

Dear colleague,

We are pleased to share with you a new Melissa Institute ***Know your Anger and Be an Active Bystander Course***. The course incorporates time-tested cognitive-behavioral anger management techniques, bystander intervention and mindfulness knowledge with insights and strategies from the evidenced-based SNAP (STOP NOW AND PLAN) Bystander Intervention Program.

In collaboration with Dr. Leena Augimeri and Katherine Shaw, we have put together a SLIDE presentation that consists of four sections, namely:

1. Educating individuals about how anger can escalate to the point of violence;
2. How to prevent and defuse violence by using a *SNAP Active Bystander Intervention* skills;
3. Ways to employ a variety of cognitive behavior skills in the midst of highly provocative situations; and
4. Ways to deliberately practice and teach these skills.

The training course can be used in several ways:

1. The course can be used as a self-administered instructional program either alone or with others. The course includes opportunities to “*Pause*” and “*Think/Reflect*” and ways to “*Challenge*” oneself to develop and practice these skills.
2. The course can be incorporated into a group bystander intervention training course. Each section can be the basis of discussion, role playing and deliberate practice.
3. The course can be used by individuals facing potentially violent situations such as police and military personnel.
4. The course can be used as a supplemental tool for a variety of anger management programs, intervention programs for men who batter, domestic courts, and programs designed to prevent violence in schools, workplaces and places of worship.

In the resource section of the Melissa Institute's website ([www.melissainstitute.org](http://www.melissainstitute.org)), you can find relevant articles on the SNAP Bystander Intervention program by Dr. Leena Augimeri, links to a YouTube video of the use of the SNAP program, and related articles by Dr. Ervin Staub on ways to "Prevent police misconduct using Bystander intervention", Dr. Ron Slaby on "Ways to foster active bystandership at home and in the community" and by Dr. Debra Pepler on the use of bystander interventions to prevent bullying in schools. We welcome your reactions to this ***Know your Anger and Be an Active Bystander Course***.

PLEASE SHARE THIS WITH OTHERS.

With much appreciation,

Donald Meichenbaum, Ph. D.  
Research Director of the Melissa Institute for Violence Prevention

Etiony Aldarondo, Ph.D.  
Executive Director of the Melissa Institute for Violence Prevention

# Disclaimer

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# Know your Anger and Be an Active Bystander Course

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# Authors

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# Anger

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- If you or someone you know has problems with anger and aggression, then this is the program for you!
  - It is designed to help you stay calm during difficult situations so that you can make the right choices (keeping safety front and center).
- Please print a copy of this program for yourself and share it with others.
- If you need more help, please see your family doctor. They can refer you to an evidence-based service provider who specializes in anger management/aggression.
- In an emergency situation, please go to your local hospital or call 911.

# Anger

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The information in this program will help you better understand and manage your anger. It will provide knowledge in preventing problems and aggression and the escalation from anger to violence in others as an ACTIVE BYSTANDER.

*You can learn how to make your anger work for you.*

Throughout this training, you will have the chance to review the information, PAUSE and REFLECT on how you can use these tools in your daily life.



# About this Training

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This training course has 4 Sections:

1. A discussion of what is anger and how it relates to aggression and violence, and how thoughts and feelings can FUEL anger and aggression
2. A discussion of how you can help DEFUSE anger and violence in others, using an SNAP ACTIVE BYSTANDER INTERVENTION
3. A discussion of strategies on how to manage anger on BOTH a preventative basis and 'IN THE MOMENT' of anger or provocation
4. A discussion of how you can make your anger work for you and for others AFTER a provocative situation

# Section 1 (slides 6-12)

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What is Anger?

How your thoughts and feelings can FUEL your anger?

What you can do to ensure your anger works for you?



# What is Anger?

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- Anger is a feeling like sadness, jealousy and joy.
- The feeling of anger can range from mild irritation to intense fury, to feelings of rage.
- Anger is a natural response to those situations where individuals may feel threatened, or believe harm might come to them, or others and believes that another person has wronged them on purpose.

# Anger



There is nothing wrong with the feeling of anger. It is what one does with the feeling of anger that is critical.

