

When the Pot-Boils - Help People Cool It

Hello, everyone. I want to thank you all for joining us today. My name is Heather. Pernel. But I am a clinical trainer here with Magellan healthcare. I am a licensed professional counselor by trade. Today, our topic of discussion revolves around anger. Anger is a common emotion that is often misunderstood. Sometimes it is scary for many. Our goal is to provide you with more information. More than that, we also want to provide and review our objective. During our time together today, we will explore anger as an emotion. As well as different types of anger and different styles of interacting. And you experience others. This objective originally included describing different ways that people think. But based on responses we have had from customers on this topic, we have changed the data of our current objective that we will be discussing in today's education. We will also learn and review a few simple strategies to make it easier and deal with difficult or challenging types of people and situations. This also includes the strategies and ways we can help ourselves in these moments. Lastly, we will identify appropriate interventions for coping strategies to use. Especially in difficult situations. Again, before we start, I do want to know, that we do only have a short amount of time to talk about this today. So it won't include every situation that you could encounter or individual circumstances. I want to give you a few tangible skills, and provide an introduction into anger. And build upon it in the future. At the end of the presentation, like momentum, we will learn more about this topic. And questions can be sent individually if needed or desired. Let's explore the emotion anger. Daily frustration. We all experienced daily frustrations that can make us angry. This is very normal. Sometimes we also may find ourselves with increasing anger to minor events. Like someone cutting in line at the store. Not using a turn signal when driving. Not saying thank you, when holding the door open for them. Noticing an increase in anger is a great insight for us. Simply noticing an increase in her insight into ourselves, especially in regard to our thoughts and emotions. Once we have that insight, we can then dig deeper into our triggers, emotions, and needs. Anger is often the tip of our emotional iceberg. Meaning, sometimes what we show or identify as anger can actually be more than that. Often we have underlying emotions and feelings that have triggers within her anger. Some of those can be clear that the emotions of hurt, shame, sadness, or maybe even fear. For example, the child who is having angry outburst, may actually be feeling hurt and left out. Anger is considered safe, accepted, or the only known emotion to that child. Being able to identify those underlying emotions takes quite a bit of vulnerability. And anger may be there reason to cope with those emotions. Understanding this within themselves and others can help us manage anger. Understanding what is driving that current expression of anger. If we are to identify and extent understand what is under anger, we then create opportunities to cope, relieve, address, understand, or even resolve those heavy emotions. It can also help create more empathy or understanding for the angry person we are encountering. It may even give us clues on how to manage or address the situation. Anger is a human emotion that can be managed in a healthy way. As I mentioned earlier, anger is often misunderstood.

It is important to know that anger is a normal feeling. We all experience it. Anger, when managed in a healthy way, can help us in certain situations. In fact, when anger is expressed you can use those feelings for positive change. Instead of avoiding confrontation and internalizing anger, you can express your anger in ways that help you get closer to having your wants and needs met, without causing distress to yourself or others. We can do this by identifying and verbalizing our emotions and needs in a nonthreatening way. This process takes control and ownership of our action. We also identify helpful coping skills. Instead of those outbursts we mentioned, ask yourself, what do we see as is emotion. This will take insight and openness. We talked earlier about how important it is to gain insight into ourselves. And with this, comes the knowledge about what our own anger triggers are. What you can identify positive coping skills, you are on to managing your anger and other emotions in a healthy way. To help identify triggers, we must know our own trigger cues. What happens before I experience anger? What happens with my thoughts and body? As with anger answer I just mentioned, other emotions that meet my anger? And if so, what are they? This is not always easy. But it is important in your journey that you understand your own anger. Anger can cloud one's thinking. However, when anger is not expressed in healthy way, it can cloud our thinking. For example, if we yell at a coworker, it might mean the loss of a job. If her anger becomes physical, it could carry relational, or even legal consequences. It can also lead to or contribute to additional emotional issues. Such as anxiety or depression. Aside from emotional issues, it can also attribute to physical complications. Such as digestion issues, hypertension, heart disease, or even ulcers. If we also ruminate with anger without helping coping, we can find yourself stuck in negative thinking patterns. Which can carry over into other situations with people. All of us here today have probably experienced anger within ourselves, and witnessed anger within others. However, anger can look different depending on the individual, or even the situation. Sometimes, we noticed some common anger cues, what triggers the behavior in others. What does it look like. Maybe even certain body language, or nonverbal, such as clenching fists, eye rolling, heavy breathing, maybe even an increased heart rate. Sometimes, anger can cause us to hold grudges. Being unable to forgive or accept apologies. We may notice more increased complaints. May be some loss of activity. Some need to dominate or control. Also, we can see frequent arguing, or feeling insecure or disrespected. Having frequent angry outbursts. Maybe anger help calm resistant behavior. Now that we have reviewed some of the common cues of behaviors related to anger, let's talk about some of the different types of anger. When it comes to anger expression, I mentioned that the healthiest way to express his emotion is by being assertive. By being assertive, we are expressing our feelings in a nonthreatening way. For example, if I am upset with a friend for not keeping her word, I can express myself by saying, I felt hurt and you don't honor your commitments. Can you please let me know when you are not able to follow through! This is an example of using eye messages, or "I statements". We will also explore these later. It keeps us identifying our feelings without confrontation. And allows us to express what we would like to see change. It is a way to start healthy communication. To express our feelings to others, and suggest solutions can eliminate further emotional, or even relational hurt. In an

