



Anger Management

RECLAIMING REALITY II

Emotions & Anger



By
David R. Olsen

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EMOTIONS AND ANGER

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PREFACE

Managing anger has become quite a popular topic in our society. Years ago there was a movie called "Anger Management" and today there is a television show by the same name. Now we see court ordered anger management programs people are required to attend. You who are reading this book may either be taking a class you are required to take, or you are teaching someone who is.

The materials for this book come from many different resources, Scripture quotations, secular, and religious authors, and have been used to give a complete overview of what may cause our anger and how to deal with it. In traveling throughout America, I have come across different ideas of how people deal with their problems. What may work for one may not work for another. Considering the many different belief systems people have, I have tried to be fair in my research without compromising truth regarding this issue called anger. On a more personal note, I apply these concepts on a daily basis.

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FORWARD

In an increasingly hostile social climate, we are more aware of potential dangers that exist all around us. The news cycles bring us reports of outbreaks of violence on a daily basis, and we often find out that—frighteningly—the perpetrators' profiles match those in our own circle of acquaintances. As these incidents escalate, the authorities and experts in the field wring their hands in trying to find a solution. The answers are not totally clear, but they certainly include books like this one written by David Olsen.

"Emotions and Anger," is a superb book to help identify the cause of anger, show how anger can lead to aggression and violence, and to outline strategies to diffuse the emotion of anger. David Olsen draws from an abundance of source material on the subject, plus his own experience of over thirty years dealing with individuals in the correctional system. Also, his theological background and his years of practical pastoral ministry equip him to offer a spiritual perspective that is missing in the analysis of the secular world.

David was a member of my pastoral staff in Toledo, Ohio for several years in the early 1990s and so I am personally aware of his passion and focus on these human problems. He has been fearless in taking his cause to judges, administrators and coordinators of social programs. As a result, many doors have been opened to him and hundreds of people have benefited from his mission to reach those shackled by addictions, debilitating habits and wrong behaviors. As you read the book, you will not only gain valuable knowledge and insight, you will also be touched by the passion that fuels a man on a mission.

J Mark Jordan

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Introduction

In the most general sense, anger is a feeling or emotion that ranges from mild irritation to intense fury and rage. Anger is a natural response to those situations when someone feels threatened, or believes harm will come to them or that another person has unnecessarily wronged them. Anger also often comes when people see another person, like a child or someone close to them, threatened or harmed. In addition, anger may result from frustration when personal needs, desires and goals are not met. When a person becomes angry, they may lose their patience and act impulsively, aggressively, or violently.

People often confuse anger with aggression. Aggression is behavior that is intended to cause harm to another person or damage property. This behavior can include verbal abuse, threats or violent acts. Anger, on the other hand, is an emotion and does not necessarily lead to aggression. Therefore a person can become angry without acting aggressively.

A term related to anger and aggression is hostility. Hostility refers to a complex set of attitudes and judgments that motivate aggressive behavior. Whereas anger is an emotion and aggression is a behavior, hostility is an attitude that involves disliking others and evaluating them negatively.

Through teaching a number of self-help classes to thousands of people, I have noticed that the number one problem most individuals experience is both a physical and spiritual imbalance in their emotions. These emotions are usually caused by some form of an unmet need that is currently taking place in their life, either from within or without. In the scripture the Apostle Paul reveals that man is a physical, emotional, and spiritual person. The soul refers to the emotional part of man, which shows that our emotions play a major role in our everyday lives.

Thessalonians 5:23 "And the very God of peace sanctify you wholly; and *I pray God* your whole spirit and soul and body be preserved blameless unto the coming of our Lord Jesus Christ."

Constitution of Man

The scriptures teach that God created man of the dust from the earth, and blew into him the breath of life, and he became a living soul. Based on this account, man is composed of two distinct elements: a corporal one and a spiritual one.

Based on the principles of the trichotomy, the three part division of human beings into body, spirit and soul, it can be understood that humans are comprised of three elements:

- 1.** The first element is the physical body. The Bible does not state that God created animals from the dust of the earth; He could have, but He did not. The difference is that man has a more complex physical structure.
- 2.** The second part is the soul. This is the psychological part of man, where reasoning and emotions and social relationships are established. The soul is the eternal part of man, the supernatural result when God breathed life into man.

3. The third part of mankind is spirit. This is where humans have a union with God; where God desires to inhabit and have fellowship with mankind. The Baptism of the Holy Ghost is Christ dwelling within individuals, to give them the power to overcome life's struggles and give direction in times of uncertainty. The spirit is the center and source of life, empowered with intelligence (**Proverbs 20:27; I Corinthians 2:11**), formed by the Creator, (**Genesis 2:7; Isaiah 2:22**) and placed in the internal part of human nature.

In his book *The Couch and the Cross*, author J. R Ensey quotes psychotherapist Jacob Needleman about how psychology has gradually supplanted Christianity in this century.

Modern psychiatry arose out of the vision that man must change himself and not depend for help upon an imaginary God. Over half a century ago...human psyche was wrested from faltering hands of organized religion and was situated in the world of nature as a subject for scientific study...

The era of psychology was born. By the end of the Second World War many of the best minds of the new generation were magnetized by a belief in this new science of the psyche. Under the conviction that a way was now open to assuage the confusion and suffering of mankind, the study of the mind became a standard course of work in American universities. Against this juggernaut of new hope, organized religion was helpless. The concept of human nature which had guided the Judeo-Christian tradition for two thousand years had to be altered. (Ensey 1999)

But Needleman then discloses that a measure of disillusionment came to the movement:

But although psychiatry in its many forms pervades our present culture, the hope it once contained has slowly ebbed away. The once magical promise of transformation of the mind through psychiatry has quietly disappeared....The psychiatrists themselves--despair over their inability to help other human being.

Foundational Concept: "An incorrect view of a disease usually elicits an incorrect view of the remedy(Ensey 1999)."

Therefore, because psychology embraces an improper view of man and the cause of his problem, it does not provide the appropriate solution. Psychology is deceptive, it constitutes an alternative religion, and its modern practitioners seem to be motivated more often by greed than grace.

There is only one remedy for the moral mistakes or failures of mankind and that is the blood of Jesus and the forgiveness that He gives. In the following chapters we will deal with the many causes of our anger, and also find some solutions.

Chapter One

Emotions and Anger

Emotions are the centerpiece of humanity; "God...breathed into his nostrils the breath of life, and man became a living soul" (**Genesis 2:7**). The soul has been called the seed-bed of emotions. Emotions have been a part of humanity since Adam and Eve were created. Emotions have been questioned, guided and corrected by others. While some people turn out "good", others turn out "bad".

The question is asked by Dr. James Dobson: "What causes normal, intelligent people to act in irrational ways when facing a perceived danger or threat? Why do so many of us "go to pieces" when the chips are down?" The propensity to panic results from the breakdown of a system in the human body known as "fight-flight-or-freeze." "That is a neuro-chemical process designed to prepare us for action whenever we face an immediate crisis." When frightened or stressed, adrenaline and other hormones are released that put our entire body on full attention. (Dobson 1990)

1.1 Emotional Boundaries

1.11 Purpose of emotional boundaries:

- Boundaries define the individual.
- They describe what a person believes and does not believe. As in a physical boundary line, it defines where personal property starts and ends.
- It communicates what an individual is responsible for and what is the responsibility of others.
- Knowing individual responsibilities gives the person a sense of control and freedom.
- Each individual is accountable for their own actions and how they treat others.

1.12 Anger teaches the individual to use boundaries to distinguish between self and others

In the book *Boundaries* the authors state, "Anger is a friend. It was created by God for a purpose: to tell us that there's a problem that needs to be confronted." By experiencing anger, children learn multiple outcomes from various encounters. "The ability to use anger to distinguish between self and others is a boundary. Children who can appropriately express anger are children who will understand, later in life, when someone is trying to control or hurt them." (Cloud 1992)

1.13 Anger is a secondary emotion.

Anger is never the first thing a person feels when they get mad. Anger is a secondary emotion, stemming from a primary emotion which signals an unmet need. Anger is the by-product of all the other emotions that are taking place at the moment. These emotions are the results of personal needs that are not being taken care of, regardless of their source.

1.14 Emotions signal if basic needs are being met.

Many pages could be filled with what a primary emotion might be; those emotions which could lead to anger if not processed correctly. When negative emotions are experienced, such as frustration concerning a situation, it may be signaling that something is wrong, and the primary care of an individual is not being met. Positive emotions, such as happiness, are by-products of needs being met, thus anger is absent.

Foundational Concept: My emotions are my responsibility and I must own them and see them as my problem so I can begin to find an answer to current situation.

1.15 Emotions indicate the health of other relationships.

Feelings from the heart provide indicators for the state of a person's relationships. These feelings can indicate if things are going well or if a problem is present. Close and loving emotions usually indicate relationships are probably going well. If there are feelings of anger, there is a problem which needs to be addressed.

1.2 Four Personal Characteristics Used to Address the Emotional Aspects of Anger

1.21 Self-Consciousness — when a person perceives their own emotions and how they affect personal thoughts and behavior, they learn to know their strengths and weaknesses, and this knowledge produces self-confidence. The emotions always affect thoughts and behaviors.

- Emotions are biased and unreliable. Emotions lie as often as they tell the truth. They are manipulated by hormones, especially in the teen years, and they fluctuate from early morning, when the body and mind are rested, to the evening, when tiredness increases stress. A sign of emotional self-control is the ability and the willingness to overrule ephemeral (short lived) feelings and govern behavior with reason. This might lead someone to tough it out when they feel like escaping, and guard their tongue when they feel like screaming.
- Personal self-esteem and self-respect are major players in the management of the emotions. Little or no regard for self produces the same lack of regard for others.

Without self-awareness, we cannot be aware of our emotions. We cannot manage emotions we are not aware of, so our emotions will tend to be out of control. Out of control emotions impair our ability to connect with others. When our emotions are out of control, our relationships suffer--we do not have social awareness or the ability for social management (Anderson)

Foundational Practice: Pay attention to your feelings. Each one of us experience a broad spectrum of emotions every day. Here is what you can do:

1. Pay attention to your emotions.
2. Name them.
3. Study their cause and affects.

Over all behavior can be managed by practicing these three Foundational Practices.

1.22 Self-Control — is the ability to control impulsive feelings and behaviors, and manage personal emotions in healthy ways.

- Emotions are managed when a person self-regulates or controls their emotions.
- Self-management of emotions requires the individual to take responsibility and accountability for their own actions.
- When someone else violates personal space, control can be regained using “Emotional Distancing.”

Emotional Distancing is a temporary boundary to give your heart the space it needs to be safe; it is never a permanent way of living. People who have been in abusive relationships need to find a safe place to begin to “thaw out” emotionally. Sometimes in abusive relationships the abused spouse needs to keep emotional distance until the abusive partner begins to face his or her problems by seeking professional help and become trustworthy (Dobson 1990).

- Christian beliefs offer a foundation for controlling impulsive feelings and behaviors that arise through the day, by applying the “Word of God” to the circumstance being faced at that moment.
- **Galatians 3:23** speaks of the fruit of temperance or self-control.
- Because basic human nature is driven by fleshly appetites and passions, self-control can be used to curb the sensual urges and cravings that arise.

1.23 Social awareness — helps the individual to understand the emotions, needs, and concerns of other people, pick up on the emotional cues of others, feel comfortable socially and recognize the power dynamics in a group or organization.

- Empathy: Sensing others’ emotions, understanding their perspectives and taking active interest in their concerns. Empathy is a very important attribute in understanding how to handle the effects of other people’s emotions.

- When a person finds that someone is mad at them, they may not understand what has caused the anger; they just know something is wrong. Unless the angry party vocalizes what is wrong or what can be done to help them with the problem, any answer is obscure.

Foundational Concept: Knowing my values and beliefs, I can personally guard against things and individuals that might disrupt my ability to control my behavior and emotions.

- Empathy allows understanding of the situation from the other person's perspective so an active resolution to the situation can be achieved.
- Social awareness allows the individual to understand the power of group dynamics. When speaking before a group, having a prior knowledge of the group characteristics, gives insight needed to best present oneself in a professional manner.
- A program director was in Baltimore, MD making a presentation to twelve different judges in a District Court. Prior to the meeting he met with the head District Judge who had invited the leader to make the presentation. After the two met, the District Judge said, "Just present your information like you have to me, but remember there are eleven different egos you are going to have to deal with." His advice gave insight into the group dynamics and allowed resulted in an effective presentation with the right approach.

1.24 Relationship management — by understanding personal emotions and how to control them, one is better able to express feelings and understand how others are feeling. This allows more effective communication and builds stronger relationships, in every aspect of life.

Relationship Management Outcomes:

1. Assertiveness—helping others to be more assertive in their everyday life.
2. It helps find the best solution in solving problems.
3. It helps maintain long term relationships with others.
4. Good leadership produces openness, trust, and honesty.
5. Influence impacts the way decision are made, and the outcomes of those decisions, while respecting the rights of others.
6. It builds team work and collaboration at home, work or at play.
7. It helps us understand what drives and motivates others.