- Anger can be both helpful and unhelpful.
- Anger tells individuals that there is a difference between the way something is and the way they would like it to be.
- Anger tells individuals that there is a perceived “injustice” that needs correction. There would be no civil rights movement, women’s liberation and other social change without anger. **The key is what one does with one’s anger.**





# Anger Problems

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- Anger becomes a problem when it is felt too frequently, is felt too intensely, lasts too long (not letting the anger go), or is expressed inappropriately.
- Anger can take both a physical and behavioral toll. Anger places extreme physical strain on the body.
- Anger, in combination with cynicism, hostility and depression have been implicated as contributing to high blood pressure, hypertension, heart disease, diminished immune system efficiency and increased mortality.





# Anger Problems

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- At the behavioral level, inappropriate expressions of anger (verbal abuse, intimidating and threatening behaviors) often results in negative social consequences for family members, friends, classmates, co-workers, and strangers.
- If anger escalates into physical aggression it can result in trouble with the law/police.

# Anger As Friend



Gives you ENERGY



Gives you INFORMATION



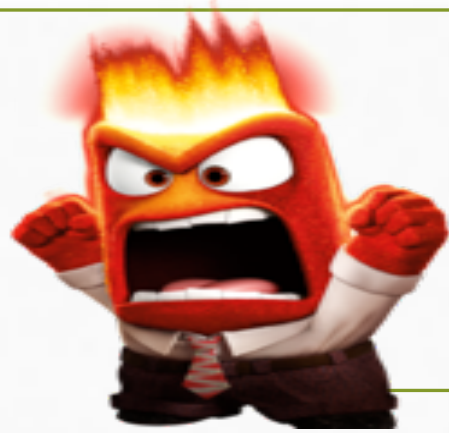
Motivates you to take ACTION  
to resolving problems



Helps you TALK to others



Motivates you to take CONTROL  
of your life



# Anger As Foe

You may become angry MORE  
OFTEN than you have to



People may think of you differently



STOPS you from thinking, feeling  
and acting CLEARLY



Anger and AGGRESSION have a lot  
to do with each other

# Challenge Yourself



- How has my anger got me into trouble?

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- How has my anger HURT others'?

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- When and how has my anger HELPED me?

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# Section 2 (slides 14-37)

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How to use the  
SNAP (STOP NOW AND PLAN) ACTIVE BYSTANDER  
INTERVENTION  
to DEFUSE volatile violent situations

# SNAP<sup>®</sup> Active Bystander Intervention



- SNAP is an evidence-based cognitive-behavior strategy that stands for Stop Now And Plan<sup>1</sup>.
- The SNAP strategy was designed to help you to stop and think before you act and make better choices “in the moment.”
- It does that by linking your thoughts, feelings and actions.



<sup>1</sup>SNAP was developed by the Child Development Institute, Toronto Canada. The SNAP children/youth clinical and universal prevention manualized programs are used under license. For details please see [www.stopnowandplan.com](http://www.stopnowandplan.com)

# SNAP<sup>®</sup> Active Bystander Intervention

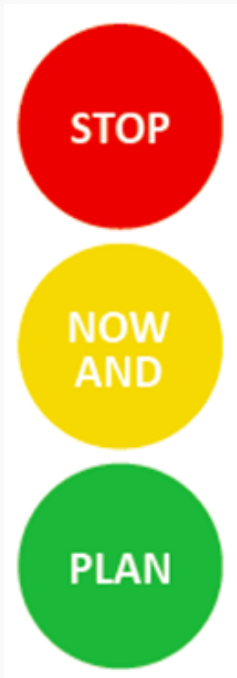
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- SNAP can help you DEFUSE difficult situations by helping you to stop and think before you act and make better choices ‘in the moment’.
- SNAP can also help you DEFUSE potential and current violent/aggressive provocative situations with co-workers, friends and family members.
- The SNAP Active Bystander Intervention will help you develop the skills and the COURAGE to intervene calmly and safely.
- It will demonstrate what to SAY and what to DO in order to make sure no one gets hurt.





