questions

1.) Which of the following is not one of the five phases of anger?

- a) Recovery
- b) Escalation
- c) Discovery
- d) Depression

Discovery is not one of the five phases of anger.

2.) Once a person returns to a normal or adaptive phase, a new trigger cannot start the entire cycle all over again.

- a) True
- b) False

False- A new trigger *can* start the entire cycle over again.

3.) Anger is always considered a bad emotion.

- a) True
- b) False

While anger is often believed to be a bad emotion, there is no such thing as a good or bad emotion.

4.) What is anger repression?

- a) Losing control over anger, causing rage or violence
- b) Bottling up anger
- c) Expressing your anger in an effective manner
- d) Not having any feelings of anger

Anger repression is bottled up anger, that can turn into anxiety or depression.

5.) _____ or _____ describes how people react to a perceived threat.

- a) Win or lose
- b) Run or hide
- c) Smile or frown
- d) Fight or flight

Fight or flight describes how people react to a perceived threat.

6.) Anger is a result of perceived harm to self, whether physical or _____.

- a) Real
- b) Emotional
- c) Negotiated
- d) Escalated

Anger is a result of perceived harm to self, whether physical or emotional.

7.) Which is not a common myth about anger?

- a) Anger needs to be 'unleashed' for it to go away
- b) Ignoring anger will make it go away
- c) You can't control your anger
- d) You can control your anger

A common myth about anger is that it cannot be controlled.

8.) Anger is never an appropriate reaction?

- a) True
- b) False

False- There are times when anger is an appropriate reaction.

9.) What does it mean for anger to be a secondary emotion?

- a) It is not an important emotion
- b) Anger responses will often come from other underlying emotions
- c) It takes another individual to cause anger
- d) None of the above

The root cause of many anger responses come from underlying emotions within.

10.) Which of the following is an emotion that will frequently prompt anger?

- a) Frustration
- b) Happiness
- c) Joy
- d) Love

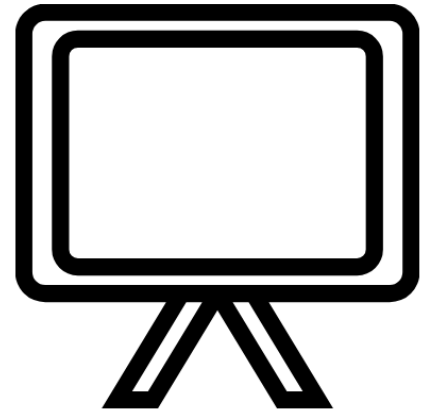
Frustration is an emotion that will frequently prompt anger.

PowerPoint Slides



Below you will find the PowerPoint sample. The slides are based on and created from the Instructor Guide.

PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.





MODULE TWO

Understanding Anger

Anger is complex and often a misunderstood emotion; it is more than just being mad.

Anger is a natural response that follows a pattern.



The Cycle of Anger

Understanding the cycle of anger can help us understand our own anger reactions, and those of others.

Is Anger Good or Bad?

There is no such thing as a good or bad emotion. Emotions are intuitive reactions.





Fight or Flight

When faced with something that can harm us, we either aggress (fight) or withdraw (flight).

Understanding the fight or flight instinct can help us understand the dynamics of our anger response.

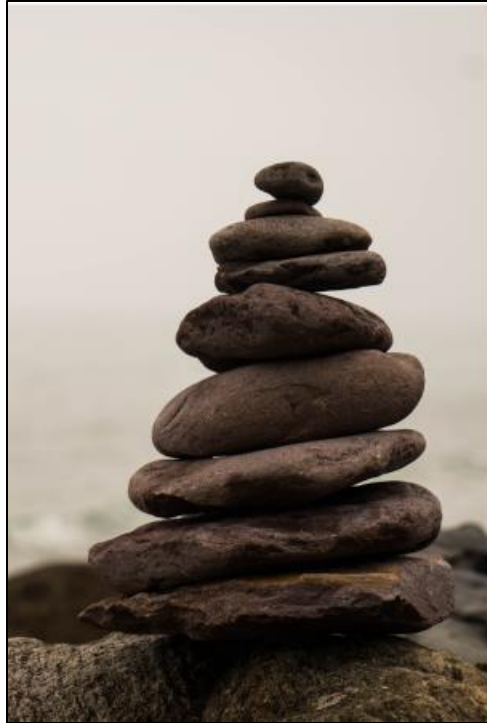
Common Myths About Anger

Unleash it

Ignore it

Control it





Sources of Anger

- Frustration
- Disrespected
- Shame
- Sadness

Practical Illustration



- The Cycle of Anger
- Is Anger Good or Bad?
- Fight or Flight
- Common Myths About Anger

Module Two: Review Questions

1. Which of the following is not one of the five phases of anger?

A. Recovery

B. Escalation

C. Discovery

D. Depression

Quick Reference Sheets



Below is an example of our Quick Reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed. They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date. They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.