attempt to solve the issue at hand. It also allows us to take ownership of what we can control. Our part in the situation, by letting other know how we feel and what we need. And now that you have an example of a healthy way to express anger, we want to start about ways that we can categorize those unhealthy types of anger. No again, this can't be an all-encompassing list. But it does help us explore a few ways that anger presents in unhealthy ways. The type the first type is aggressive. Think of the pot boiling over. The anger can present through verbal, or even physical outburst. Like yelling, or slamming doors. It can also be confrontational, and blaming. Maybe even attacking. The anger is expressed in unhealthy coping skills or not having any coping skills. The second type we will discuss is passive-aggressive. This type of anger is not clear or outwardly expressed. Types of aggressive anger anger, withdrawal, or dismissing the true option. Due to the true emotions or feelings, this type of anger can go unnoticed. And continue to grow with time. Which can cause issues for the person and their relationships. The third type we will discuss is displaced. This is sometimes considered the most harmful to relationships. Displaced anger, shifts the anger from the actual target onto an unrelated target, that is considered safer, or perhaps more forgiving. The true target is perceived as caring power or consequences for the person. An example, Allie was angry with her mom. Instead of expressing her anger, she resolved and expressed her anger with her family. She does not express the anger to her boss from fear of losing her job. She expressed it out home where she considered it safer. The fourth type we will discuss is moral. This form of anger can be described as anger directed at quote unquote rule breakers. This person believes there anger is just fine. What this person perceives as their moral standard is applied to all situations with people. And once deemed a violation, it triggers there anger response. Now, again, it is important to know that this isn't an all-encompassing list. We could describe so many more forms and various forms of anger. And remember that no one can be an assertive person all of the time. We all get angry. And we probably have exhibited some of these or other forms of anger before. You may even recognize some of the styles in yourself. It is important to note the pattern. Meaning, if you notice an occasional passive-aggressive response, this would be a great opportunity to learn more from it and grow. We do this by digging deeper. And noticing what is behind our anger and our responses. Increasing our communication and assertiveness skills, along with those healthy coping skills we mention. So, let's out a focus on attracting styles. We all have our own styles of interacting with other people. However, it can be helpful to understand some of the different challenging styles of interaction. Understanding some of the styles can help us prepare for when we encounter these situations. If we are prepared, we have a higher chance of responding appropriately versus reacting emotionally. Which can bring on our own emotions and anger to manage. Listed here are a few, difficult styles of interacting. The first category of interaction is under the title of aggressive. The tank tends to be confrontational and bossy. Snipers take shots and make you look inferior. Often making sarcastic or rude comments. Competitors are in constant competition with anyone and everyone. They need to be one up over the others. The second category of interaction falls under the title of complainers. Complaining can be both direct and indirect in nature. Chronic complainers who complain