# SNAP<sup>®</sup> Active Bystander Intervention



The SNAP (**STOP NOW AND PLAN**) strategy **helps you identify**:

- TRIGGERS that make you angry (e.g., a look, a comment, an action)
- BODY CUES that tell you something is not ok (e.g., feeling tense, hot, clenched hands)
- **STOPS** that will help you calm your BODY CUES (e.g., take deep breaths, counting to 10)
- **HARD THOUGHTS** (e.g., “He’s doing that to make me mad”) and replace them with **COOL THOUGHTS** (e.g., “I’m not going to let him bug me”)
- **PLANS** that make your problem “smaller instead of bigger, not hurt anyone/anything/you and still feel ok”
- ✓ SNAP helps you increase your self-regulation. This includes improving your emotion regulation, self-control, arousal reduction, and problem-solving skills.
- ✓ SNAP can help warn others who have learned the SNAP strategy by having others SNAP one’s fingers to cue them to use SNAP -- getting them to ‘pause’ and ‘think’



# SNAP Improves Executive Functioning and the Brain

## So how does it all work?

### **Executive Functioning helps with things like:**

- Making good choices
- Paying attention
- Organizing, planning and prioritizing
- Staying focused on tasks
- Understanding different points of view
- Regulating emotions
- Having good self-control

Lets have a closer look at what might be happening in the brain...

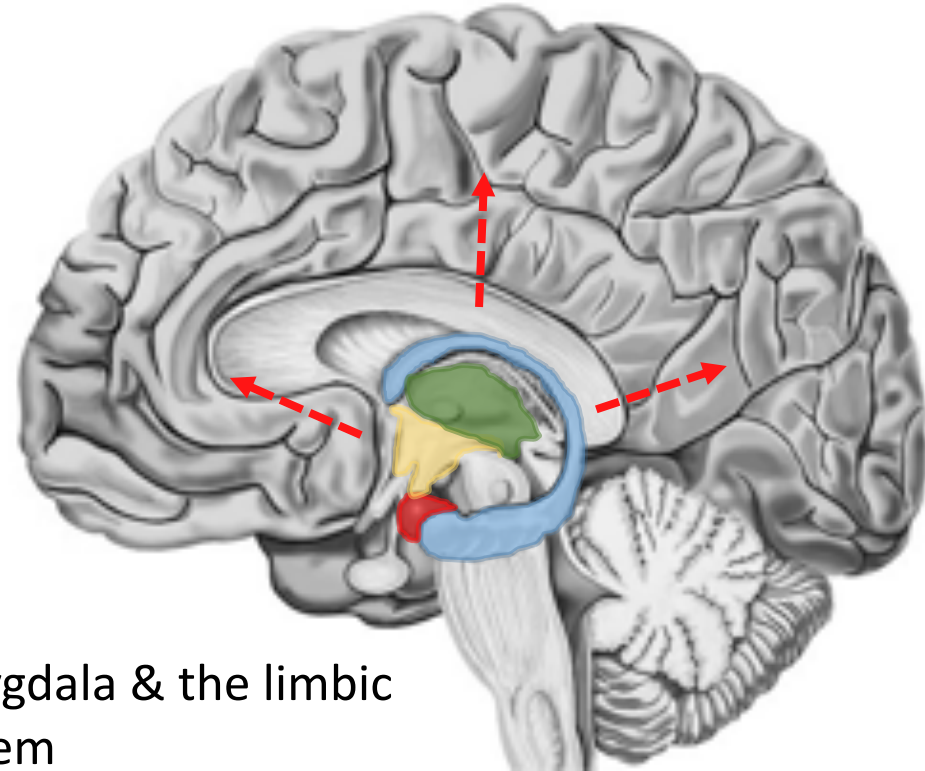
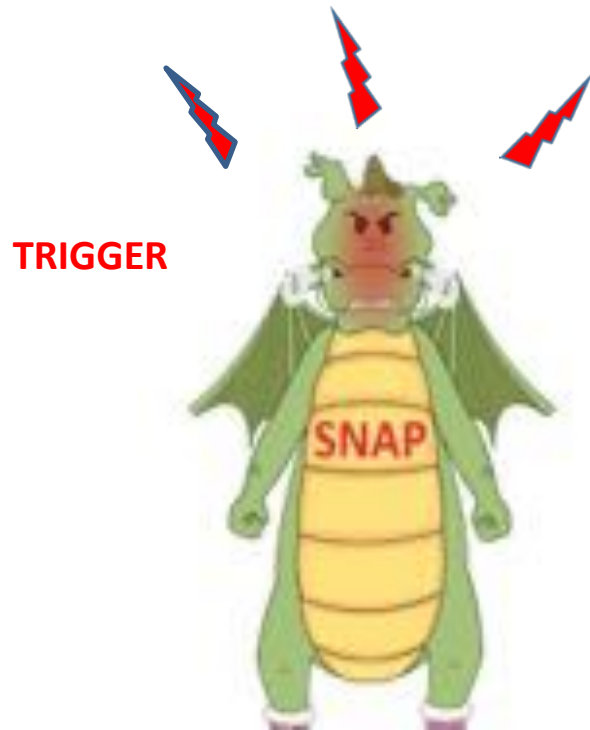