1.3 Emotional Intelligence:

The ability to express and control personal emotions is important, but so is the ability to understand, interpret and respond to the emotions of others. Imagine a world where a person could not understand when a friend was feeling sad, or when a co-worker was angry. Psychologists refer to this ability as emotional intelligence.

Since 1990, Peter Salorey and John D. Mayer have been the leading researchers on emotional intelligence. In their influential article "Emotional Intelligence (EI)" they defined emotional intelligence as, *"the subject of social intelligence that involves the ability to monitor one's own and others' feelings and emotions, to discriminate among them and to use this information to guide one's thinking and actions."* (Salorey 1990)

1.31 Four basic pillars to emotional intelligence:

- **Recognizing emotions:** The first stage in understanding emotions is to accurately perceive them. In many cases, this might involve understanding non-verbal signals such as body language and facial expressions. Recognizing emotions come through the ability to detect and decipher emotions in faces, gestures and, voices—and includes the ability to identify one's own emotions. Recognizing emotions represents a basic aspect of emotional intelligence, as it makes all other processing of emotional information possible.
- **Reasoning with Emotions:** The second stage involves using emotions to promote thinking and help cognitive activity. Emotions help prioritize what is important and what might cause a reaction; people respond emotionally to things that grab their attention. The ability to harness emotions to facilitate or help various cognitive (mental based) activities, such as thinking and problem solving. The emotionally intelligent person can capitalize fully upon his or her changing moods in order to best fit the task at hand.
- **Understanding Emotions:** Perceivable emotions can carry a wide variety of meanings. If someone expresses angry emotions, the observer must interpret the cause of the anger and what it might mean. If a brother is acting angry, it could be that someone borrowed something from him and did not return it in good condition, or it could be that his wife was in an accident and he's just come from the hospital. *Active observation of others is foundational to emotional intelligence.*
- **Controlling Emotions:** The ability to control emotions effectively is a key part of emotional intelligence (EI). Regulating emotions, and responding appropriately to the emotions of others, is the function of emotional control.

1.4 Life Changes

Think of all the changes that take place in a life. How many of them were “life changers?” Life changing experiences often bring about a commitment and are motivated by major events such as an illness, a car wreck, or a divorce. Some life changes move faster than others.

Foundational Concept: Choices come with consequences. “It comes down to this, you can choose your choice, but you cannot choose your consequences. When you make your choice, you—of necessity—choose the consequences that go along with the choice” (Jordan)

In considering the stages of change, and the challenges involved, think how each stage can help make a life better. Most people do not like challenges. Meeting a challenge often requires changing what someone has been doing all of their life. Through the lens of their own eyes, most people will see their lives as acceptable and non-offensive, but an eye opening closer look at the attitudes that others see would not necessarily reflect the image in the mirror.

Deciding to learn how to control anger represents a big change in life style. Most people who are involved in taking anger management classes never saw themselves as having an anger problem. It’s not until they become involved in classes, do they get an outside perspective of how ill equipped they have been in dealing with their anger-personally, socially, and occupationally.

1.41 “The stages of change”

1. Awareness

The Awareness stage begins as the angry person seeks information about anger management, what anger is, how anger affects health and relationships, and how anger can be controlled.

2. Preparation

Awareness is all about information gathering; it involves no commitment. The preparation stage begins with a decision to actually make a change in how to express anger.

3. Action

Real change happens in the action stage when the student decides to take whatever steps are necessary to learn how to control anger. Like any approach, successful action to better control anger must be accompanied by dedication and persistence.

4. Maintaining gains

The maintaining stage never ends it just continues through life. The difference is that one learns to accept the fact that since they are not perfect, and will make mistakes, they need to learn how to best deal with set-backs appropriately. In the process of learning, a lapse or a relapse may be experienced, indicating there is still plenty of work to do. The goal is to maintain the positive techniques already learned and continue to discard the poor techniques which have been used to

Foundational Concept: Emotional intelligence requires development of emotional awareness of ourselves and those we deal with on a daily basis, and communicating correctly without causing upset or explosive episodes.

control and manipulate others. (Mills 2013)

Chapter 1 Review Questions

1. Why does a person “go to pieces” when the chips are down?”
2. What are four characteristics individuals need to apply when deal with emotional aspects of anger?
3. What are the major players in management of emotions?
4. Who is the manager of an individual’s emotions?
5. What is “Emotional Distancing?”
6. Empathy gives what ability to a person?
7. What does “Relationship Management” do for someone?
8. What are the four pillars of Emotional Intelligence?
9. Finish this statement: You can choose your choice, but...
10. Name the stages of change?

Chapter Two

WHEN ANGER BECOMES A PROBLEM

Anger becomes a problem when it is felt too intensely, is felt too frequently, is expressed inappropriately, or it leads to destructive behavior with the by-product of physical harm to an individual or someone's property. Feeling angry too intensely can frequently place extreme physical strain on the body as well.

According to Johnson, Bassin & Shaw Inc., in their book, *Anger Management*,

...during prolonged and frequent episodes of anger, certain divisions of the nervous system become highly activated. Consequently, blood pressure and heart rate increase and stay elevated for long periods. This stress on the body may produce many different health problems, such as hypertension, heart disease, and diminished immune system efficiency. Thus, from a health standpoint, avoiding physical illness is a motivation for controlling anger. (Johnson 2007)

2.1 Reasons to Control Anger

2.11 Negative consequences such as:

- A. Being arrested
- B. Separated from loved ones
- C. Large financial fees
- D. Facing possible retaliation
- E. Physically injury

2.12 What emotions are felt as a result of these experiences?

- A. Guilt
- B. Shame
- C. Regret

Anger may not always lead to physical violence. The inappropriate expression of anger, such as verbal abuse, or intimidating or threatening behavior, often results in negative consequences. Living with family members, friends and coworkers who continually have angry outbursts may cause fear, resentment and a lack of trust in those who are closest to them.

2.2 General Causes of Anger-(Kurz 2007)

2.21 Learned behavior - Many attitudes and behaviors are passed down from generation to generation from families, relatives or friends. Some of these behaviors may be the by-products of a misunderstanding, or an event that took place. Prejudice can also be learned. Prejudice is defined as unreasonable feelings, opinions, or attitudes, especially of a hostile nature, regarding a racial, religious, or national group.

A Biblical example of this would be the immense hatred that Esau had toward his brother Jacob. The hatred was so bad that it was taught and passed down from generation to generation of Esau's descendants. In Malachi 1:2-3 "I have loved you, saith the LORD. Yet ye say, Wherein hast thou loved us? *Was not Esau Jacob's brother?* saith the LORD: yet I loved Jacob, And I hated Esau, and laid his mountains and his heritage waste for the dragons of the wilderness." (KJT) The Lord's Word describes his feeling towards Esau. This judgment was passed upon Esau and his descendants because of his lack of love towards God, his willful disobedience and his jealous feeling towards his brother Jacob. We see an example of learned behavior in Esau's descendant-Amalec, who fathered the first nation that attacked Israel. In following the history of Esau descendants we see that they helped many other nations fight against Israel. Brother fighting against brother all the way down to a man whose name is Haman, a powerful leader during the reign of Ahasuerus in Persia. Haman, in the book of Esther, desired to kill all the Jews. Hundreds of years removed from Esau, hatred still ruled in their hearts.

2.22 Stressful situations — From time to time, life present us with situations that lead to stress. It would be nice to live in an environment where stress does not take place, but that world does not exist. Running from stress does not rid a person of it, but learning to lessen and carefully release stress is always the best response.

Stress is wrapped in many packages; financial, physical, emotional, family, and other relationship problem, health concerns and others. Whatever the stressor may be, finding the right solution to the situation is the correct approach.

2.23 Competitive lifestyles — Many children grow up with a competitive lifestyle, always competing for acceptance in the classroom, on the playground, on a ball team, or even at home with other siblings.

Competitiveness never ends; it just gets more complicated with age. Someone always wants what someone else has; it could be a job, a possession or even a parking space at the mall. The best way to handle competitiveness is to be content with what one has and not live beyond personal boundaries.

2.24 Low self-esteem — is the view or belief that oneself as inadequate, unlovable, unworthy and/or incompetent. This perception comes from a person's interpretation of dysfunctional behavior of people in their life, especially in a child's early environment. Most often that individual, either adult or child, is the brunt of anger, abandonment, abuse, neglect, or continual negative criticism and scorn.

2.25 A desire to control situations or others — Most people like to be in control of every situation that takes place in their life, but that is not practical. No one is ever in complete control of all that life brings.

The best way to control others or events, is to control self, and take care of responsibilities. A person cannot be responsible for someone else's actions or decisions.

Foundational Concept: We can only prepare ourselves for what we know will happen, and not for the unknown.

2.26 A need for others and oneself to be perfection—Working with people whether in the public sector or religious organizations, will be enough to prove that the perfect person does not exist. People are not perfect, although they may think they are. The most important person to work on is not someone else, but oneself.

It is amazing how knowledge can help people really understand themselves and others. If one would learn what is required of them at work, for example and then perform to one's best ability that would resolve many problems. The same is true with family, church members, and even friends. Expectations that are close to reality bring personal satisfaction so striving for perfection is diminished.

2.27 Feelings of personal shame or guilt—Shame is a deep feeling of worthlessness, inadequacy, and failure. Shame is felt deep inside a person. They may also shame another person by using a word or action causing feelings of inadequacy or worthlessness.

Shame is a powerful force. Shame-based families feel that admitting their pain, or expressing a need for help, means that they are "bad". The result of this is to turn feelings inward and avoid talking to others about them.

The tool of discipline in many homes is shame based. Parents give their child the shame look, distancing themselves from the child without saying anything about the actions. The absence of correction leaves a void. Without proper correction for the action the child will continue to think his deed is all right. Adults do the same thing in different ways and forms.

2.3 Myths about Anger

2.31. "Anger is inherited." One misconception about anger is that the way anger is expressed is an inherited trait and cannot be changed. Someone may say, "I inherited my anger from my father; that's just the way I am." This statement implies that the expression of anger is a permanent and unchangeable set of behaviors. Evidence shows, according to Patrick M Reilly Ph.D, and Michael S. Shopshire Ph.D., that people are not born with set, specific ways of expressing anger. Rather, these studies show that because the expression of anger is learned behavior, more appropriate ways of expressing anger also can be learned. (Reilly)

Most behaviors are learned by a person observing the behaviors of other people which have the most influence over them like family, friends, co-workers or business associates. Children many times observe parents expressing anger through aggressive acts and in some homes anger is expressed in verbal abuse and violence against members of the family. If this is the norm, children will think this is the way to express anger.

Foundational Concept: Any form of behavior can be changed by learning new and appropriate ways to express one's feelings before they escalate to anger. Change is possible, but it will take work, patience, and time.

List ways in which a person can change negative behaviors

2.32 "Anger automatically leads to aggression."

A second misconception is the only effective way to express anger is through aggression. Many people think that built up anger leads to aggression. This is true many times, but not all anger leads to aggression. In fact, effective anger management involves:

A. Controlling the escalation of anger by learning assertiveness skills.

When disagreeable circumstances start, a person must begin with suitable dialogue if any communication is to be effective. Verbally aggressive communication will most likely cause individuals to stop talking, or cause them to become defensive and argumentative by getting angry with the speaker. By using assertiveness training, however, clear communication can lead to resolution of conflict

The opposite is to be unassertive. In this way of responding, a person gives up their own feelings and desires to please others. They remain silent rather than speaking, and avoid conflict. This simply drives the anger deeper in the person who hides their true feelings.

B. Changing negative and hostile self-talk.

Self-talk: the words one says to self that they do not usually share with others. Self-talk, common to all people, are dialogues which continue all day long within the mind as it thinks upon different situations.

A person should guard against negative thoughts, because negative thinking can produce negative communication and actions towards others.

C. Changing irrational beliefs.

Galatians 1:7-8 "Be not deceived; God is not mocked: for whatsoever a man soweth, that shall he also reap. For he that soweth to his flesh shall of the flesh reap corruption; but he that soweth to the Spirit shall of the Spirit reap life everlasting." (KJT)

A person's beliefs control their decisions throughout life; poor choices as well as good choices will determine how successful they are in the long run. Financial success, fame, prestige, and fortune are by-products of how one thinks and works. But temporal, earthly achievements will not guarantee anyone eternal life.

D. Employing a variety of behavior strategies

1. Harmful anger never succeeds
2. Breaking the generational anger cycle is every person's choice.
3. Personal perspective can be changed by considering how one is seen by others.

2.33 People must be aggressive to get what they want. Many people confuse assertiveness with aggression. The goal of aggression is to dominate, intimidate, harm, or injure another person - to win at any cost. Conversely, the goal of assertiveness is to express feelings of anger in a way that is respectful of other people.

