

24 HOUR ANGER EMERGENCY PLAN

Written by



INTRODUCTION

Welcome to IaAM'S 24 Hour Anger Management Emergency Plan.

This Emergency Plan is designed to help you, when in crisis, to deal with and avoid expressing your anger in an inappropriate way that harms you, those you love and those around you.

10 IMPORTANT ANGER TIPS

1. When we are angry we often cannot think clearly.
2. Our reaction is often out of proportion to the situation.
3. Often we are experiencing not only a response to the present situation but also historical anger – experiencing past hurts (often rooted in childhood) that have been triggered in the present.
4. When we are feeling like this we become dangerous and can act without thinking about the consequences.
5. When we are angry other feelings such as Hurt, Fear, Pain, Sadness and Shame may be lying underneath our anger.
6. When we are angry we usually can only see things in black and white, right and wrong - there is no room for grey thinking, mistakes or imperfection – our humanity – it's ok to make mistakes.
7. When most angry do and say NOTHING.
8. When angry avoid situations or people that annoy you, if you can.
9. If you are stressed get help.
10. **THE MORE YOU NEED TO EXPRESS YOUR ANGER RIGHT NOW THE MORE YOU NEED NOT TO.**

24-HOUR COMMITMENT TO ACT CALMLY:

Make a commitment to act in a calm manner for a 24-hour period, no matter what - today, right now - this moment - to take control.

Don't expect to feel calm; just that you will act that way - no matter what the provocation is, and no matter how justified you feel.

Remember, the more you feel that you need to express your anger right now, the more you need **NOT TO**.

How do you do this? When you make the 24-hour commitment to act calmly it means that you will observe the following restrictions:

- No raised voice or shouting
- No angry driving, speeding or tailgating
- No physical threats or actions
- No verbal attacks

**24 - HOUR GOLDEN RULE OF
ANGER MANAGEMENT**

**STOP, THINK, and
TAKE A LOOK AT
THE BIG PICTURE**

STOP

First and most importantly **STOP**.

This golden rule is crucial – it is about time management. Time management is about creating time to **THINK** about the consequences.

When situations arise that stimulate annoyance, irritation and anger, the first step is to **STOP**. **DON'T** do or say anything.

Remove yourself from the situation and take time to **CALM DOWN**. When you have removed yourself from the situation **DO** whatever it takes for you to calm down, for example, deep breaths, counting from 20 backwards to 1, walking, listening to calm music etc.

At this stage you have a choice of how to respond to your anger (pain, hurt, sadness, shame) in a different way than you have in the past. This is the challenge if you are serious about managing your anger differently. It's **YOUR CHOICE**.

THINK

If you have chosen to **STOP** you have given yourself breathing space to **THINK** about the situation.

Watch what you say to yourself. Anger is almost always accompanied by "self-talk" that focuses on what seems unfair or hurtful. Your "self-talk" can help you to keep calm or feed the flames of angry rage.

It's **YOUR CHOICE.**

DON'T

DON'T say things that intensify the anger.

Things like:

- "This is not fair".
- "He/she always does this to me."
- "I'm not going to take it anymore."
- "Who do they think they are?"
- "If I have told them once I have told them a thousand times."

DON'T review the events that led up to the situation, or the past failings of the offending person. This type of thinking will result in you losing control. Remember the goal is not to eliminate anger, but to act **CALMLY** no matter what.

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DO

DO say things that will help you get over the wave of pain, hurt, sadness and shame.

Things like:

- "Remember no raised voices."
- "I don't have to take this personally".
- "This is the way he/she always is, but I have the ability to **REACT** differently."

FINALLY one of the best ways to change a painful emotion is to act the opposite of the way you are feeling. The challenge to you is to do this for the next 24-hours – if feeling Angry act Calmly.

LOOK AT THE BIG PICTURE

The key to looking at *'The Big Picture'* is to become **AWARE**.

- A** Acknowledge there is a problem.
- W** Wait, remain patient, increase your ability to manage frustration.
- A** Adapt to the situation, embrace difference and diversity. Don't lose it.
- R** Respond maturely, do not react, reacting will get you nowhere.
- E** Empathise – come from the heart – be open to possibility.

24 - HOUR CALMING STRATEGIES

- Breathe deeply, count to 5 on the in breath and 10 on the out breath.
- Remind yourself to "Stay Calm".
- Remove yourself from the situation physically and emotionally if possible.
- Count backwards from 20 to 1.
- Go for a walk, ideally in a park or open space.
- Visualise yourself in a calm tranquil place e.g. sea or mountains for 2 minutes.
- Let go of any expectations you might have.
- Remember life is not fair!!
- Do yoga, meditation, swimming or some other relaxing activity that is good for de-stressing.
- Relax in a bath whilst listening to chilled music.
- Talk to a friend you can be honest with and who can be honest with you.