POWERED BY THE MINDS AT  
[www.stopnowandplan.com](http://www.stopnowandplan.com)



# SNAP and the Brain

Something **TRIGGERS** the amygdala and we have an emotional reaction. This can be felt in the whole body. The limbic system sends signal to the rest of the brain to act on those emotions.



Amygdala & the limbic system  
(Emotion centre)



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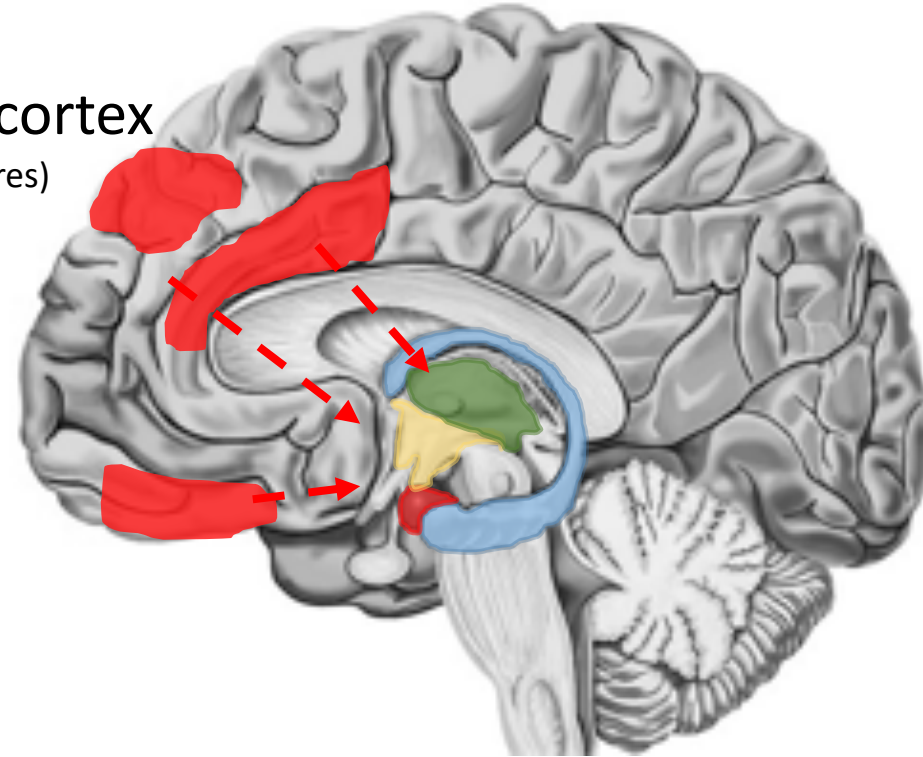
CHILD  
DEVELOPMENT  
INSTITUTE

**STOP**

**It's time to use "SNAP".** First use your "**STOP**" (e.g., take a deep breath, count to 10, take a step back) to help calm **BODY CUES** (e.g., tense body, shallow breathing, clenched fists, feeling hot). This will stop the amygdala "hijacking" the rest of the brain!