Foundational Concept: A person who has his spirit under control will always be better received, than one who does not have his spirit under control.

Belittling someone in front of others when there is conflict or irritation is a common but damaging way of addressing problems. It is better to confront them in private and resolve the situation. Use a calm voice to address a problem; yelling will only make matters worse.

Personal Inventory: What angers do you have a hard time controlling?

2.34 “Venting anger is always desirable.” An outburst of anger as a form of venting is **never** desirable. No one wants to be around an angry loud person who has no control of his spirit. Proverbs 25:28 states: “Whosoever has no rule over his spirit is like a city broken down, without walls.” These types of cities in Bible days were defenseless against attacking armies. One who cannot control his anger is defenseless and open to many hurts.

Personal Inventory: Under what circumstances do you find yourself venting more than usual?

Foundational Concept: Emotional intelligence requires the development of emotional awareness of ourselves and others, and correct communication that does not cause upset or explosive episodes.

Chapter 2 Review Questions:

1. Anger becomes a problem when_____?
2. What are the reasons for controlling anger?
3. Name the general causes of anger?
4. Most of behavior is observed by what means?
5. What does effective anger management involve?
6. Why is it important to control one's spirit?

Chapter Three

ANGER, WHAT IS BEHIND IT?

There are a number of “high drama” situations, which may put a person at risk for angry or violent behavior. It may be helpful to review the following list of commonly identified factors to determine if any of these pose a threat to one’s personal growth. Once possible high risk factors have been identified, prevention strategies can be put in place to help handle these factors without explosive anger. The best way of managing anger is to recognize the early warnings signs, and prevent the anger from getting out of control.

3.1 Emotions behind the Anger

3.11 Factors which pose a threat to personal growth

Personal Checklist

1. Anger
2. Nervousness
3. Lacking motivation
4. Feeling defeated
5. Overloaded by life responsibilities
6. Apprehension—excessive worrying living in constant fear
7. Remorse—self condemnation
8. Restlessness
9. Incompetent
10. Living without meaning
11. Abandonment
12. Troubled thoughts
13. Feeling sorry for oneself
14. Bruised emotions
15. Making poor choices
16. Always feeling drowsy, drained, or sleepy

These feelings are just a sample of what people experience from time to time that could lead to anger if there is not preventative strategy. It is always best to plan how to handle these “anger factors” before they lead to more detrimental emotions that cause even more harm.

3.12 Hatred is intense, unresolved anger. “Bitterness is hatred that has been harbored and has festered. Over weeks, months, and years, anger from (emotional) wounds and injustices not forgiven simmers in its own venom, increasing until it consumes the angry person. (Springer)

3.13 Hurt feelings — When a person cuts their hand accidentally, or breaks something and instead of accepting someone's kindness and help, they become very angry at those around them though no one had anything to do with their pain. Later they might ask them self: "Why did I become so angry at myself and those around me?"

People naturally protect themselves against being hurt or embarrassed. Similarly, anger about being hurt is a natural, reflex response, a defense reaction that may also be coupled with self-imposed isolation. When this response occurs, "Leave me alone!" the love of others is then overridden by defensive attitudes, keeping the hurting person locked in his hurt. Some individuals remain isolated and un-consolated, even when they needed love most. They refuse to deal with their anger until it festers into bitterness. Bitterness never hurts just the one issuing it, but also everyone associated with the bitter person. A root of bitterness springing up, defiles many.

3.2 Responding to and Learning from Anger

3.21 What anger teaches a person (as with every emotion, one can learn from anger):

- A. **What they require.** Everyone requires that their needs be met, and those needs are usually attached to a person's emotions.
- B. **What they are missing.** The absence of "things"; money, a new car, or clothing. Produce a certain type of emotion that makes a person feel unaccepted by others.
- C. **What they affirm.** A person's belief system, depending on their up-bringing, may include toxic misconceptions concerning life and problem solving.
- D. **What uncertainties they have.** Uncertainties-are common to everyone; the influence those uncertainties have however depends on that person's general attitude.

Foundational Concept: Our feelings can help us become more aware of our priorities, and what emotional needs are important to us.

3.22 Assessing the anger before reacting

When a person is upset, they should ask the following questions:

1. How did I get this mad?
2. Why is the situation bothering me so much?
3. What type of emotions am I feeling at the moment?
4. What need do I have that is not being met?

By asking and answering questions, decisions on the immediate course of action can be made.

3.23 A person must always have goals, and a conclusion to every situation that has produced anger. Unresolved anger is never good.

Being aware that there are many options and a person's ability to pick the best option helps reduce the anger.

3.24 Suggestions for responding to anger:

1. Describe the event you are afraid to deal with.
2. What were you feeling before you got angry?
3. Who or what are you trying to control?
4. Know that you can only control your own emotions.
5. The right thing to do is always to deal with and change your negative emotions.
6. Ask yourself what will bring you peace of mind?

Before something can be fixed, an individual has to know something is broken. At the beginning of Spring, when everyone is starting to get their lawns back in shape after a long winter, a homeowner may realize his lawnmower or other tools are not working. His first priority would be to have his tools fixed.

When a life is in disarray and is not going as planned, it is time to take personal inventory and find out what is broken and fix it.

3.3 Anger Triggers

No one becomes angry automatically. Anger is a by-product of emotions. Unmet needs produce the primary emotions which cause anger. These unmet needs and primary emotions are usually triggered by events or situations involving other people. For example, the fast food restaurant drive through gets an order wrong, or the dry-cleaners forgets to use the extra starch as requested, or there is a long wait time in line at the grocery store. Every day events such as these can provoke anger.

Specific events touch on sensitive places in people's lives. These events or situations have the tendency to cause anger. When a person refuses to face sensitive areas in their life, anger problems are bound to repeat them again and again, until those areas are confronted and resolved. For example, someone may have struggled with reading in school; as an adult they do fine, until called upon to read in a public forum and then they feel uncomfortable and embarrassed.

3.31 Trigger events checklist

Below is a list of events that can trigger anger: use as a personal checklist:

- ☐ Stuck in traffic
- ☐ Waiting behind a school bus
- ☐ Slow service at a restaurant
- ☐ Bill collectors
- ☐ Being wrongly accused
- ☐ Untidy people
- ☐ Being placed on hold for a long period of time while on the telephone
- ☐ Being given the wrong directions
- ☐ Not having enough money to buy what is needed
- ☐ The checkout machine refuses to take a debit card for lack of funds.
- ☐ Doing someone else's work on top of yours
- ☐ Paycheck is late
- ☐ False accusations
- ☐ Someone swearing at you
- ☐ People who don't follow the rules
- ☐ Insulting remarks
- ☐ People who forget their promises
- ☐ Verbal abuse
- ☐ People who make you wait for them

Knowing what triggers anger can help a person know what areas they need to work on to prevent those triggers from taking control.

Trigger Activity

List the triggers checked from the above activity. Is there a pattern or common cause to these triggers?

3.4 The Anger Log/Meter

The Anger Log/Meter is used to monitor the level of anger on a daily basis by marking the level of anger reached and describing the situation which can help lower the levels of anger (Lacey)

10. ___ Exploding---**Very Angry**
9. ___ Enraged
8. ___ Furious
7. ___ Ticked-off
6. ___ Mad
5. ___ Agitated
4. ___ Irritated
3. ___ Annoyed
2. ___ Bothered
1. ___ Bugged---**Not so angry**

Comments:

Warning signs:

Circumstances which took place:

Describe how you took control:

Describe your self-talk:

What was the end result?

3.5 Four Indicators of Anger

In monitoring anger it is important to identify the indicators that occur in response to anger provoking incidents. The four areas are: physical, behavioral, emotional, and thought. These indicators serve as warning signs that an individual is becoming angry and if not defused they will explode.

3.51 Physical Indicator: The physical indicator involves the way the body responds when angry. Anger, makes the pulse beats faster, the blood pressure may rise, adrenaline will enter the blood streams, and muscles may become tense. These physical experiences can warn a person that their anger is beginning to escalate out of control before they reach a ten on the anger meter.

Describe some of *your physical warning signs* when you become angry.

3.52 Behavioral Indicator: The behavioral indicator involves the behavior displayed when angry. Behavior is always noticed more by those around a person than by the individual. For example, two people are talking and one has a clenched fist while the other is talking loud while his hands are moving. A couple is verbally discussing a situation that occurred during the day; while the wife is talking, the husband walks away, slamming the door behind him in her face. These behavioral responses are the second indicator of anger. As with physical indicators, they are warning signs that a person may be approaching a ten on the anger meter.

Describe some *behavioral indicators* that you experience when you become angry.

3.53 Emotional Indicators: Primary emotional indicators are felt prior to one becoming angry (Anderson). These emotions, for example may make a person feel afraid, discounted, disrespected, guilty, humiliated, impatient, insecure, jealous, or rejected. These primary emotions are core feelings that underline the anger. Many times an individual is not even aware of these emotions so they tend to get ignored. The result is an outburst of anger. An important component to anger management is for the individual to become aware of, the primary emotions they are feeling.

Identify some of the primary emotions that you have experienced during an anger episode:

3.54 Mental Indicators: Mental indicators refer to thoughts that occur in response to the anger provoking events. According to many counseling professionals in the public sector, the thoughts play a major role in how a person responds. It is called "**self-talk.**" Most people think out loud or self-talk without even realizing it; these situations take place all the time; while they are sitting in traffic, while working on a project for work, or standing in line at a grocery store, or during a conversation one may have had with a friend on the phone. On any given day a person may interpret a friend's comments as criticism, or they may interpret the actions of others as demeaning, humiliating or controlling. When this happens, a person must be careful not to dwell on, or continue the negative self-talk, due to the negative emotions this self-talk produce Continued negative self-talk could result in an outburst of anger.

One of the main purposes of anger management teaching is to avoid the explosion stage. This is accomplished by using the anger meter to monitor changes by paying attention to the "Four Indicators". When anger is noticeable, it is important to use the proper techniques to stop the escalation and avoid the explosion stage.

Chapter 3 Review Questions:

1. What is bitterness?
2. Have you ever had hurt feelings?
3. What can every emotion teach?
4. What triggers anger?
5. Name the four indicators of anger?
6. What is one of the main purposes for taking anger management?

Chapter Four

BREAKING THE ANGER CYCLE

4.1 Become Aware of Anger.

To break this cycle, one must first become aware of the situations, events and behaviors of those around them, and take a deeper look at what anger may trigger.

- Anger can trigger some actions ranging from a slight change of expression to destruction or murder.
- Anger may result in a mild word or enraged screaming.
- Anger can, but seldom does motivate a person to seek change that will improve the environment that triggers the anger.
- To understand what triggers a person's anger they must become aware of the negative consequences that result from anger.

4.11 Road rage

Road rage is aggressive or angry behavior by a driver of an automobile or other motor vehicle. Such behavior might include rude gestures, verbal insults, deliberately driving in an unsafe or threatening manner or making threats. Road rage can lead to altercations, assaults and collisions which result in injuries and even death. It can be thought of as an extreme case of aggressive driving.

Road Rage Statistics

The following statistics compiled from the NHTSA and the Auto Vantage Auto Club show that aggressive driving and road rage are causing serious problems on our roads.

- 66% of traffic fatalities are caused by aggressive driving.
- 37% of aggressive driving incidents involve a firearm.
- Males under the age of 19 are the most likely to exhibit road rage.
- Half of drivers who are on the receiving end of an aggressive behavior, such as horn honking, a rude gesture, or tailgating admit to responding with aggressive behavior themselves.
- Over a seven year period, 218 murders and 12,610 injuries were attributed to road rage.

One scary statistic worth noting is:

- 2% of drivers admit to trying to run an aggressor off the road! (American Safety Council 2015)

No one is able to control any other person's emotions which, many times, lead to anger. Self-control is the best way to handle the trigger of road rage.

Foundational Concept: I can only control myself and how I respond to someone else.

What is the exact cause of road rage? Is it the highway the person is traveling on, the people in the car, is it both, or could it be unknown circumstance going on in an individual's life causing their emotions to be negative? As with every other trigger that causes a person to become angry, it always comes back to the individual, taking control.

4.2 Strategies for Controlling Anger

4.21 Awareness—First, a person must become aware of their anger, and then develop a plan for effective control. Before anger has a chance to start, they must think about the negative consequences that will result if they turn anger loose. **Secondly**, understanding the long term effects and consequences of their actions can help prevent a possible situation from getting out of control. **Finally**, self-awareness gives the individual the potential to manage their own behavior.

4.22 Personal accountability—The individual who experiences anger, must take personal responsibility for his or her action regardless of the outcome caused by his or her anger. The current generation's belief system doesn't allow for personal growth based on character. The traditional definition of character has been denounced as obsolete and unrealistic. Now our society looks for answers that deal with the present, with little regard for the long term effects, and with little respect for moral anchors. It wants quick remedies, quick fixes and quick success with little or no effort.