often and in many situations. They find problems more often than solutions. They usually complain directly and outwardly. And may not appear to be happy with anything. Indecisive complaining usually tend to respond slower. Maybe even outdoor think situation. Due to this, they may avoid things altogether, by fighting some fault or obstacles in every situation, or solution presented. They may also complain more indirectly. Complaining to those not involved in the situation. Our third category includes other types of challenging or difficult interaction styles. The clam chooses not to respond. Is often redrawn and avoids giving a direct answer. They rarely doubt their own knowledge. The "no" persons default is no. This person finds more folds or obstacles without considering solutions or alternatives to those obstacles. The "yes" person is the one who agrees without hesitation. The yes is an effort to people please. And this may cause issues for the person but also those affected as well. Again, I show these all to gain the understanding of some of the styles that could be difficult to manage. This, again, is not an all-encompassing list. But, next we want to talk about how we have some tips on how to cope with challenging people, next. Let's look at Tip number one. We want to examine our own reaction to anger. Seek more understanding, and learn to manage our reactions. Some people believe that venting or blowing off steam is a great way to reduce our anger or frustration. For example, taking your anger to your kickboxing class and focusing on your frustrating boss during your workout is a way to vent. However, they might not be entirely accurate. As it turns out, venting is not always helpful. Especially if you continue to ruminate on your anger. Neuroscientist, such as Dr. Brown bushman studied ruminating on anger can actually increase it. So while expressing anger can be appropriate, if done the right way. It is okay to go to your kids boxing class angry. But it may not be okay for you to spend the whole time focusing on and replaying the events that made you angry. Doing this could change your body and mind and your interaction of how to manage her emotion. It is not going to help with the outcome. However, you can turn that into a better way to manage anger. All of us talking about our emotions is a good thing. We should tell our spouses and people that we can talk to when we have heavy or difficult emotions. However, it is important to often cope with those emotions. If that person space that you are speaking, is prolonging the emotion, are they also joining in on your anger and you are finding yourself with the same, if not more anger than you originally had. Or when you talk about it are you seeking to find more understanding. Have you coped with the anger itself? And is the person or space offering a healthy outlet? We also want to look at our own reactions. We want to ask or examine within ourselves. When others are angry, do I tend to become angry in response. When others express anger, do I become defensive? Explore what reactions you have in your thoughts and behaviors. Do I still feel in control of myself when I am interacting with an angry person? Seek to understand the cause of your reaction. If I am not reacting the way I want to or intend to, what is causing this reaction within me? What are the emotions or thoughts behind it? Once we examine how and why we react to others anger, we can better manage ourselves and feel more in control when faced with difficult situations or people. We want to learn to manage our reactions. It is difficult as a human to always be in control of our emotions in different situations when faced with others with intense

emotions. However, remember, remember what we spoke about previously. We cannot only use ourselves to better understand and manage our anger, we can also use that knowledge to work on someone else's anger. What is it but they might be feeling this anger. Maybe they're feeling unheard, hurt, embarrassed? This may help to understand and apply empathy, as well as remind ourselves that it may not be us causing the anger. And we may not be the intended receiver. Also remember that the anger is a learned behavior response that can become a habit. With learned behaviors it is hard work to un-break those habits. However, knowledge is power. Once we really learn about ourselves, we become much better equipped at managing difficult situations and emotions. Once equipped, we can become healthier and happier in many facets of our life.