Frontal cortex  
(Control centres)



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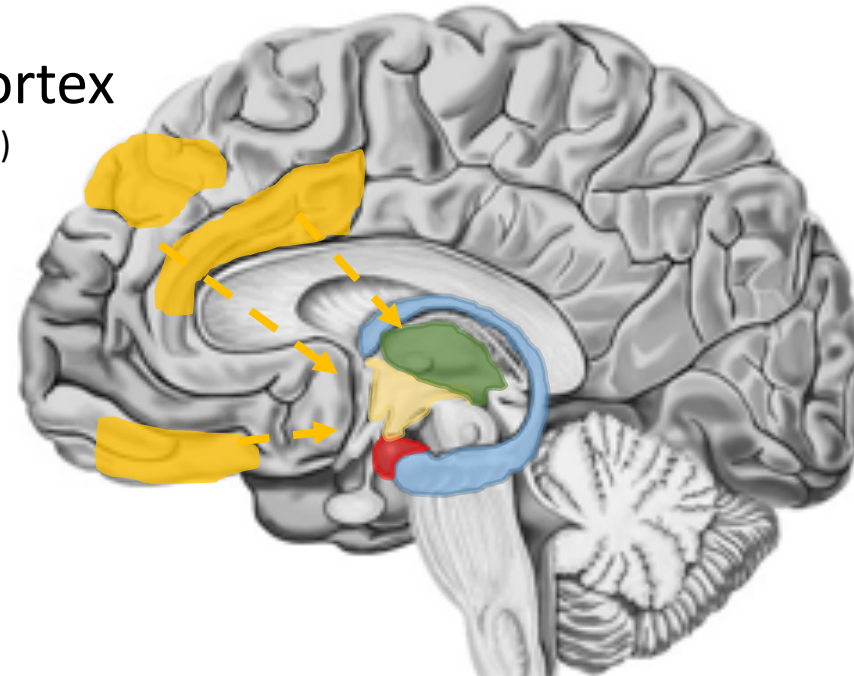
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## AND NOW

Identify **HARD THOUGHTS** – these are typically not helpful or unrealistic that may make you feel anxious/angry/frustrated (e.g., “He’s doing that to make me mad”) and replace them with **COOL THOUGHTS** – these are helpful and more realistic (e.g., “I can handle this, I’m not going to let him bug me”). This gives the prefrontal cortex time to “calm” down and control the amygdala and limbic system further.



Frontal cortex  
(Control centres)



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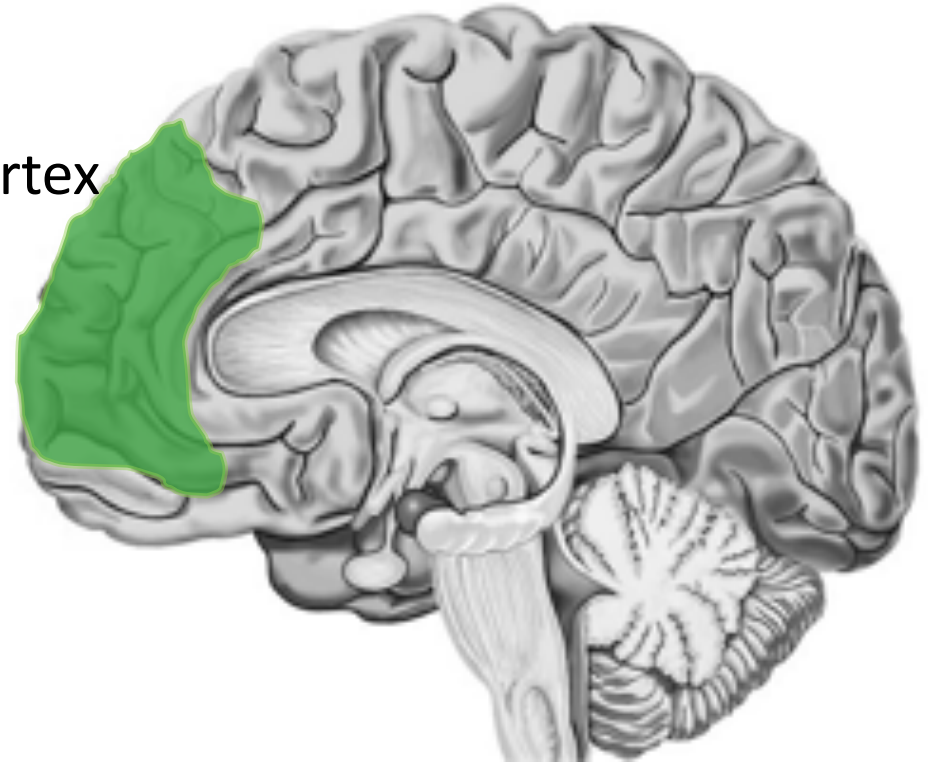
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# PLAN