Each person must take responsibility for their actions and quit blaming everyone else for their problems. It's not society's problem, the parents' problem, or the culture's problem. It's the individual's problem. The sooner one accepts personal responsibility and stops playing the blame game, the sooner they can change their anger.

4.23 Listening to constructive criticism — It is very important for those who experience anger to listen to the people around them. Criticism is not enjoyable, but it can be helpful if ego does not get in the way. The athlete who is experiencing a slump in performance is only going to improve if he/she listens to the coach. The student who is struggling in school is only going to improve if they listen to the wise counseling of those who are trained in

that field. Listening to others who care and love them, may be the best remedy to their problem.

4.24 Time outs — Go for a walk, exercise, deep breathe, listen to soothing and wholesome music, pray to the Lord for help and guidance; these, are all strategies for anger control.

4.25 Changing negative behaviors and thoughts

When faced with a situation in which anger is likely to occur, a person should concentrate on their thinking. "Upset" thinking promotes "upset" feelings which, in turn, create reactions within the body. If not stopped, the muscles begin to tighten, breathing becomes faster, the jaws clench, and the pupils dilate in direct relationship to thoughts and feelings.

4.3 Twenty Behavior Changes for Peaceful Solutions

1. Quit talking
2. Don't hang around, leave, go away
3. Don't look at people with a desire to intimidate them
4. Quit interrupting
5. Quit swearing
6. Quit bickering
7. Quit bullying
8. Quit finding fault
9. Quit screaming
10. Don't be judgmental
11. Quit making fun of people
12. Do not destroy property
13. Avoid making excessive noise
14. Do not use inappropriate touching
15. Quit soap boxing
16. Let go of the desire for revenge
17. Quit being disrespectful
18. Do not take sides
19. Let go of bitterness
20. Do not blame God and others

Go back over the list and circle the ones that apply to you!

Applying the above **behavioral changes** is difficult at first and often painful. However, these tools are effective in stopping anger and rage outbursts. They will also reduce the amount of anger a person feels. The rewards will come to each individual if they stay consistent.

4.4 Twenty Attitudes Which Affect Thoughts and Feelings

Beliefs shape values and the principles by which a person lives. By changing toxic beliefs to positive beliefs, a person will be able to maintain a healthier lifestyle. Here is a list of positive attitudes which reflect positive beliefs to help each person change negative thoughts and feelings

Foundational Concept: People who do not have a right set of principles and values are many times void of real peace, enjoyment and happiness in their life.

1. Be Moderate—watch how you express yourself
2. Considerate—don't be revengeful
3. Accommodating—not blaming everyone for your problems
4. Soul Searching—not judgmental
5. Understanding—not misunderstood
6. Capitulate
7. Service to others
8. Be settled
9. Easy going—not quick to jump to conclusions
10. Merciful—not condemning
11. Careful—don't keep score
12. Avoid being self-righteous
13. Forbearing—have tender feelings
14. Perceptive—accepting tolerance
15. Finding balance in life
16. Finishing what needs to be done
17. Seeking God
18. Restoration—forgive, repay, and move on
19. Going Forward—don't live in yesterday's problems
20. Be vulnerable—not guarded

By changing negative thoughts and feelings, a person's whole outlook on life will take on a new meaning.

Chapter 4 Review Questions

1. In order to understand what triggers personal anger, they must first do what?
2. What is Road Rage?
3. What is the best mechanism for stopping with road rage?
4. Name the four strategies for controlling anger?
5. Name five of the behavior changes which bring about peaceful solutions.
6. Name five ways to change negative thoughts and feelings.
7. Finish the following statement:

People who do not have a right set of principles and values are many times void of _____

NOTES.

Chapter Five

COMMUNICATION AND HOW IT AFFECTS ANGER

5.1 Five Anger Communication Paths

5.1.1 Suppression

Many people hesitate to admit their own anger. They usually have witnessed some intimidating effects of anger, so they are determined not to lower themselves to express it because it seems too distasteful or offensive.

When something happens that makes them angry, they will suppress that anger and be determined to feel no tension at all. Suppressers are good “*pretenders*”; they make people think everything is alright, and they are in control of what is going on. In reality they are just masking their dysfunctional attitudes and anger.

Suppressers may act surprised that anyone would assume they are angry. “Who me? Angry? I don’t get angry! Everything’s cool.”

To find the source of suppression, they must go back to the early stages of their childhood and see what type of up-bringing took place in their lives. Were they abused, neglected, or forced to follow a rigid set of rules? Did they live in fear of what might happen if they didn’t obey? Fear was created by those who were their superiors, or parents, thus they suppressed their emotions, bottling up the hurt and anger within themselves.

Solomon once said; “As a man thinketh in his heart so is he” **Proverbs 23:7 (KJT)**. “**What we do in our minds we do in our lives** (Anderson).” A person’s thought life directs the path they take in life.

Cognitive change—is based on the idea that thinking has a controlling effect on actions. What happens in the mind shows up in a life. Therefore, if a person can learn to manage their thinking process, they can then develop management of their life. Some parts of life that might seem beyond the ability to control—such things as anger and behavior can begin to be managed by paying attention to the thoughts. Most automatic reactions and responses to the things which are done “without thinking” are usually connected with attitudes, beliefs, mindsets, and habits of thinking.

The goal is to identify the negative thinking patterns and learn how to manage them, before they manage us. It is not easy to change the belief systems and bad habits; it will take help from various sources. **First**, one should cut off relationships with people who have toxic lifestyles and behaviors. **Second**, one should incorporate people in their life who have sound Biblical principles and values, who can influence them for good. **Third**, they should become accountable to someone who can mentor in a positive way.

5.12 Aggression

When people think of anger, most imagine open aggression. They see it as a self-preserving stand for their own personal worth, and convictions.

The aggressive arguer's goal is to win at all cost, not caring who is hurt in the process.

Why does a person argue? _____

What end result does it produce? _____

Who wins, who loses? _____

Everyone likes to be right; no one wants to be proven wrong. It doesn't matter who the argument is between: a married couple, a parent and their child, a brother and sister, two employees, or a boss and their subordinate.

The arguers can throw things, curse at each other, raise their voice above each other, interrupt each other, but in the end who wins and who loses? Both lose, even if one of them is right, because they did not come to a fruitful conclusion. Compromise is the solution, always agreeing to be right and wrong, and at the same time solving the situation at hand.

5.13. Openly Aggressive Anger

Openly aggressive anger can be easily identified because it does not hide as suppressed anger does.

Things to look for in an openly aggressive person:

1. They focus their anger on the faults and difficulty of others.
2. They refuse to take responsibility for their actions.
3. They have a "My way or the highway" mentality.
4. They use intimidation and bullying as a means of controlling others.
5. They will put on a front to make people think they are doing well.

An important thing for openly aggressive people to look at is the expectations they place on others. When they try to force their values and beliefs onto another person, they are attempting to pressure the other person to put their own values and beliefs aside. This is when conflict arises.

5.14 Two reasons for open aggression.

1. Open aggressive people exert emotional energy on things that don't really matter. This is the by-product of anger focused on the faults and difficulties of others.
2. A lack of confidence causes the aggressor to do whatever is necessary to be heard and understood, and when they are not heard or understood, they may become angry.

These types of individuals have a need to not only be heard, but to also be respected. They communicate that need in a rigid and unbending style.

5.15 Passive aggression

Passive aggressive people are determined not to give in to the desire to be spiteful in their anger. Passive aggression creates an atmosphere of disrespect for everyone involved. They hold their feelings in rather than expressing them in an indirect or unhelpful way.

The passive aggressive person does the following to avoid confrontation:

1. Hold his **feelings** to himself.
2. **Considers other people's** needs more important than his own.
3. Considers **his rights** secondary to everyone else's.
4. Treats his **opinions** as less important than the group's.

The passive aggressive communicator often sounds passive but is hostile in their manner of speaking. They often use sarcasm and other hostile gestures to get their point across. The listener is left without any indication of what the passive aggressive needs or wants. When a person is disrespected or ignored and they do nothing to properly deal with the situation and if they are passive aggressive, at some point they may become so resentful that, instead of contributing to the relationship they cause more problems.

5.15 Assertive anger

In the case of assertive anger, the individual keeps a sense of self-worth. He expresses his feelings in an appropriate way that is demanding but not in an angry tone. He stands up for his rights, but does not violate the rights of others.

In the past people have misinterpreted assertiveness as abrasiveness. In reality assertiveness is simply presenting the message in a straightforward manner.

This means that it is healthy to address concerns about personal worth, needs, and values, but it should be done in a manner that keeps the door open for two way communications.

When a person is disrespected or ignored and they do nothing to properly deal with the situation and if they are passive aggressive, at some point they may become so resentful that, instead of contributing to the relationship they cause more problems.

5.2 The Attitude of Assertiveness

Foundational Practice: Two Key reminders will help you learn to communicate assertively:

- 1. Choose your battles; avoid arguing over trivial matters.*
- 2. The tone which you use, will create an atmosphere of either respect or disrespect.*

Assertive communication creates an attitude of self-discipline and respect. It implies that beliefs are not being pushed upon others to manipulate them for selfish purposes. Assertiveness communicates the beliefs and principles which both parties hold in order to establish a common interest and resolve problems.

5.21 Foundation for assertiveness

Every individual has basic needs and rights which enables them to maintain their dignity.

Everyone has the right to believe what they want, unless they harm others. It is not selfish, but simply how we maintain our own self-interest.

Chapter 5 Review Questions:

1. What are the five ways people communicate their anger?
2. What is cognitive change?
3. An "Open Aggressive" person will try to do what?
4. What are the two reasons for "Open Aggression?"
5. What does the "Passive Aggressive" person do to avoid confrontation?
6. What are the two ways of "Communicating Assertively"?

Chapter Six

STRESS AND ANGER

Stress: A mismatch between the demands in a life and the perceived resources to meet those demands. Stress is an unwanted response that is felt when the mind cannot deal with a challenge.

Accomplishments, possession, and wealth do not necessarily relieve the pressure of everyday life. The Apostle Paul wrote in **1 Timothy 6:6** – “But godliness with contentment is great gain.”

6.1 Stress as Discontentment

Every person strives for contentment. Contentment is the one thing all people want. We need to be fulfilled, complete, satisfied, and self-sufficient. But when we look around, this is not what we see. The reality seen in our world is a society discontented. We see people, about as unfulfilled, incomplete, dissatisfied, empty, lonely, and restless as they can be.

Why do they feel this way?_____

Why are few people truly content?_____

Foundational Concept: We all like good news; it's the bad news that bothers us. Everyone makes mistakes and experiences failure. Sometimes our biggest regret is that we are unable to change the past. The key is not to live in the past, but correctly process it and move on.

A lack of contentment can produce stress in life. Knowing what causes stress and how to lessen it, can help produce a more fulfilled life in every aspect.

Stress is an unwanted response that is felt when the mind cannot deal with a challenge.

Harry Truman: “A pessimist is one who makes difficulties of his opportunities and an optimist is one who makes opportunities of his difficulties.”

6.2 Elements to Decrease Stress

Information that helps lessen stress: What causes stress? How does a person handle stress? How does stress lead to anger?

6.1 Causes of Stress

Stress is a person's response to a stressor such as an environmental condition or a stimulus. Stress is the body's way to react to a challenge. According to the stressful event, the body's way to respond to stress is by ***sympathetic nervous system—activation which results in the **fight or flight response*****.

George Anderson, "When we sense danger, our heart rate increases, our blood pressure rises and we are prepared for ***fight, flight or freeze***." (Anderson)

- ***Fight***—physically defend ourselves
- ***Flight***—run from our problems
- ***Freeze***—become paralyzed by our fears

What do you find yourself doing: fighting, running, or freezing? _____

Stress typically describes a negative or positive "condition" that can have an impact on a person's ***mental and physical well-being***.

Everyone will feel some form of stress on a daily basis. It is usually the little hassles of everyday life that cause the problems. What causes stress for one may not be causing stress for others. Stress can have profound effects on human body.

6.2 Symptoms of Stress

The cognitive is the way one thinks; the emotional is the way one feels; the physical is the outward action of the heart; and the behavioral is the way one responds to life's situations. These four areas should be examined on a daily basis.

Disregard for the symptoms of stress can become very dangerous to a person's well-being. Stress puts the heart in danger compromises the, immune system, and has even been linked to cancer.

Symptoms of Stress Worksheet

Stress affects us in different ways; put a mark by the symptoms that affect you.