**GUIDELINES
FOR RESPECTFUL
COMMUNICATION**

**... 24 HOURS
LATER**

CLEARING PROCESS

Remember the clearing process should not be attempted until 24 Hours **AFTER** the incident has occurred

Anger By Appointment Only

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Every time you feel angry with another person, you can either express your feelings, which triggers a reaction in the other person, or not express your anger, which then builds up inside you until eventually you explode.

You are in conflict with that person and will remain so until you can resolve matters with them.

If healthy resolution is not done it is likely that you will remain resentful or hostile towards them. This serves no-one and only keeps your anger alive.

Often when it comes to expressing our anger to others, there is fear about how to express it in such a way that it is clean, healing and empowering for both others and ourselves.

Using our basic clearing process, you will find that even in the most difficult and challenging situations you can confront someone without this developing into a serious drama.

General Guidelines

- Be certain about the facts relating to the conflict.
- Be aware that the clearing is more about you than them.
- Tell the other person all you want them to do is listen to you.
- The other person does not have to justify their behaviour to you.
- Give yourself enough time to do the clearing and ask the person how much time they have available to do the process.
- Do not be attached to the outcome, sometimes the process will not go the way you want it to.
- Make sure the person has time to respond at the end of the process.
- When asking for a clearing always tell the person that "I feel angry with you" and your intention is to "heal not hurt."

Guidelines For The Speaker

- Use a calm, pleasant tone; avoid raising your voice.
- Sit back comfortably in your chair with your arms and legs uncrossed.
- Breathe deeply into your abdomen. This will help you to remain calm and keep your voice tone pleasant.

Guidelines For The Listener

- Listen attentively because you will be asked to repeat what the person has said when he/she has finished, to be sure you understand correctly.
- Look at the person when he/she is talking to you.
- Wait patiently while the person is talking to you. Avoid any nonverbal reactions that might interrupt his/her flow of communication.
- Don't interrupt.
- As you listen put yourself in the speaker's place. Set aside your agenda for the moment. How does he/she feel? What is his/her perspective? How does he/she experience you?
- If you are unclear or don't understand what the speaker has said wait to they have finished before asking him/her to repeat it.
- When we are speaking we are not listening.
Listen until it hurts.

The Process

- The Speaker: "I feel angry with you".
"My intention is to heal not hurt".
- Connection: I want to talk to you about my anger because...
(I love you, our relationship is important to me,
etc.)
- Data: Share only the pure facts and information about
the situation. Keep it brief and to the point – no
long-winded story – just the facts connected
to the here and now. (We agreed we would
meet, you did not arrive.)
- Perception: When you.....(are late, don't show up)what I
believe is..... (you don't care.)
- Feeling: I feel... identify the feelings you feel in the
moment. (Feeling words are sad, scared,
shame, hurt, angry.) Be very clear about how
and what you feel and only make "I" statements
– keep it to sound bytes.

Continued Over >>

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- Behaviour: So I respond by...(arguing, yelling, withdrawing, not talking to you, etc.)
- Fear: My fear when these things happen is...(of being rejected, shamed, abandoned, violated etc.)
- Request: What I really want from you is....state the specific behaviour you want or would like from the person in the future – bearing in mind you may not get what you ask for...(What I would like from you is for you to stick to the commitments you make or for you to call me if you are running late.)

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The Listener - After the speaker has finished:

- Reflection: To the best of your ability, repeat the exact words of the speaker with respect and concern. ("What I heard you saying was"... "If I heard you correctly...".) Remember it is the speaker's anger issue, not yours.
- Empathy: Accept the validity of the person's feelings regardless of whether you agree with them. ("When I put myself in your shoes, I can see why you would feel that way." "When I look at this from your point of view, your feelings make sense to me.")
- Understanding: Indicate understanding of what the person is experiencing. ("I think I can see where you are coming from." "I see what you mean.")
- Support: Express your appreciation for the person's openness. ("I appreciate your telling me how you feel". "Thanks for being open with me".)

BEYOND 24-HOURS WHAT NEXT?

This 24-Hour period may have given you some important insights, as well as a glimpse of the level and impact of your anger and rage, and an experience of a life without chronic anger and rage.

Now you have a CHOICE. Our 24-Hour Anger Emergency Plan has given you the tools to deal with your anger in the short term and in crisis.

Do you want to build upon what you have achieved this past 24 hours and transform your life, relationships and anger in the long term?

If your answer is yes we recommend that you attend one of our intensive anger management programmes or maybe you would like laAm to deliver anger management programmes for you or your organisation.

If so, please do not hesitate to contact us to explore how we could help you.

Significant programmes we offer:

- Anger Essentials.
- One-to-one coaching.
- Staying Cool Under Fire.
- Bespoke programmes.
- Staying The Course.
- Temper Your Anger 1, 2 and 3.
- Individual assessments, which include court reports.
- Stress management.

HOW TO CONTACT US

You can simply click on the link difficultemotions.com on any page of this emergency plan or

Email: **info@difficultemotions.com**

Phone: **079 7128 2040** Northern Ireland

087 067 9684 Republic of Ireland