

# KEEP YOUR COOL KIT

*Keeping level-headed  
in challenging times...*



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# introduction

## **National Anger Awareness Week : Annually: 1 - 7 December**

The British Association of Anger Management (BAAM) presents this innovative **Keep Your Cool Kit** which can be used by individuals, organisations, families, schools and other groups.

This kit consists of anger management activities, as well as tips on handling anger appropriately and calming strategies for defusing difficult situations.

Please feel free to email or make copies to pass this on to others.

You can also download further information from our website: [www.beatinganger.com](http://www.beatinganger.com)



# How is **ANGER AFFECTING** your life?

Anger can affect people's lives in a number of ways. Do you, or someone you know...

**HAVE A TENDENCY TO CRITICISE OTHERS? KEEP THINGS IN UNTIL YOU EXPLODE WITH ANGER? GET UPSET WHEN PEOPLE DISAGREE WITH YOU?**

**WITHDRAW FROM PEOPLE WHEN YOU FEEL ANGRY WITH THEM? FEEL DISSATISFIED WITH THE WAY YOU OR THEY SETTLE DIFFERENCES? FEEL GUILTY OR BAD AFTER GETTING ANGRY**

**TAKE YOUR ANGER OUT ON SOMEONE OTHER THAN THE PERSON YOU'RE ANGRY WITH? BECOME DEPRESSED EASILY? ACT POLITELY EVEN WHEN FUMING INSIDE?**

Failing to manage one's anger can happen to anyone.

Using the information contained within this kit can help individuals gain control over their lives.

# Defining the Rage Gauge

The Rage Gauge is a simple four-stage process for highlighting anger issues and exploring ways to release this emotion.

The Rage Gauge teaches users to express anger and deal with it in appropriate, healthy and positive ways.

We would appreciate your participating in National Anger Awareness Week by holding your own Rage Gauge sessions.

Whether you are in the office, at school or at home, follow these simple steps to tackle your anger head on.

## Steps to tackle your anger

1. Identify a small group of about 6 to 8 people, to meet at least once a day for approximately 15 to 20 minutes during **Anger Awareness Week**.
2. Have everyone read the **Keep Your Cool** tips in detail before beginning the meeting, and have the instructions available at all times.
3. Ask everyone in the group to identify whether:
  - (a) **They feel angry with someone in the group at this moment**
  - (b) **There is anyone they feel angry with in their lives at this moment.**
  - (c) **Their anger is getting in the way of their learning, working or relating.**
4. Using the Rage Gauge, simply follow these procedures to explore in detail any issues that arise between people.

# RAGE GAUGE

## **R - REACTION:**

Identify what it is you are reacting to in someone else's behaviour.

## **A - ANGER:**

Identify how angry you are on a scale of one to three, and indicate the level of anger:  
(1) *Simmering*\_\_\_ (2) *Cooking*\_\_\_ (3) *Boiling*\_\_\_

Say, for example:

*I am simmering with anger or I am cooking with anger,  
or I am angry with you.....*

## **G - GRUDGE:**

Are you holding onto a grudge or can you let go? If you are feeling angry and you are holding onto a grudge, then tell the other person.

*Example: My opinion of you\_\_\_is that you are treating me with disrespect  
My opinion of you\_\_\_is that you don't care for me, etc...*

*Note: If you do not feel angry with the person, LET GO!*

## **E - EXPRESS:**

What you want from the person if you are holding a grudge.

*Example: What I want is\_\_\_ for you not to speak to me this way\_\_\_  
What I want is\_\_\_ for you to stop being nasty to me\_\_\_  
What I want is\_\_\_ for you to listen to what I say, \_\_\_etc...*

Always say: **Thank you for listening to me.**

For example,

**Alistair** is angry with **Brad**, the procedure would go something like this –

**Alistair** : “Can I share my feelings with you and will you please listen without interrupting me?”

**Brad needs to agree to this.**

Alistair can ask for feedback at the end of the process.

**NOTE TO BRAD** - Just listen and don't take anything personally, see the 6th Rule of Anger Management.



# strategies for **defusing anger** in others

**Listen** to the person and be open to learning.

**Acknowledge** the other person's model of reality – it's ok to have a different opinion.

**Accept** the other person's position and take responsibility for your own actions.

**Empathise** try to experience what the other person is saying in order to support them in being heard and seen.

**Clarify** ask questions in order to make sure you understand what it is they are saying and wanting.

**Allow time** to let the person say what they need to, without interrupting or trying to fix them, and also allow them to calm down.

**Agree to disagree** there is no right or wrong just different options.

**Recognise** anger has its own natural cycle.

**Go for win / win** find an agreeable solution for all parties concerned.

**Re-assure** this allows the person to trust you and themselves in the situation.

**Own up** to your behavior, this supports the other party in doing the same.



# CLEARING PROCESS

Every time that 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 (grudge) and will remain so until you can resolve matters with them.

If this is not done (i.e. resolution is not reached) 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 ourselves and others.

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.

Use it in an angry situation but remember:

**PRACTICE MAKES PERFECT.**

You will become more comfortable with this approach the more you use it.