Cognitive symptoms

- ☐ Memory problems
- ☐ Inability to concentrate
- ☐ Poor judgment
- ☐ Pessimistic approach or thoughts
- ☐ Anxious or racing thoughts
- ☐ Constant worrying

Emotional symptoms

- ☐ Moodiness
- ☐ Irritability or short temper
- ☐ Agitation, inability to relax
- ☐ Feeling overwhelmed
- ☐ Sense of loneliness and isolation
- ☐ Depression or general unhappiness

Physical symptoms

- ☐ Aches and pains
- ☐ Diarrhea or constipation
- ☐ Increased frequency of urination
- ☐ Indigestion
- ☐ Changes in blood glucose
- ☐ Nausea, dizziness
- ☐ Chest pain, rapid heartbeat
- ☐ Frequent colds

Behavioral symptoms

- ☐ Eating more or less
- ☐ Sleeping too much or too little
- ☐ Isolating oneself from others
- ☐ Procrastinating or neglecting responsibilities
- ☐ Smoking
- ☐ Drinking alcoholic beverages
- ☐ Zoning out for hours in front of the TV or computer
- ☐ Taking out your stress on others (lashing out, angry outbursts, physical violence)

6.3 How to Deal with Stress

Stress management techniques.

1. **Avoid stressful situations.** When stress comes, it may originate from one source or many sources. Not all stress can be avoided, but we can be mindful and avoid obvious stressful situation.

The first item is to identify the stressors that can be dealt with immediately. Secondly, name the situations or people causing the stress. Finally, deal with them in the most professional and ethical way possible.

2. **Contemplate what can be controlled?** While a person may not be able to control what happens to the economy, or the response to a family outing, or how their boss will respond to a decision, the person can control how they respond.

Many people want to control the outcome of things over which they have no control. A sports fan has no control over how the game will turn out, or if their team will win. One may try to choose the best time of the year to plan a vacation to coincide with favorable weather, but the weather can always change. Individuals can only control their own reactions "I can only control MY own actions."

Stress is a reaction to events and problems, and it is important to be able to view the situation from more than one viewpoint and be not locked into a single vision. Advice from others and their perspective on a certain situation or project may give a person the answer they are looking for and relieve the stress.

3. **What change is causing the stressful situation?** If a certain situation which causes stress cannot be avoided, change it by addressing the problem. Use good communication and keep a good attitude with others.
 - A. *Instead of bottling up feelings, express them.* Communicate concerns in an honest and respectful format to all parties involved
 - B. *The true art of communication and diplomacy is the art of compromise.* Both parties must be willing to change their behavior. Arguing, bickering and debating never settles the problem unless people compromise. What if the other party refuses to compromise? The problem will never truly be resolved.
 - C. *Assertive communication* is the best way to handle the problem at hand. State what needs to be done and work together to accomplish it.
 - D. *Time management.* Managing time better will prevent extra stress.
4. **Understand what the individual cannot change.** Realize there are some forms of stress that a person cannot change. They cannot prevent one season of life from following the other, like the weather. They cannot prevent death from happening, for each person has an appointed time. The best solution is to cope with it—the situation and the stress and accept it for what it is.

Four point plan for coping with what cannot be changed

- A. Do not try to change the unchangeable.
- B. Turn the difficulties into possibilities.
- C. Express feelings with others.
- D. Be forgiving.

5. **Adjust to Stressors.** A person may not be able to change the stressors, but they can change how they respond to those stressors. Identifying the symptoms and causes of stress depends on the source. Once the source has been identified, then one is able to adapt to what caused the stress and change their reaction.

A. **Rethink the situation.** If a person lives in a big city where traffic jams are the norm, rather than constantly getting stressed over the same source (the traffic) take advantage of the time and listen to music, a self-help audio, or choose an alternative route with more scenery and less traffic – even if it means you may have to leave earlier.

B. **Get a better overview.** Take another look at the stressful situation, and then ask the following questions:

- 1. How important will it be in the long run?
- 2. Will it affect anyone, and how?
- 3. Is it really worth getting angry over it?
- 4. If the answer is NO, redirect time and effort into other projects.

C. **Redefine goals.**

Endless preparation only results in lost opportunities. While a good plan is essential to success, achieving your goal requires solid execution. Resist the temptation to be paralyzed by endless preparation. Do not sabotage yourself by hesitation.” (Blair 1999)

Set reasonable and obtainable goals. Start with small ones then work up to bigger ones.

6. **Manage Time.** One of the biggest stressors that most people face is a lack of time. Avoid procrastination by not waiting until the last minute to complete a project. Avoid overloading the to-do list. The solution is to use the time one has and prioritize what is most important and work through to the less important.

Each day do the following—Participate in some form of exercise. Eat healthy. Reduce caffeine and sugar. Avoid alcohol, cigarettes and drugs. Get plenty of sleep. (Margaret Tartakovsky MS.)

7. **Learn How To Relax.** Before stress over takes you, find time to relax. Here are some ways to relieve stress

- Go for a walk
- Work in the yard
- Listen to music
- Meditate
- Ride a bicycle

Exercise has a calming affect that lasts long after the exercise session is over. Repetitive exercise like running and swimming can produce a mental state similar to that produced by meditation. Aerobic exercise that gets the heart pounding for at least twenty minutes releases chemicals in the brain called endorphins, which reduce depression and stress. Non-aerobic stretching exercises utilizing deep breathing can help release stress.

8. **Maintain Good Boundaries.** Boundaries are an important part of maintaining good physical and emotional health. Learning how to say “no” to others is not always easy, especially if one likes to help people, but it may be the only solution for relieving some forms of stress. “Emotional distance is a temporary boundary to give the heart the space it needs to be safe; it is never to be a permanent way of living.” Everyone needs space, a place to be able to think things through, sort out the important from the non-essential, without worrying what other people think. (Boundaries)

6.4 Stress Leading to Anger

In order to manage stress, first recognize the symptoms. When a person forgets to recognize the symptoms and fails to manage them correctly, anger may follow.

Stress, more often than not is caused by events rather than people, even though people may have caused the event. The situations that set off the stress response are known as stressors. The proper goal is to find peaceful solutions using good communication skills, rather than “acting out” (becoming physically upset, using excessive swearing and threatening words to get the point across). Whatever the cause the stressful situations, the answer is to find out what needs are not being met and take care of them.

Case Study

The following is an event that took place at a local school bus company. What should be done and what is the best way to handle it?

Bill takes out a bus that is usually assigned to someone else for a morning charter. Before leaving for lunch he forgets to clean out the bus for the next run, which is in an hour. The company's policy, each bus must be cleaned at the end of a run. Bob is running late for his run and He must use the bus that Bill took. He walks through the bus quickly, and sees that it's dirty, but does not have time to clean it. He takes off on his run. While he is driving, it really bothers him that Bill didn't clean the bus and empty the garbage, and now it's starting to affect his driving.

Check the following things that Bob should do:

- ☐ Yell at Bill, and tell him what he thinks.
- ☐ Tell all the other drivers how Bill never cleans up after himself.
- ☐ Raise your voice at the boss and tell him/her what you think of Bill's laziness.
- ☐ Clean out the bus yourself and then have a civil conversation with Bill, rather than get him in trouble.
- ☐ Don't do anything at all.

What need was not taken care of that caused the stress? _____

Take care of the need and the stress is taken care of.

This example is like many situations that happen on a daily basis. The goal is to always find a peaceful way of dealing with the stress.

Chapter 6 Review Questions:

1. What is stress?
2. What are the four symptoms of stress?
3. What are some techniques for removing stress?
4. What is the four point plan for stress?
5. What should be done every day to help relieve stress?
6. How does stress lead to Anger?

STRESS RECORD

The Stress Record is used to keep track of the stressors and how you responded to them. The Stress Record entry can help you to see areas in your life that need attention.

What happened

How I responded

1	
2.	
3.	

Chapter Seven

ANGER, HURT, AND WITHHOLDING FORGIVENESS

7.1 Addiction and Abuse

The abusive addict harms people who are closest to them. The lifestyle of the addict is governed by a set of rules they create. They quickly change the rules they live by, to better guarantee success. When they sense their addictive lifestyle is threatened, they direct negative attitudes and behaviors toward those who resist their way of life. Almost always, the injured are spouses, family members and close friends.

“Abuse” is defined as any behavior that is designed to control and subjugate (conquer) another human being through the use of fear, humiliation, and verbal, physical or sexual assaults. It is the systematic persecution of one person by another...the abuser can wear down the other person from a psychological standpoint, through unrelenting criticism and fault-finding, for example. This type of psychological abuse is particularly insidious because it is often disguised as a way of teaching the individual how to be a better person. (Forward 1986)

Hurt and anger go together. Hurt is the result of not being loved or valued. It comes as a process of being deserted, used and belittled. The addict reacts with anger toward the source of the hurt.

Hurt feelings are not only products of the addict’s past; they are part of the present reality, their everyday life. Because they need to have a sense of worth, they try to fix the individuals they have hurt (the abused). Inevitably, they hurt, and get hurt, again and again. In the process, everyone involved suffers great pain. The addict refuses to place the blame on the substance abuse and so they become angry at the people around them.

Chances of abuse in the home increase when an adult is using mood altering substances to “handle” their emotions. The abuser lashes out at those who threaten their “right” to live in the way they see fit. What may start out as a “war of words” can end up being much worse. Words cut deeply and cause anger and resentment.

The abuser may not intentionally hurt others, and when they are sober, may even regret what they have done. However, due to their inability to cope, lack of nurturing skills, and lack of understanding real love, they unleash their own hurt through anger and cause the hurt of another. Unless the abuser seeks help and deals with the problem, they will remain in emotional pain.

On the other hand, abuse may be intentional. Alcoholism, divorce, dysfunctional relationships, bankruptcy, mental, physical and sexual abuse all cause emotional pain. The addict who is experiencing anger does not respond in a logical manner to their pain, but

may resort to manipulation and control. Instead of dealing with their own hurt they can use their feelings to get a controlled response from others. By manipulative techniques they create elaborate defense mechanisms to block pain and to control anger.

These may include:

1. Avoidance.
2. Displaced anger
3. Self-pity and anger to manipulate others

Addicts use different methods of control for different circumstances. These defense mechanisms bring short-term gain by enabling the addict to block their own pain and maybe even control their anger. But defense mechanisms also yield long-term losses because true healing is postponed. The only way to deal with the layers of pain and hurt an addict has is to expose them to truth so the root problems may be dealt with.

7.11 Avoidance

Some addicts hurt so deeply that they believe they are worthless. Because of continual failure and rejection of friends and family, they ask themselves, "How could anybody love me"? Instead of expressing their feelings towards others, they repress them. Many times they convince themselves that they ought to let circumstances go by, or put them on the shelf until they feel like solving them. The difficulty is that the passage of time does not help solve the problems.

Another method of avoidance for the addict is to become a workaholic. If a person stays busy, they will not have time to reflect on the circumstances. This excuse, which is a form of denial, then leads them to believe that their problem is solved of. At the job the addict's behavior is not mentioned. Avoiding confrontation, allowing time to pass, or by becoming "too busy", does not excuse an individual from their behavior. Avoidance only delays dealing with hidden pain. Avoidance has a way of stealing the rightful time that should be used to deal with the pain that is behind the addiction and anger.

7.12 Displaced Anger

The abuser often expresses repressed anger at people or things that have nothing to do with the cause. Their anger surfaces at odd times and in odd ways.

"Joe" was a golfer who did not like to lose. "Joe", by nature, was a pretty good athlete; but when he got behind or things did not go as they should – his anger took over. He sometimes throws his golf bag and expensive golf balls into the water. One time Joe's drive was not as good as other members of the group, so he took his club, broke it over his knee, and went home – because he was not winning!

Why is it that something supposed to be fun and relaxing, ends up making a person mad? Why couldn't "Joe" just enjoy the game rather than have the game control him?

Behavior like this happens to some people and an inanimate object becomes the victim of a person's anger. It is NOT the computer or the car or the golf clubs, it is the individual, not

coping with life situations in a clam fashion.

7.2 Hurt and Anger

Hurt and anger are powerful emotions. They affect the human soul, mind and spirit deeply and can be used to damage others. Since these are such powerful forces, the abuser soon learns how to manipulate others and get them to dance to his tune.

In the previous story "Joe", a deeply troubled young man was obviously hurt by the absence of his father and by his mother going through a second divorce (the whole story is not told above). "Joe's" uncontrolled, violent outburst of anger threatened to shatter the image he had portrayed to others. His typical response is "you just do not understand." Because coping skills were not nurtured in him at a young age, by those who had influence in his life, something was still missing. However, a very real problem in Joe's life has been kept a secret from almost everyone. He has been abusing alcohol to "control" and "remove" the anger and emptiness he feels. Because so few people know of his substance abuse, he feels that he is at least controlling his own life.

People become afraid of these types of individuals early in relationships, and want nothing to do with them. Some escape, and some remain in relationships controlled by the abuse. Self-pity is a by-product of low self-esteem and lack of praise.