Tip number two. What do you do if you come across someone who isn't managing their anger in a healthy way? What if you are caught in their anger storm? We want to look at utilizing calming skills. What is the most important thing to keep in mind when dealing with angry or difficult people is that we are only in control of our own responses and actions. It is often difficult to not respond in a frustrated manner when others are directing their anger or negative emotion or energy onto us. But, we can utilize our calming skills to help them achieve this. Such as, in the moment breathing skills. Maybe even positive affirmations. Reminding yourself that you may feel uncomfortable. And in order to regulate our bodies and emotions, you need to let those skills help us. Even angry people can be that pot boiling over 100 degrees and others. Sometimes I can help de-escalate that person, or the very least, help not increase the effort in them. Also, it is important to know anger and emotion. It's also uncomfortable. The emotion itself is just that. And emotion. When we look at ourselves, and when we feel or experience anger, it is important to keep that in mind. I am experiencing anger. It just does not mean I am an angry person or anything else other than I am experiencing an emotion that deserves to be investigated and managed in a healthy way. We do this again, as I mentioned, by digging deeper. Fighting the underlying emotion that was triggered, and using those healthy coping skills. Another helping strategy is simply distracting or removing ourselves from that anger trigger. Then we can start to regulate and move on to investigating our emotions and using our coping skills. As I mentioned, anger is simply an emotion to acknowledge within ourselves and others. However, that leads us to our next important point of protecting yourself. Despite anger is something that emotion, sometimes people can act on their emotions. If someone expresses anger to physical violence, it is cause for immediate concern and you need to remove yourself from that person or situation. You also may encounter situations where someone is becoming escalated. Maybe they are yelling or hitting a door. That might be a reason to take a time-out. Which is our next point. Take a time-out by removing yourself from the situation or person. Give yourself time to assess or take a short break from the situation at hand. Take this time to use methods that help you feel grounded. Using your five senses. Maybe even meditation. Those deep breathing exercises that I mentioned. Often just hazing something about yourself, like a cold drink of water, can help help you come back down. Coming back down from 20, or some focusing on some positive affirmation. Anything that you find that helps you feel regulated and safe.

Tip number three, avoid getting burned. It is important to note that

we want to manage the environment, not the angry person. In the heat of the moment, you might try various strategies to manage an angry person. Some of these approaches can backfire and escalate the person's anger and action. Instead, manage the environment. Get your body to relax and keep your posture relaxed. Is your tone or cadence calm without being aggressive? Look at your spatial distance. Are you at a safe distance away from the person who is escalated? This will ensure that you and the person do not feel confined or threatened. Keep your own anger in check. Again, in the heated moments, it is natural to feel our own anger too. When we notice this, it is important to utilize coping skills. Eating angry in return, they make the situation worse. And know when to back off. Earlier, we discussed using iMessages to convey how we felt in an interaction or relationship. And what we would like to see happen in the future. This is an example of using really healthy assertive communication to get her needs met. However, you need to keep in mind appropriateness. Confronting the angry person about them being angry or how they made us feel could escalate a situation even in a done and a positive way. Other things you might want to avoid saying in the heat of the moment are cool down, or relax. This can be viewed as patronizing of someone who is angry. And when considering they have underlying emotions feeding their anger, this can be negative. We also want to keep in mind that we are not giving the angry person with a demand, and we should not be expected to take their anger. You want to keep a cool head in mind during a situation. However, if we regularly interact with a person in anger management and we find the only way to de-escalate them is to appease them, we may be sending the wrong message to them. Or they may continue that behavior in order to risk see if the desired outcome. Again, we will prioritize our physical and emotional safety. And then when appropriate, we can communicate our needs and boundaries. We want you to take care of yourself in advance. If you're in a situation where we are unaware that we are in an encounter with someone who is angry, we may want to prepare for a difficult situation. We can prepare with responses and what we can control. Again, such as managing the environment. Utilizing our calming skills. Thinking to understand underlying emotions. Again, we can focus on what is within our control, and what is the best approach, and what things are not. A Stanford University study revealed if we seek to understand the reasons behind angry people's behavior, we are less likely to get angry, ourselves. Find another way to look at the angry person. For example, in certain anger, misdirected, or their mood is altered due to other circumstances. Consider they just been reprimanded at work. Going through a breakup, or loss. Or had a really bad day. Researchers call this reappraisal, which means you are considering contributing factors for that behavior. We can do this in the moment, or remind ourselves this before we encounter the difficult situation or person. Tip number four, we want to manage her own temperature. Here are a few tips to help keep your own anger in check. Perform a self-assessment check-in. The first step to managing our own temperature is to avoid the pot boiling over, ourselves. So checking in with ourselves. Assessing our current emotions, thoughts, and body sensation. We mentioned earlier about cues, we can notice if our breathing is rapid. Maybe her heart rate is increasing. Maybe we are flushed. Maybe your hands are shaky and sweating. What you notice of your body may give you clues that your frustration and anger is rising. Also,