Before starting the clearing process with someone please make sure that you consider the following:

## CHECK LIST

1. Be certain about the facts relating to the conflict.
2. Practice the clearing process with someone in your support network?
3. Be aware that this clearing is more about you than about them. (It gives you the opportunity to open your heart to the other person).
4. **IMPORTANT**  
The other person does not need to justify their behavior to you.
5. Tell the person that all you want them to do is just listen to you.
6. Offer them the opportunity to give you feedback at the end of the clearing process.
7. **IMPORTANT**  
Give yourself enough time to do the clearing and ask the person how much time they have available to do this process.
8. Do not be attached to an outcome, sometimes the process will not go the way you want it to.
9. Do not mix up or confuse your judgments or feelings when stating data.

## CLEARING PROCESS IN PRACTICE:

*Always start your sentence by saying....*

**I FEEL** ... angry with you.

**BECAUSE** ... I have asked you ten times to take the rubbish out.

**WHAT I WANT IS** ... when I ask you once to do something and you say “yes”, please do it.

**WHAT I AM WILLING TO OWN / ADMIT ABOUT MY BEHAVIOUR IS** ... often I do not follow through on the commitments that I make.

*You could ask the other person for feedback at the end of the process – but remember these clearings are more about you than the other person.*

*All you need is for that person to hear how you feel and know what you think.*

*Often this can be a very powerful process for both of you; do not underestimate the power of this clearing process.*

# KEEP YOUR COOL KIT

# 6 RULES OF ANGER MANAGEMENT



## 1 STOP, THINK, AND TAKE A LOOK AT THE BIGGER PICTURE

This rule is about time management. Time management is about creating time to think about the consequences between the event and the reaction.

## 2 IT'S OKAY TO HAVE A DIFFERENT OPINION

Opinions are not facts! They are only what YOU think.

## 3 LISTEN

Listen carefully. Use **LOVE** to listen:

**LEARN** Be open to learning. When you are speaking you are not listening. Be attentive and focused.

**OBSERVE** Tone, emotions and body language.

**VERIFY** Feedback (what you have heard, perception checking and clarification)

**EMPATHISE** Come from the heart

## 4 USE YOUR SUPPORT NETWORK

A support network is a group of people you can call on when you need to talk to someone so your anger doesn't get out of control.

## 5 KEEP A JOURNAL

This is a powerful way of not internalising your anger. Your journal can be used as and when you need to. Record how you feel about what happened, and your views on a problem. By using your journal it will bring clarity to the situation.

## 6 DON'T TAKE ANYTHING PERSONALLY

Nothing others do or say is because of you. What others do and say is a projection of their own reality onto you. When you are immune to the opinions, projections, behaviors and actions of others, you will not be a victim of needless suffering any longer!

# Why we are **UNIQUE**

Anger Management is **PsychoEDUCATIONAL**, not psychotherapeutic.

Teaches clients how to successfully manage problem anger so they can lead an acceptable social life with partner, family, friends and work colleagues.

Clients leave with realistic expectations of success. They know they have the tools and the strategies that will ultimately help them take control.

They also know they will need to put in work to embed them into habit.

**Anger Management** is more than regular therapy in that it also provides the client with key life skills. Teaching clients to deal with stress is an integral part of anger management coaching that is frequently not covered by traditional therapeutic counselling.

**Group courses cost less than £25 per hour. Outstanding value for a programme that delivers in excess of 90% 'satisfied to delighted' ratings.**

Outstanding course-end satisfaction ratings.

**95%**

say the courses met or exceeded expectations.

**Long lasting results.** Surveys show average response time since course 23 months – satisfaction rating still

**92%**

good / excellent.

BA-AM's Anger Management programmes are structured to have a beginning, middle and end to the process.

Training people to manage problem stress, anger and rage successfully offers benefits that go far beyond simply managing anger, these include increased self-esteem, confidence and communication skills.

When the lessons are applied, clients frequently recognise the improvements from their Anger Management sessions very quickly.

**SHORT  
FIXED**

delivery times.

**16hrs**

individual coaching

**30hrs**

group coaching



## Stress is something we do to ourselves.

It cannot be imposed on us. In other words, stress is what we make it mean to us. Our interpretations of events are individual and all about perception.

Stress from our perspective does not cause anger, but it has a massive impact of fuelling what triggers it.

### **Stress results from a failure to cope adequately with stressors.**

Stressors could be loud noises, uncomfortable air-conditioning, debts, ringing telephones, broken relationships, unrealistic deadlines, discouragement, fear, pain and thousands of other things that impact upon us in the normal course of life.

We have developed a test that you can take online that's quick and confidential and will give you results in ten different aspect of your life.

With your results you will receive specific information detailing how you can reduce your stress levels.

Please visit:

**[www.beatinganger.com/stress-test](http://www.beatinganger.com/stress-test)**  
to take the test.

WHAT  
next

You could do nothing, nothing is an option.

You could take the information provided in this kit and implement it into yours or someone else's life to promote positive change.

You could look at our website:

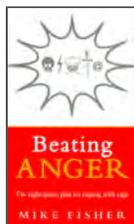
[www.beatinganger.com/anger-management/courses](http://www.beatinganger.com/anger-management/courses)  
at the full range of courses we offer.

If you have any questions from the information in this kit or would like further information please contact your nearest clinic either via email or by phone for an informal chat.

Call: **0345 1300 286**

email: [info@beatinganger.com](mailto:info@beatinganger.com)

[www.beatinganger.com](http://www.beatinganger.com)



'Beating Anger' by Mike Fisher  
founder and director of BAAM

Over 65,000 copies sold.

'His wealth of experience is evident throughout this book. Packed with practical exercises, easy to read checklists and real life case studies, this book stresses that if left unattended, anger can lead to ill health.' Big Issue



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