7.21 Lost childhood

The child, who does not have the proper love and support, grows up incomplete. In the book "Love is a Choice" by Drs. Hemfelt, Minirth, and Meier, the authors describe the incomplete child as one whose "love tank" is probably running empty because his parents had been unable to fill it adequately during the growing-up days. The love tank is the emotional and physical support given to a child by his parents on a daily basis to meet any type of need that is pertinent to the situation at hand. Most children with an empty "love tank" carry a reservoir of unresolved anger, a deep feeling of having been somehow cheated, by this failure in the original family. The loss may not be understood or verbalized, but it is there. (Hemfelt 1982)

7.22 Lack of completeness

Another source of extreme anger is the sense of personal identity – or lack of it. When an individual has a low level of self-esteem, coupled with a lack of identity, that person senses something is missing. The absent ingredient in this person's life is a positive role model, someone they can emulate for life.

A positive role model should be a person with the following characteristics:

1. A person who seeks to be honest and have the courage to do right
2. A person who exerts their high morals in leadership
3. A person who respects themselves enough to care about the well-being of their bodies

What is the result of not having a positive role model? Usually this addict will associate with the wrong types of friends. They will have a difficult time relating to those outside their circle of addicted friends. The addict will continue to feel inadequate and frustrated, and their feelings are often expressed as anger.

7.3 Fear and Failure

The abuser fears failure. When failure comes, they see it, inappropriately, as the disapproval of others or as an occasion for self-condemnation. To avoid failure, the addict may become a perfectionist or a risk avoider. They may exhibit traits of pride, anxiety or depression.

7.31 Perfectionism

The abuser may be obsessed with doing everything perfect. The abuser then becomes the perfectionist. Their unwillingness to allow imperfection produces anger when they do fail. To them any failure is perceived as loss; and a threat to their self-esteem. They develop a tendency to focus their attention on the one area in which they fail rather than those in which they did well.

7.32 Avoiding risk

The abuser may be a risk avoider. As a risk avoider the abuser does only those things that make them feel safe and they shun opportunities that might make them look bad. Avoiding risk may seem comfortable, but it severely limits the scope of one's creativity and self-expression.

Avoiding risk may even create in the abuser the attitude of "assumed failure". The abuser-addict has such a lack of faith and trust in themselves that they assume they will always fail.

7.33 Assumed failure

Should failure be assumed because of a low grade on a test, because a coach cut us from the team for not being good enough, or fired for not achieving a sales quota for a certain company? If so, Abraham Lincoln's early years, would have assumed him to be a failure, but in the end, he became one of the greatest presidents of the United States of America.

In John Maxwell's book "Failing Forward" the author offers some insight into how people think and solve this issue of fear of failure.

Why it is some people achieve more than others? Is it:

- Family background? - Coming from a good family would be the ideal situation, but does not always happen. The bigger percentage of people becoming successful in reality probably came from broken homes.
- Wealth? - Some of the richest people in the world simply saw a need and filled it. Some of the most successful entrepreneurs started with nothing. Wealth is not an indicator of high achievement, and poverty is not a guarantee of low achievement.
- Opportunity? - "You know, opportunity is a peculiar thing. Two people with similar gifts, talents, and resources can look at a situation, and the other person will see tremendous opportunity while the other sees nothing. Opportunity is the eye of the beholder." Henry Ford, Winston Churchill, and Jim Ryan.
- High morals? - Having integrity does not always mean a person will be successful in the business sense. Many immoral people have become extremely wealthy.
- Absence of hardship? - For every achiever who avoided tragedy, there's a Helen Keller who overcame extreme disabilities or a Victor Frankl who survived absolute horrors. So that is not it, either.

No. None of these things are the key. When it comes right down to it, there is only one factor that separates those who consistently achieve from those who do not. *"The difference between average people and achieving people is their perception of and responding to failure"* (John Maxwell).

Foundational Concept: The difference between an achieving person and an average person depends on the one factor of how a person perceives and responds to failure.

Do I stay down, or do I get up again? How many of us fell off our bikes before we rode them? How many of us missed the basket before we made it? How many hours have gone into practicing a piece of music before we got it right?

7.34 Pride

The abuser often exhibits pride-fullness, based upon a measure of self-worth determined by performance and things, not determined by love and acceptance. Their inflated self-worth is a façade to hide behind. Because they do not have self-assurance built on love and acceptance from others, they try to compensate by dominating others through anger and abuse.

7.35 Depression

It has been stated by many that “depression is anger turned inward”. Experiencing failure and fearing subsequent failure can lead to deep depression. Once depressed, abusers may become emotionally numb and passive in their actions, believing there is no hope for change.

The depressed individual’s feelings may surface; the outcome may be an outburst of anger.

7.4 Refusal to Forgive

When addictive lifestyles are involved the abuser finds it difficult to forgive. In their own eyes, their life is fine. They do not see their way of life as being offensive to others. What is wrong with this reasoning? The anger and abusive ways are not welcomed by others. Resentment and anger are the by-products of those actions toward others. The abuser is now placed in a position that requires an act of forgiveness.

One way to inflict punishment upon others is by refusing to forgive them and by the tendency to keep score of all the times that a person has been wronged. Score is kept by becoming critical and judgmental when others fail. Withholding forgiveness, resentment and bitterness are sure ways of destroying relationships.

7.41 Reasons for Withholding Forgiveness

Many people often fail to forgive others and themselves because they think it’s impossible: the transgression was too great. How could they be given another chance? Forgiveness is available if one is willing to pay the price. The problem is that many people are not willing to forgive.

The following is a list of excuses people make not to forgive.

1. “The offense was too great.”

Bill’s wife left him for another man, and he was bitter towards her. Her unfaithfulness was too great a transgression for Bill to forgive. Our God of reconciliation began to deal with Bill about the idea of forgiving her, just as God completely and willfully forgave him. When Bill forgave her, he felt the result of his forgiveness: the pressure was gone because he changed his attitude about forgiving, and he felt good again. No offense is too great for Our Lord Jesus Christ. The healing process benefits both parties.

2. "He will not accept responsibility for the offense."

Refusing responsibility for the offense can create withheld-forgiveness for both the offender and the offended. Each person must take responsibility to forgive, not dependent upon the other person accepting responsibility. Not accepting responsibility is a serious block in forgiveness of others and ourselves.

Everyone has experienced offenses. Some people cause offense yet have a hard time admitting it. Why is it so hard for people to admit failures? Over the past few generations, irresponsibility has been on the increase. Actions are often blamed on some mysterious outside force. This is a false notion. Each person is responsible for their own actions! Some are just unwilling to admit it and pay the consequences of their actions. No offense can be resolved, however, until the offender accepts responsibility.

3. "He will do it again."

John had been a terrible husband to Mary. However, Mary had forgiven him for his insensitivity, for being more concerned for fellow golfers than for his family, for his lack of affection for his children and for his callous, domineering attitude. John began to see how poor his behavior was. He began to change. His relationship with Mary started to improve. But he did it again. He stayed out too late. Would one mistake set the whole conflict in motion again? Should she give him another chance, or just write him off? **Sincere forgiveness** gives both parties the ability to start over and to try again.

4. "He is not truly sorry."

Two types of transgressors a person commonly faces: one type of transgressor will truthfully change and make restitution for the act, and the other is the one who will never admit his mistakes, no matter what the cost. The one who is truly sorry and shows signs of changing is easy to forgive. The one who will not admit mistakes is more difficult to forgive, and may never ask for forgiveness. However, to forgive for the sake of forgiveness alone, will resolve anger and bitterness.

5. "He never asked to be forgiven."

Answer the following questions.

How does one handle the guilty party? _____

Should a person wait for the guilty party to come to them, or do should they go to the guilty party?

What happens if the guilty party wants to talk but the offended person does not make themselves available?

Is it right to withhold forgiveness until it is requested? _____

Who is suffering more, the offender or the offended? _____

Ephesians 4:32 tells us to be tender hearted toward each other, forgiving, even as we have been forgiven by God.

6. "I do not like him."

The list continues. Other excuses used to withhold forgiveness

"He did it deliberately.

If I forgive the offense, I'll have to treat the offender better.

Someone had to punish him.

I'll be a hypocrite if I forgive, because I do not feel like forgiving.

I'll forgive, but I will not forget. (Fools forgiveness, like fools gold?)

I'll forgive, because I found an excuse for the offense."

Foundational Concept: Many of us have little appreciation for those who continually wrong us. Many times our minds think of ways to retaliate, but our conscience tells us not to. Only when we realize that forgiveness is an act of the will, and not the emotions, will we choose to forgive those who have hurt us.

What is the risk of forgiveness? _____

Many addicts wonder, "Once I forgive the individual do I have to subject myself to that again?"

"Does forgiveness mean, I'll be treated as a doormat and be continually walked on?"

Why do we grant forgiveness?

Should I just forgive and go on with life?

Should I forgive and give the individual another chance?

Should I draw a line and never let it be crossed?

Should I end the relationship?

A man abused alcohol for the last twenty years of his life. His wife experienced emotional abuse. As a result of his continued assaults she became an enabler to his drinking, and to some extent, co-dependent. Her "out" was working part time and leaving the house with a friend two evenings each week. When his health failed she nursed him to the end. After her husband's death, she stated, "It is over. I can get on with my life the way I wanted to!" She made the choice to love in spite of his failings. Consequently, she was his verbal doormat until his death. It was her way of coping. She decided that the disruption brought on by confrontation was too big a price for her to pay.

Foundational Concept: Love is a Choice! Every individual must decide for him/herself what to do. Real love forgives and gets on with life, but it also establishes a boundary that must be respected.

7.5 Results of Withholding Forgiveness

7.51 Stress

Withholding forgiveness causes tension and stress. Continual feelings of bitterness, resentment and anger can, and do, cause mental and physical tension. Rather than seek forgiveness, or give it, people will keep it to themselves, while allowing the state of strained relationships to continue. Some people are determined to be right under any circumstance and to keep everyone else wrong.

7.52 Self-Inflicted re-injury

Past memories have a way of knocking on the door of the mind, and bringing with them hurtful feeling and vindictive thoughts which were not properly dealt with at the time of offense. Consequently, a person either feels troubled or vengeful until the problem is resolved. Asking for forgiveness is the right decision. Seeking forgiveness is worth it—AT ANY COST.

7.53 No more love

"I do not know if I can ever love again." This sounds like a line from a play. It is true that people can feel this way. A person's deepest hurts come from those they love the most. Some people withdraw from others so as not to be hurt again. Others refuse to love anymore. The real problem is that people usually make this decision when they have not adequately dealt with the offense. Many want to love again, but because of their past experiences, are not willing to pay the price of forgiveness, and let go of "ugly" emotions.

7.54 Bitterness

Bitterness is animosity towards another person that erodes the peace of mind and robs one of joy. One needs to recover from bitterness because the consequences of bitterness is very damaging. Bitterness often grows out of experiences which are so painful that they produce an initial state of shock that leaves the individual unable to fully comprehend what has happened. This is a time of emotional numbness. In some ways, the shock can be helpful and important because it provides a temporary protection from the full emotional impact of a painful event. As the immediacy of the trauma passes, however, the emotions which were put on hold begin to return. In bitterness, one experiences discouragement and shame. The inability to forgive produces the self-perception of failure. It is at this point, when faced with the full emotional impact, that the true struggle to forgive can begin.

7.55 Walls that keep others out

Walls are built to keep people out, to enjoy privacy, or to protect the value of what belongs to an individual. Walls are also built to control the attitudes of others. By controlling people, the addict can control the climate of the relationship that best suits them. This gives a sense of security. With a wall in place, no one can hurt them. To build a wall against an abusive lifestyle is not wrong, but one must be careful not to exclude healthy relationships along with the unhealthy.

7.6 Forgiveness as an Eraser

To many people, forgiveness is to approach an offense with a large eraser and wipe it off the books. God will forgive like this. But each offense demands full payment. This is the reason for the cross. Every offense on a person's eternal ledger is covered by the blood of Jesus Christ. His blood is the payment in full for all mistakes and failures.

Chapter 7 Review Questions

1. Abuse is defined as?
2. Why are hurt feels part of the addict's life?
3. How does the addict block pain and control anger?
4. Define "Displaced Anger"?
5. Why does the addict fear failure?
6. What is the difference between average people and achieving people?
7. What does withholding forgiveness do?

Chapter Eight

DEALING WITH ANGER BIBLICALLY

8.1 Two Biblical Steps in Dealing with Anger

8.11 Recognize anger as a moral issue

God's prescription for dealing with destructive anger is precise and strong. Strife, malice, hatred, anger, outburst of wrath, strong disagreements, contention are works of the flesh (**Galatians 5:19-21**).

The Apostle Paul gives insight to this problem of anger, stating that the end result is sin.

That ye put off concerning the former conversation the old man, which is corrupt according to the deceitful lusts; And be renewed in the spirit of your mind; And that ye put on the new man, which after God is created in righteousness and true holiness. Wherefore putting away lying, speak every man truth with his neighbor: for we are members one of another Be ye angry, and sin not: let not the sun go down upon your wrath: Neither give place to the devil. **Ephesians 4:22-27** (KJT)

The unredeemed person, according to the Apostle Paul, is led by his fleshly nature instead of the Spirit of God. The "old man," as Paul states, is corrupt because of deceitful lust which dwells in his heart. Paul continues to say "stop lying and tell the truth to everyone," especially your neighbor. The byproduct of the fleshly attitude is that anger leads to sin.