Anger Management Quick Reference Sheet



Using Coping Thoughts

- Calm down first, and think things through
- This may not be as bad as it seems
- This is just one incident --- it doesn't define my life.
- I am capable of managing this situation.
- It's alright to be upset. / I have the right to be upset in this situation. / I am angry.
- What needs to be done immediately? (Damage control/ solution-focused mode).
- Bad things/ Mistakes do happen/ Nothing says that things will go right all the time.
- There is no need to feel threatened here.
- I have no control over other people and their feelings. But I have control over myself.
- I have managed anger successfully before and I will again.



Helpful Ways of Dealing with Anger

- ✓ **DO acknowledge that you are angry.** It is important that you know how to recognize that you are angry, and give yourself permission to feel it.
- ✓ **DO calm yourself before you say anything.** In the previous discussions, we saw how there is a biological reason why anger can feel overwhelming --- our body is engaged in a fight or flight response. It helps then to defer any reactions until you have reached the return to normal/ adaptive phase of the anger cycle.
- ✓ **DO speak up, when something is important to you.** This is the opposite to 'keeping it all in.' If a matter is important to you, so much so that keeping silent would just result in physical and mental symptoms, then let it out.
- ✓ **DO explain how you're feeling in a manner that shows ownership and responsibility for your anger.** Take ownership and responsibility for your feelings. This makes the anger within your control (you can't control other people).

Identify Your Hot Buttons

Hot buttons differ from person to person. Our personal histories influence what would make us angry. Some triggers are caused by conditioning, modeling, and unresolved issues.



A key to seeing if a hot button is the real cause of the anger, or just a trigger, is to see if your anger reaction is proportionate to what the situation calls for. If you're angrier than you should be, perhaps there is an underlying emotional issue that needs to be surfaced.

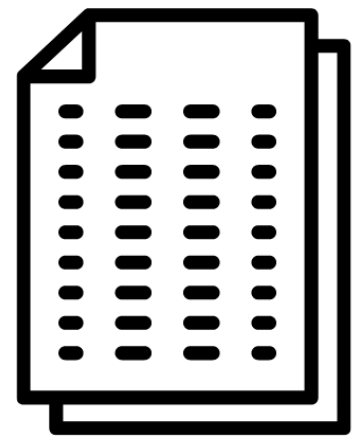
Handouts



Each course is provided with a wide range of worksheets.

Worksheets help check your participants' understanding. If a lesson calls for a worksheet, it will be listed in the Lesson Plan box under Materials Required. All worksheets are customizable and can be found in the Appendix of the Instructor Guide and the Training Manual.

As a trainer, icebreakers give your participants the opportunity to get to know each other better or simply begin the training session on a positive note. Icebreakers promote collaboration, increase engagement, and make your training more light-hearted and fun. Below is an example from the Icebreakers folder.



Worksheet 1

Cycle of Anger

Think of a person whose anger reaction you have observed. It can be a family member, a friend, or anyone you observed being angry.

Recall the anger reaction. Now think of the phases of the anger cycle. Interpret the anger reaction that was observed, using the anger cycle.

In the spaces below, write at least one behavioral indicator of anger manifested by this person for each phase of the anger cycle.

Anger Cycle Phase	Behavioral Indicators
<i>The Trigger Phase</i>	
<i>The Escalation Phase</i>	
<i>The Crisis Phase</i>	
<i>The Recovery Phase</i>	
<i>The Depression Phase</i>	

Worksheet 2

The Anger Iceberg

Complete the Anger Iceberg below with emotions that may prompt anger. Think of emotions that were not previously discussed.



Icebreaker: Team Trinkets

PURPOSE

Conflict resolution can be a difficult topic, so it is important that participants are as comfortable as possible. This activity will help participants get to know each other while doing a non-conflict laden task.

MATERIALS REQUIRED

- Paper plates
- String
- Single hole punch
- Flip chart or banner paper
- Legal-sized paper (or blank name tents)
- Colored markers
- Craft supplies (scissors, glue, sparkles, yarn, etc.)

ACTIVITY

Ask participants to number off to create groups of six to eight. Their task is to come up with a team name and slogan, preferably based on something that they all have in common. They should then create two of the following items:

1. Name cards for each participant
2. Team sign
3. Team hats
4. Team work area
5. Team song

Give participants about ten minutes for this task.

PRESENTATIONS

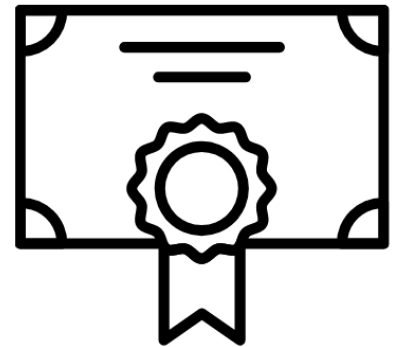
After all groups have completed the task, ask each group to present their team name, slogan, and items, and to explain how they arrived at a decision for each. Ask participants if conflicts arose over choices, and how those conflicts were managed.

Encourage groups to work together throughout the day and strengthen their bond.

Certificate of Completion



Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.



CERTIFICATE OF COMPLETION
[Name]

*Has mastered the course
Anger Management*

Awarded this _____ day of _____, 20____

Presenter Name and Title