These steps will allow the higher cognitive functions of the prefrontal cortex to plan the next move in a rational way, rather than emotional or impulsive decisions made by the limbic system. *Effective **PLANS** make your problems 'smaller instead of bigger', not hurt anyone/anything or yourself and you feel ok about it.*



Prefrontal cortex  
(Control centres)



POWERED BY THE MINDS AT  
[www.stopnowandplan.com](http://www.stopnowandplan.com)

CHILD  
DEVELOPMENT  
INSTITUTE



# SNAP and the Brain

When we practice self-regulation and self-control, the prefrontal cortex gets better and faster at controlling the limbic system. In turn, we get better at self-regulation, emotion regulation and self-control!



## The more we practice, the better we get!

The SNAP strategy helps you deal with difficult situations and problems in our lives.

*Remember to use your SNAP!*



For further details and/or evidence about SNAPs effectiveness,  
please see [www.stopnowandplan.com](http://www.stopnowandplan.com)



# TO RECAP

## SNAP Active Bystander Intervention

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**STOP**



### IDENTIFY WARNING SIGNS

- ✓ BODY CUES
  - ✓ HARD THOUGHTS
  - ✓ CALM YOUR INTENSE FEELINGS
  - ✓ BE AWARE OF OTHER'S REACTIONS
- 
- TAKE A DEEP BREATH    • COUNT TO TEN
  - BACK OFF    • TAKE A "TIME OUT"

*WHAT ELSE CAN HELP YOU CALM DOWN?*

# TO RECAP

## SNAP Active Bystander Intervention

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NOW AND



Keep CALM and in control.

*“THIS IS HARD BUT I CAN DO IT”*

Replace aggressive / unrealistic thoughts  
(HARD THOUGHTS) with “cool” self-control  
realistic thoughts (COOL THOUGHTS).



# TO RECAP

## SNAP Active Bystander Intervention

### PLAN



Use effective **PLANs** that reduce the likelihood of violence.

Make problems “smaller” and solvable.

Do Not hurt anyone, anything or yourself.

Keep saying to yourself,  
*“This is hard, but I can do it!”*

&

Keep using your **STOP** calming strategies



BIIC

# Being A Bystander Takes Courage

BE AN ACTIVE BYSTANDER IN THE MOMENT

Bystander Intervention Is Courageous (BIIC)

- ✓ Help others control their anger and aggression.
- ✓ Help shift the peer culture's attitude towards the use of violence.
- ✓ Encourage training and practice of the SNAP Active Bystander Intervention skills.
  - ✓ Have courageous conversations.
- ✓ SHARE WHAT YOU'VE LEARNED WITH OTHERS.



# SNAP Active Bystander Intervention

*Being a SNAP active bystander takes courage, knowledge and skills.*



Effective SNAP Bystanders are:

Detectives

Know their expectations

Consider options

Review lessons learned



# SNAP Active Bystander Intervention

## Step 1 - Be a “DETECTIVE”

Ask yourself the following questions:

- a) “Is this a situation that can “get out of control” and become violent?”
- b) “Whose SAFETY is at stake?”
- c) “What am I most concerned about?”
- d) “How am I feeling ‘in the moment’?”

➤ Reminder: It is important for you to remember to use your SNAP skills on yourself, and then to encourage others to do the same.