Anger must be seen as having the potential of being sin; uncontrolled anger is sin. As previously stated, anger that is not dealt with will lead anyone down a path they may not want to take.

The Bible however never leaves a person without a solution to their problem. God's specialty is dealing with sin and giving victory over sin.

Matthew 1:21 – "And she shall bring forth a son, and thou shalt call his name JESUS: for he shall save his people from their sins." (KJT)

Acts 4:12 – "Neither is there salvation in any other: for there is none other name under heaven given among men, whereby we must be saved." (KJT)

Jesus Christ is the solution to all anger issues. As a result of his message, the crowd at Pentecost came under conviction and asked Simon Peter: "**What shall we do?**" Peter tells them to:

1. Repent of your sin. By repentance of your sin, God will grant you forgiveness.
2. Be baptized in the name of Jesus Christ for the remission of your sin.
3. And you will receive the Spirit of God into your life. (**Acts 2:38-39**)

Allowing Jesus Christ to help you with your anger issues is the solution to the problem. Managing anger is your job, only God can help you stop anger before anger becomes sin.

"So," you ask, "How do I handle anger when it comes?" Confess it to God—**I John 1:9** "If we confess our sins, He is faithful and just to forgive us our sins and to cleanse us from all unrighteousness."

8.12. Replace anger with Biblical principles

When your heart has been cleansed by the blood of Jesus Christ and forgiveness is felt, God can then fill you with his attributes, "The fruit of the Spirit", which are **Love, joy, peace, longsuffering, kindness, goodness, faithfulness, gentleness, temperance (self-control).**(Galatians 5:22-23)

Just because someone has become or is a Christian, does not mean that his/her life will now be stress and problem free. Life, with its challenges, happens to all. The difference is, now they have a source to help them when life does not seem fair: Namely, the presence of God.

The horrific acts of terror at the Boston Marathon where two bombs were placed in the crowd to cause death and injury resulted in three people being killed and one hundred and seventy injured. During the next five days a coordinated manhunt was put together to capture those responsible. Following developments through local news coverage caused mixed emotions and a sense of righteous indignation against those responsible.

Anger is a normal response to unrighteousness. Should one conclude, then, that anger is God-given and is to energize one into action to see that wrongs are made right? Considering that there are people or issues worthy of our indignation, such as the Boston Marathon bombing, one must be very careful how, they respond. This type of circumstance must be left up to the law enforcement agencies which are given of authority to handle such situations.

As believers, we must be careful how anger against evil causes or toward evil people is vented.

Matthew 5:44 – "But I say unto you, Love your enemies, bless them that curse you, do good to them that hate you, and pray for them which despitefully use you, and persecute you;" (KJT)

Romans 12:17-21 – "Recompense to no man evil for evil. Provide things honest in the sight of all men. If it be possible, as much as lieth in you, live peaceably with all men. Dearly beloved, avenge not yourselves, but rather give place unto wrath: for it is written, Vengeance is mine; I will repay, saith the Lord. Therefore if thine enemy hunger, feed him; if he thirst, give him drink: for in so doing thou shalt heap coals of fire on his head. Be not overcome of evil, but overcome evil with good." (KJT)

Revenge is never the answer.

Matthew 22:39 – “And the second *is* like unto it, Thou shalt love thy neighbour as thyself.”

Anger, in and of itself, is not sin, just as temptation in and of itself, is not sin. But left un-dealt with it can, and will, lead to sin.

8.2 Biblical Viewpoint of Anger

James 1:20 – “For the wrath of man worketh not the righteousness of God.”

Psalms 37:8 – “Cease from anger, and forsake wrath: fret not thyself in any wise to do evil.”

Ecclesiastes 7:9 – “Be not hasty in thy spirit to be angry: for anger resteth in the bosom of fools.”

Proverbs 22:24-25 – “Make no friendship with an angry man; and with a furious man thou shalt not go: Lest thou learn his ways, and get a snare to thy soul.”

Proverbs 14:17 – “*He that is soon angry* dealeth foolishly: and a man of wicked devices is hated.”

Proverbs 16:32 – “*He that is slow to anger is better than the mighty; and he that ruleth his spirit than he that taketh a city.*”

Ephesians 4:31 – “Let all bitterness, and wrath, and anger, and clamour, and evil speaking, be put away from you, with all malice:”

Colossians 3:8 – “But now ye also put off all these; anger, wrath, malice, blasphemy, filthy communication out of your mouth.”

According to many writers of both the Old and New Testaments, wrath is the result of uncontrolled anger. Uncontrolled anger brings with it emotions or attitudes, which, if not dealt with, will lead to problems:

Malice—The desire to inflict harm or suffering on another

Filthy communications—Filthy, obscene, shameful, foul, polluted, base, immoral conduct

Wicked devices—Immoral inventions which lead to addictive behaviors

Clamor—Vehement expression of desire or dissatisfaction

Wrath—Stern or fierce anger

8.21 Guarding our speech

Simon Sebag Montefiore in the Forward to Smith’s book *Speeches*, states: “A great speech does not just capture the truth of its era; it can also capture the big lie. Our speech depicts both the good qualities and bad qualities of our character. A man is known by his words as much as his actions”. (Smith)

8.22 Power of words

History will verify that speech is one of the greatest weapons in a conflict as well as one of the greatest instruments for uniting a nation during the time of war. Adolph Hitler was able to drive the German people to an unprecedented war pitch by the power of his oratory. Many have said that Franklin D. Roosevelt carried the presidential election of the United States four consecutive times because he swayed the listeners with His speech.

My brethren, be not many masters, knowing that we shall receive the greater condemnation. For in many things we offend all. If any man offend not in word, the same *is* a perfect man, *and* able also to bridle the whole body. Behold, we put bits in the horses' mouths, that they may obey us; and we turn about their whole body. Behold also the ships, which though *they be* so great, and *are* driven of fierce winds, yet are they turned about with a very small helm, whithersoever the governor listeth. Even so the tongue is a little member, and boasteth great things. Behold, how great a matter a little fire kindleth! And the tongue *is* a fire, a world of iniquity: so is the tongue among our members, that it defileth the whole body, and setteth on fire the course of nature; and it is set on fire of hell. For every kind of beasts, and of birds, and of serpents, and of things in the sea, is tamed, and hath been tamed of mankind: But the tongue can no man tame; *it is* an unruly evil, full of deadly poison. Therewith bless we God, even the Father; and therewith curse we men, which are made after the similitude of God. Out of the same mouth proceedeth blessing and cursing. My brethren, these things ought not so to be. Doth a fountain send forth at the same place sweet *water* and bitter? Can the fig tree, my brethren, bear olive berries? Either a vine, figs? So *can* no fountain both yield salt water and fresh. Who *is* a wise man and endued with knowledge among you? Let him shew out of a good conversation his works with meekness of wisdom.

James 3:1-13

The reason the tongue is so difficult to control is that it reveals what is in the heart. Jesus said: "For out of the abundance of the heart the mouth speaketh." (**Matthew 23:34**). Usually, what is in the heart comes out of the mouth. How often has a person said things, that they later regretted? What do these words tell about what is really in the heart?

James expresses genuine amazement at the deadly power of so small a part of the body as the tongue (verse 5). The power of the tongue is so great that he compared it to the bit in a horse's mouth or the rudder that gives direction to a great ship. The horse's bit and the ship's rudder, though they are small are very powerful control mechanisms. The uncontrolled tongue is a deadly force that, like a raging forest fire, causes great damage.

The tongue though it may be small and insignificant in size, has the power to do both great things and great harm.

Solomon, the writer of Proverbs, gives insights to the various behaviors that come from speech.

Proverbs 6:17- "A proud look, a lying tongue, and hands that shed innocent blood."

Proverbs 6:24- "To keep thee from the evil woman, from the flattery of the tongue of a strange woman."

Proverbs 10:20- "The tongue of the just *is as choice silver*: the heart of the wicked *is* little worth."

Proverbs 15:2- "The tongue of the wise useth knowledge aright, but the mouth of the fools poureth out foolishness."

Proverbs 17:4- "A wicked doer giveth heed to false lips; and a liar giveth ear to a naughty tongue."

Solomon shows how the tongue can bring forth false flattery, a lying tongue, can speak foolishness, and as well can produce praise and knowledge.

The tongue's potential for evil is enormous. James uses the word "fire" to describe the tongue's dangerous power. **James 3:5-6** "Even so the tongue is a little member, and boasteth great things. Behold, how great a matter a little fire kindleth! And the tongue *is* a fire, a world of iniquity: so is the tongue among our members, that it defileth the whole body, and setteth on fire the course of nature; and it is set on fire of hell." There are areas in both Oregon and California where one careless match has caused miles of destruction.

An uncontrolled tongue is like a raging forest fire destroying everything in its path. The way a person communicates with, others reveals much about the condition of their heart.

8.23 Forms of Communication:

The book of James tells of the power of what a little member of the body can do in causing great problems. Since words are so powerful, should not a person pay more attention to the way they speak? The real issue, here, is how they are spoken and the spirit that is behind them.

Doctor Cho relates a powerful story about the effect of speech on the body in his book, *The Fourth Dimension*. One morning as he was eating breakfast with one of Korea's leading neurosurgeons, the doctor was telling him about various medical findings concerning the operation of the brain, and said these words:

"Doctor Cho, did you know that the speech center in the brain rules over all the nerves? According to our recent findings in neurology, the speech center in the brain has total dominion over all the nerves." He said that the speech nerve center has such power over all the body that simply speaking can give a person the ability to manipulate it in any way he wishes. He said, "if someone keeps on saying, 'I'm going to become weak,' then right away, all the nerves receive that message, and they say, 'Oh, let's prepare to become weak.' They then, in natural sequence, adjust their physical attitude in weakness."

Think of the potential impact on how words affect the emotions, such as:

- I Love you!
- I can't stand you!
- Have a great day!
- Why should I forgive you?

Simple statements, but they produce distinct emotional responses - some with a warm and positive impact, while others may cause angry and bitter feelings.

The first chapter of the book of Genesis tells how God's spoken word brought forth the creation of the universe. The Psalmist acknowledges the creative power of His word:

"By the word of the Lord were the heavens made; and all the host of them by the breath of his mouth. For he spake, and it was done; he commanded, and it stood fast. "

Psalm 33:6, 9.

If God's Word has the power to create all that is within the universe, think of the power that a person's words create when they speak them, whether good or bad. Think of all the people someone can encourage by their words, and think of all the people they may have hurt because of their words. Caution must be used with how and what is said when communicating to others each and every day.

Chapter 8 Review Questions:

1. What are the two steps of Biblical anger?
2. What is the unredeemed person lead by?
3. What happens if a person does not deal with their anger?
4. What is a person not to recompense to every man?
5. When does revenge end?
6. Why is the tongue so difficult to control?
7. What is an uncontrolled tongue like?

Chapter Nine

THE MAP AND THE WHEEL

Someone who has traveled extensively can pretty much travel without a map if they are familiar with the general area. If they are traveling to a new area they will need the assistance of a map. Thanks to people like, Lewis and Clark, the Native American Indian, and others who developed maps which help guide people to their destination.

Think of what Mapquest, Google earth, and On-Star, have done for the GPS's which are the current choices in destination location today. Most travelers would be lost without a map, especially those who are directionally challenged.

Maps are vitally important for navigation in many professional fields throughout the world and in outer space. The captain of an ocean going vessel or an airplane pilot rely on some form of a map to navigate.

The believers have a Bible for their map. It tells them in **John 14:16** that Jesus is the way; Isaiah called it a highway that if followed even the fool can't error in finding his way.

9.1 The Behavioral Map

M.A.P. Management-Accumulation-Protection

A banking brochure showed how a person could reach their financial goals. The brochure stated: "When making important financial decisions about the future, you want sound, objective advice from someone who knows you well."

The brochure outlines a three step plan:

1. Build the base by evaluating insurance protection needs
2. Accumulate assets for the future
3. Manage wealth

By doing these three steps, a person could create a retirement income and plan their legacy.

Acting upon this knowledge and experience would allow a person to provide for the "golden years."

This chapter is not about financial investment planning, though the above information sounds wise. The same principal can be applied for helping people use the Behavioral Map to find better solutions when dealing with their anger. It is also a three step plan.

The Three Steps Are As Follows.

1. Manage your anger
2. Accumulate good behavioral principles
3. Provide peaceful solutions

9.11 Managing your anger

Managing anger is done by managing who and what a person allows to come into their life to influence them.

The first step in managing oneself is realizing no one else can control another, A person but them self. A person may have a great support group to help fix their problems, but if they don't lead self, no one else will.

Influence is a very powerful tool. Consider a few people who influenced nations—Adolph Hitler, Jesus of Nazareth, Martin Luther King Jr., Winston Churchill, and John F. Kennedy.