what am I noticing that is happening with my body? Are you having an increase with thinking. Maybe things are happening with your body language. What other emotions am I noticing that may have triggered my anger? By performing the self-assessment or check-in, we can manage our anger before it becomes out of control. Or manage our current emotions before we get to the full-blown anger. Also by checking in and utilizing skills that we have learned. We use those "I statements" to communicate. We mentioned this earlier and how they communicate our needs, emotions, and wants to others. However, we can also use "I statements" to show we are listening to the person. "I statements" can help us reduce blaming, and puts the focus on our emotion. When appropriate, we can build on our initial "I statements" and follow up with how we feel and what we would like to happen, or maybe not happen in the future. Often times, people want to be heard. They really want to be acknowledged for their feelings or situation. You can say, I understand, I can feel you are hurt. Be aware, sometimes an acknowledgment can release another surge of anger and others. But you can simply say, I hear you. The angry person may be frustrated that you're not engaging in an argument, or reacting to the behavior. You can then assertively, but gently inform them that you will be ready to hear them and fully assess the situation once they're able to have a calm conversation. Then give them space to cool off. This is also helping us manage our own emotions by not engaging until the appropriate space. Until this talk, it is important that you both have a chance to cool off. And that it is an appropriate time to talk. This is because you don't want to end up in another difficult and emotional escalating situation. So instead, grow upon your "I statements" to let them know how their behavior is affecting you. You might say, when you yell and call me names, I feel insulted. That makes me not want to talk with you. Then state what you want situations to look like in the future. This is a good time to calmly explain your personal boundaries. You might say something like, I care about you, and your feelings and wants. But I can no longer allow you to involve me. Or you might say in the future, always remember when you start to raise your voice. We all have the right to set healthy boundaries with those who are in our lives. This can also model healthy communication and gives the other person the opportunity to express what they want or need. So let's talk about boundaries next. We just discussed how we have the right to set healthy boundaries with others. When dealing with someone's anger, it is especially important to have healthy boundaries. Boundaries are like fences around homes. You set the parameter and that is a safeguard. Boundaries have roles our limits that we can establish to identify what is appropriate, safe, healthy, and accepted wages for other people to act around us. And with us. What you feel and allow for others for yourself. Setting and maintaining boundaries are some of the most difficult things we can do in relationships with others. It can be difficult when we first initiate our boundaries. Because the person and ourselves may not be used to abiding by her having those boundaries. Many times, when we set boundaries, we will have to manage deflection from others. Meaning, that person may seem to blame us, or others instead of taking responsibility for their own actions. They can make us feel guilty for having boundaries. We can help manage this by reviewing our boundaries. Reviewing our "I statements". Reminding yourself why you have the boundary. It is very simple, yet powerful. Once

we have our boundaries established, we can then shift our focus forward. On maintaining and reinforcing our boundaries. Also, this means that we are shifting our focus on the current situation. On what we want for ourselves and future others in the future. We can also look at situations and wish that we could have said or done something different. Use that focus on how to respond to or ask if you run into the situational person again. And that we want to keep the problem in perspective. We have to remind ourselves, keeping this in perspective, meaning what can I learn from this and use it for my future interactions. This has been difficult, and it deserves to be acknowledged. But also, what may I need to process from this event. I don't let it overwhelm me or dictate my future. Can I allow myself time to set the problem aside until I get healthy to fully engage it. We can apply keeping our problems into perspective. Is what I considered a temporary setback or long-term issue? What wasn't part of this? It was at all horrible, or were there parts that I can improve upon? So, in summary, when difficult emotions or challenging people, you want to utilize calming skills or understanding. Find a calming skills network for you. Many of the skills can be done in the moment. Using those calming skills after noticing my initial anger, can greatly reduce my difficulty and managed my situation. Also, think about that anger I experience. Anytime our anger has underlying emotion attached to it. Try to seek the understanding of better managing the anger. Set and manage boundaries. Remember those "I statements" that we discussed. And when we can use them. We can then communicate our feelings and needs. Managing and reinforcing the boundaries can help us feel more in control. And it communicates to others what we will accept and not accept. And it may help us remove ourselves from unhealthy situations. And then take a time-out. This is important. Sometimes, we need a time-out physically, and emotionally from the situation. And gives us time to ground and utilize coping skills. I encourage you guys to try these tips and skills we mentioned, for just a few weeks. And you will probably find yourselves handling difficult situations or people with better outcomes. It isn't always easy to control yourself 100% of the time. But with a little dedication, you will find that the outcome is well worth it. I want to thank you, guys for joining us today. And I enjoyed being with you all. I hope you were identified at least one thing you could begin implementing to help you when you are faced with a difficult emotion or situation. I do want to hand it back over now to Mel. I do want to thank you, all, for joining me.