Look at the influence the sports world has on this nation: from the clothes people wear, their shoe styles, hair styles, body tattoos and body piercing.

John Maxwell: "Life consists of influences which daily find us vulnerable to their impressions and therefore, have helped mold us into the persons we are."

J.R. Miller: "There have been meetings of only a moment which have left impressions for life, for eternity."

William H. Cook: "No one can understand that mysterious thing we call influence... yet... everyone of us continually exerts influence, either to heal, to bless, to leave marks of beauty, or to wound, to hurt, to poison, to stain other lives." (Cook 1974)

Take the professional athlete for example. He may impress the little leaguer to try his hardest. Or think of the young teenager who had nothing going for him and would have been like his drunken father, had Jesus not saved his life. Because of the influence of his pastor, and the influence of other spiritual mentors, he became both author and pastor.

Managing self begins with by controlling who and what we allow as influence in our lives. The most effective way to understand the power of influence is to consider the times a person has been strongly influenced.

9.12 Managing self requires:

- Personal integrity
- Accountability
- Listening to one's mentors
- Knowing when to walk away from those who do not have a person's best interest at heart.

Write out what each of these characteristics means to you:

Personal integrity

Accountability

Listening to one's mentors

Knowing when to walk away from those who do not have a person's best interest at heart

9.13 Accumulation of behavioral principles

It is important to gather information that will help maintain the proper attitude to avoid destructive outbursts of anger.

Sound principles are the foundation for maintaining proper behavior.

- A. Do not allow Scriptural beliefs to be pushed aside by situational values.
- B. Maintain an attitude of forgiveness.
- C. Live life within the boundaries of God's Word.
- D. Practice patience.
- E. Put the family's needs before one's own.
- F. Be careful how you respond to others when they attack your belief system.
- G. Live with an eternal perspective in view.

A. Do not allow Scriptural beliefs to be pushed aside by situational behavior.

Daniel Webster, "Our ancestors established their system of government on morality and religious sentiment. Moral habits, they believed, cannot safely be trusted on any other foundation than religious principles, nor any government be secure which is not supported by moral habits." (Webster 1986)

Situational value; is a belief based on whatever an individual believes is right for them in any given situation. Their beliefs are based upon their feelings, not on laws, whether Biblical or secular. They believe whatever makes them happy at any given moment is what they should be allowed to do without the regard for others.

The Scriptures are not written to conform a person into a certain mindset, but were written to transform them into individuals with moral and ethical lifestyles through Biblical thinking.

Noah Webster, *"The moral principles and precepts contained in the Scriptures ought to form the basis of all civil constitutions and laws. All the miseries and evils which men suffer from vice, crime, ambition, injustice, oppression, slavery, and war proceed from their despising or neglecting the precepts contained in the Bible."*

B. Maintain an attitude of Forgiveness.

Charles Stanley, *"Forgiveness is the act of setting someone free from an obligation to you that is a result of wrong done against you."*

Three elements of forgiveness—injury, debt, and cancellation of the debt.

When a person fails to forgive someone in essence they are taking them **"hostage,"** because of the wrong they have done.

When an individual is kidnapped the abductors usually want something in return for releasing the person. They may want money, the release of one of their friends, or even weapons in exchange.

Instead of fully forgiving someone, most people opt for one of three different responses:

- Instead of complete forgiveness we offer **"Conditional Forgiveness,"** I will forgive you if... or, I will forgive you AS SOON AS...If you come back and make things right, I'll forgive you, or If you own up to your part of the problem, then I'll forgive you—**that's conditional forgiveness.**
- **"Partial Forgiveness"**—I forgive you, but don't expect me to forget. Or I forgive you, but just get out of my life. Or I'll forgive you until that happens again. There are a lot of people we are willing to forgive—just so we don't have to see them again.
- **"Delayed Forgiveness"**—I'll forgive you, but just give me some time. Someday, some time I'll follow through; I'll forgive you. This is a common reaction of someone who has been deeply hurt and has nursed that hurt over the years

When individuals refuse to forgive others for a wrong, they are saying the same thing. But, instead of holding a person hostage until they get their demands, they withhold love, acceptance, respect, service, kindness, patience, or whatever the others value. The message they send is this: **"Until I feel you have repaid me for the wrong done to me, you will not have my acceptance."** One of the definitions of forgiveness is the cancellation of the debt. The person who refuses to forgive refuses to cancel the debt.

Matthew 6:15 -"But if ye forgive not men their trespasses, neither will your heavenly Father forgive your trespasses.

C. Live life within the four boundaries of God's Word

Live within the boundaries of God's Word, and its principles and stand for what is morally right when everything else is falling apart.

"Having clear boundaries is essential to a healthy, balanced lifestyle. A boundary is a personal property line that marks those things for which we are responsible. In other words, boundaries define who we are, who we are not." (Boundaries)

There are four types of boundaries that the Bible establishes:

- 1. Physical boundaries**—these help determine who may touch a person, and under what circumstances.
- 2. Mental boundaries**—these give the freedom to have one's thoughts and opinions based upon God's Word.
- 3. Emotional boundaries**—these help deal with emotions, and to disengage from the harmful, manipulative emotions of others.
- 4. Spiritual boundaries**— these help distinguish God's will from individual will, and to give a person renewed awe for The Lord.

These boundaries will help each person maintain a healthy lifestyle and to live with dignity.

D. Practice patience

There is an art to waiting. We should not rush ahead into areas of uncertainty. Individual temperament must be guided by patience. The old adage is true: "Hast makes waste." Look at all the problems that result when someone does not wait or think things through before acting or speaking.

Be patient with oneself...

There is safety in waiting.

E. Put the family's needs before others.

Put the family first and then self; provide for the family and then help others. Addictions are one of the greatest weapons against the modern family; addictions destroy the foundation and core values that make a society strong.

The world encourages addictive lifestyles by the things promoted and sold; the addict then has to tolerate the guilt addictions produce. The addictive dynamic is the very thing that destroys the foundation of the family and the nation.

F. Be careful how you respond to others when they attack one's belief system.

Everyone has a right to believe whatever they choose whether others agree with it or not. Whether the belief is Biblical or secular, or whether there are laws against it, or not, our fore-fathers believed in freedom of speech. In one's own best interest though, a person must be careful how they respond to others when disagreements arise.

G. Live with eternal perspectives in view

Time will bear out that living with eternal perspectives (beliefs in the hereafter) helps an individual focus on the things that are important. Fixing a dent in a car is not as serious as fixing a broken marriage. Not having enough money to go out to dinner is not as serious as losing a house to foreclosure. People tend to make little things as big as mountains, and mountains as little things.

As a Christian, church on a Sunday morning is more important than going fishing or playing golf-- both of those can be done afterwards. Putting friends first before family does not contribute to a happy marriage. A flat tire is not as serious as a broken life. Perspective is all about how someone looks at things.

Jesus said: "Seek ye first the kingdom of God, and His righteousness, all these things shall be added unto you." **Matthew 6:33.**

9.14 Providing peaceful solutions

Peaceful solutions must always be the goal of any disruptive behavior. Rather than engage in a war of words, learn to calm down by walking away and thinking the situation through, by breathing deeply, by working out, by jogging, playing a game of basketball, praying, reading or meditating. Learn and use these coping skills.

9.2 The Wheel

There are four spokes to this wheel. They all work together.

1. Gathering information about one-self.
2. Analyze and recommend behavioral changes for one-self.
3. Implement anger reduction concepts.
4. Monitor and review goals.

9.21 Gather information about yourself

It is important to conduct a personal evaluation to understand the reasons we act the way we do. Start by gathering information concerning the five "**W's**" of influence: who-what-why-where-when of people or things that cause personal anger.

Who

What

Why

Where

When

9.22 Analyze and recommend behavioral changes for one-self

Study the reason for improper behavior and the ways to change it.

In order to analyze and recommend behavioral changes, a person must seek out the **“right people”** who will speak to them concerning their inappropriate behavior and who will help them go about changing the attitudes that have caused so much trouble

9.23 Implement anger reduction concepts—Robert Kurz

Applying Biblical and common sense concepts to reduce anger; the following scriptures show how to apply a Biblical approach to the situation.

- Acknowledge one's anger to God, self and others.
Hebrews 4:13 "But all things *are* naked and opened unto the eyes of him with whom we have to do."
- Bring one's thoughts under control.
Proverbs 16:32 "*He that is slow to anger is better than the mighty; and he that ruleth his spirit than he that taketh a city.*"
- Identify the causes of anger
I Corinthians 2:1 "For what man knoweth the things of a man, save the spirit of man which is in him? even so the things of God knoweth no man, but the Spirit of God."
- Challenge unrealistic expectation.
John 16:33 "In the world ye shall have tribulation:"
- Refuse to become defensive in difficult situations. Don't judge, criticize or embarrass others.
Matthew 7:2 "For with what judgment ye judge, ye shall be judged: and with what measure ye mete, it shall be measured to you again."
- Set loving goals for conflict resolution.
Romans 12:18 "If it be possible, as much as lieth in you, live peaceably with all men."
- Be solution oriented and proceed slowly.
Ecclesiastes 7:9 "Be not hasty in thy spirit to be angry: for anger resteth in the bosom of fools."
James 1:19 "...let every man be swift to hear, slow to speak, slow to wrath."
- Be gentle in confrontations with others.
Ephesians 4:29 "Let no corrupt communication proceed out of your mouth, but that which is good to the use of edifying,"
- Do not keep score regarding wrongs.
I Corinthians 13:4-5 "Love suffers long and is kind; Does not behave rudely, does not seek its own, is not provoked, thinks no evil;"

9.24 Monitor and review goals

A person should seek and listen to other's truthful opinions concerning them which may help them maintain the goals of being free from angry outbursts and destructive behaviors.

Offering such opinions would be the role of a mentor. A mentor must be sober minded, without a criminal record, works a full time job, is older than you by ten years, and married with children.

Name three friends who can help mentor your change.

1. _____

2. _____

3. _____

The goal of the mentor-is to provide a venue for accountability and encouragement.

The goal of the mentored-is to listen to sound counseling and information given by the mentor while demonstrating a new found confidence in him/herself because of the commitment they have made to change.

The information given here is to be practiced throughout life.

NOTES

The Anger Log/Meter

The Anger Log/Meter is used to monitor our level of anger on a daily basis. Marking the level of anger reached and describe the situation which will help us deal with and lower our levels of anger.

10. ___ Exploding---**Very Angry**
9. ___ Enraged
8. ___ Furious
7. ___ Ticked-off
6. ___ Mad
5. ___ Agitated
4. ___ Irritated
3. ___ Annoyed
2. ___ Bothered
1. ___ Bugged---**Not so angry**

Comments:

Warning Signs:

Circumstances that Took Place:

Describe How You Took Control:

Describe Your Self Talk:

What was the End Result?

STRESS RECORD

The Stress Record is used to keep track of the stressors and how you responded to

them. The stress log entry can help you to see areas in your life that need attention.

What Happened	How I responded
1	
2.	
3.	
4.	
5.	
6.	

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"Emotions and Anger," is a superb book to help identify the causes of anger, show how anger can lead to aggression and violence, and to outline strategies to diffuse the emotion of anger. David Olsen draws from an abundance of source material on the subject, plus his own experience of over thirty years in dealing with individuals in the correctional system. Also, his theological background and his years of practical pastoral ministry especially equip him to offer a spiritual perspective that is missing in the analyses of the secular world. **J Mark Jordan**

When I first heard David Olsen explain the secondary emotions of anger to a group of inmates it was a moment of clarity for me. Here was a man that understood one of the key issues this group faces. Dave's style is more than clinical, he is able to connect and relate. But unlike most that can explain the issue, Dave offers practical advice and tools to overcome the emotions of anger. **Douglas T. Lethin, Owner C&R Design/Remodel (Northwest Regional CPF Chaplain)**

David Olsen has provided a straight-forward approach to effectively dealing with anger and emotions. He presents profound insight and interactive direction for anyone serious about finding true Biblical deliverance. I plan to regularly use his material in my counseling ministry. **Robert Kurz, Training For Life Ministries**

The experience of trial and error with numerous resources for an effective anger management curriculum in the correctional setting has proven this work to be the most accurate, information and successful resource available. *Reclaiming Reality II* not only address the cause, but carefully focuses on the solution, delicately balancing elements of the practical, clinical and spiritual. **Michael Rickenbaker, General Chaplain, Christian Prisoner Fellowship**

David Olsen, in "Reclaiming Reality II", takes the reader by the hand and expertly guides them through the complicated maze of this human emotion called anger. There are few emotions that everyone battles. Of those emotions, anger is at the top of the list. It is important to recognize, that although not for the same reason, everybody gets angry. Many times, what is anger is labeled as something more palatable, but it's still anger. My advice is to study this material, internalize it, and implement it. You, as well as those around you, will be thankful. **Daniel Sirstad Ph.D.**