Thank you, Heather. And before we do that, I just want to ask everyone -- I think everyone pointed out, it is important for us to think about what we would do differently moving forward. I want to ask you, what will you do differently, whether it is for yourself or when dealing with other people with the knowledge that you have. Will what are some of the things that you will do? We have got lots of answers coming in now. I will try to read them as quickly as I can. We have to think about anger as the tip of the iceberg. And considering the applied emotions of it. Take a deep breath. Doing relaxation or calming techniques and those kinds of things. The "I statements"s, is what people are saying. Being more aware of my body and my signals that I am having an issue. Take a step back and breathe and use the "I statements". Using a calm voice to respond, and not becoming defensive. Those are great. Actually, we have got tons of

these coming in, here. Boundaries. I see that quite a bit. Identifying triggers. Many people are saying just walk away and do something to calm down. Heather mentioned that counting technique to give yourself a little bit of time. So, I hope all of you walked away with something that you can take and use immediately, today. I will say, we have lots and lots of questions that came in. Many of them may be too personal to talk about on this call today. So Heather may not be able to answer your questions. It just wouldn't be the right platform. So I still encourage you to call in and use your benefits. I am going to go ahead and close this down. I want to thank all of you to take the time to think about this and think about what you are going to do differently. And I do want to remind you -- and we also have our resources at the end of this handout. You can get those if you like. But I do want to remind you about your benefits that are available to you 24 hours a day seven days a week read this topic, as I said when we first started is a huge topic. There could be a seminar. And really often times, takes one-on-one interactions to get down to the root of what is happening. So, I want to encourage all of you, if you have a question that didn't get answered, please call into your toll-free number, or ask us to the website. There is a chat on the website. They can get you to someone you can talk to the situations with area whether it be a consultation phone conversation, if needed, or for the resources that you can have. I really do encourage you to do that. We have people from all over the country, from all kinds of different companies, so we don't have your personal information to give you your telephone number or website. If you don't know what it is, please contact your human resources department. If you are here and you are a household member of some who has these benefits, I did have some people asked me that -- they said I am not the employee but I do have the benefits because I am a household member. I live with this person, or I am married to this person. Please ask the employee to get you that information. So that you can call in. Because the benefits are available to you. So, with that being said, it looks like we really don't have much time. Heather, is there any questions that you might be able to answer or are most of these really something that people need to call in for?

I do. I do think, obviously from what we review today, and applying those the best you can with your situation, but it really is a great thing to connect with a counselor, connect with your program to explore these individual situations. And get deeper into it. So that they can help you appropriately. , Try to use some of these skills that we mentioned today. Like "I statements", taking a time-out, and the anger expert. Things like that. So hopefully those things will help you. I do encourage you to contact your program and see if you can connect with someone individually.

Great, thank you, Heather. It is just too short for a time for us to allow these questions that are very detailed. So again, we do encourage you to use your benefits. I did pull over our closing pole. If you can write your interaction. You're either very satisfied, dissatisfied, very dissatisfied, or no vote. We are not broadcasting these so you will not see the response. But we guarantee if you click on that radio button, we will see what you responded. Also, there is a certificate of completion down at the bottom on the lower left. You can hover over the handout to get that drop-down arrow and that is what you're going to click on to download that certificate of completion. He sure

to say that somewhere on your computer, where you can find it. That does and our time together today. I appreciate all of you showing up. And being so participatory during the session. This ends our webinar, and have a wonderful rest of your day. And thank you, so much Heather for the conversation.

Thank you.