# SNAP Active Bystander Intervention



## Step 2 - What are the “EXPECTATIONS” of what I should do?

Ask yourself the following questions:

- a) “If I was caught up in this provocative situation, would I be able to use my SNAP - **STOP NOW AND PLAN**” skills? And/or could someone else, co-workers, friends, family members, send me a SNAP warning signal, by “*snapping*” their fingers, to remind me that I need to “**STOP**” (pause) “**NOW AND**” (think) & “**PLAN**”?
- b) “Have my co-workers, friends, family members, discussed how we can use the SNAP strategy to help each other DEFUSE potentially violent situations and what to do if we hear each other “*snap*” our fingers?”
- c) “Is it my RESPONSIBILITY and DUTY to intervene?”



# SNAP Active Bystander Intervention



## STEP 3 – What are my “OPTIONS”?

Ask yourself the following questions:

- a) “What are my CONCERNS and what are my GOALS in this potentially provocative situation?”
- b) “What is my **PLAN** of ACTION in this potentially violent situation?”
- c) “Have a I used my SNAP” & “What ‘**COOL THOUGHTS**’ can I use to keep myself calm”
- d) “How can I send a SNAP message so it can be heard and acted upon?”
- e) “What can I SAY and what can I DO to DEFUSE the situation?”
- f) “What are all the RISKS to others and to me if I intervene or decide NOT to intervene?”





# SNAP Active Bystander Intervention



**STEP 4 – Reflect on how my decision to INTERVENE worked? What are the Lessons to be learned?**

Ask yourself the following questions:

- a) “Following a provocative situation, can I pause and reflect with my co-workers, friends and family members on how we handled the provocative situation?”
- b) “How can we conduct an “after event analysis” and a group debriefing session to assess how the SNAP Bystander Intervention program worked?”
- c) “Can we turn this into a teachable event?”
- d) “Can we share and teach the anger management, SNAP Active Bystander Intervention and SNAP skills to others?”



# SNAP Active Bystander Intervention



What can I SAY in order to intervene effectively?

“This is the type of high-risk situation that we discussed.”

“Do you see this situation the same way as I do?”

“Let us NOT permit this situation to get out of control.”

“I am here to help us use our SNAP skills.”

“What options do we have?” “How can we back off and take a time out?”





# SNAP Active Bystander Intervention



What can I DO in order to intervene effectively? What are some **COOL THOUGHTS**?

“I can remain calm and be in control.”

“I can get some help.”

“I can talk down my co-worker, friend, family member in order to defuse the situation.”

“I can physically intervene, but do so in a way that keeps everyone safe.”

## TO RECAP: HOW TO BE AN ACTIVE EFFECTIVE BYSTANDER AND ACT IN A HELPFUL WAY

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1. NOTICE provocative and potential violent situations.
2. CONTROL your own emotion regulation and self-control.
3. HAVE EMPATHY for others and RECOGNIZE the need for assistance.
4. ASSUME PERSONAL RESPONSIBILITY to intervene and believe that others will support you. \*
5. DECIDE to intervene with confidence that you can make a difference and CHOOSE to be a PEACEMAKER. \*
6. COMMUNICATE your concerns and remind the person to 'Stop Now And Plan' by SNAPPING YOUR FINGERS.
7. PARTICIPATE in SNAP Active Bystander Intervention Training with others.

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*\*Your safety and that of others is first and foremost the priority. If you need assistance call 911 or seek/call out for help.*

In order to prevent and defuse violence, effective Bystander Intervention Training Programs have to teach participants how to :

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1. Identify **GOALS** of using this intervention

➤ "What would a successful intervention look like ?"

2 Enumerate all of the **ALTERNATIVE WAYS TO INTERVENE** without the use of violence

➤ "Consider all of the ' IF...THEN ' possible events that could occur that would lead to the escalation of violence"

In order to prevent and defuse violence, effective Bystander Intervention Training Programs have to teach participants how to :

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3. **PRACTICE** the use of the **SNAP** ( **STOP NOW AND PLAN** ) strategy
  - Including how to ‘*snap*’ one’s fingers in order to communicate to oneself and to others about possible DANGERS of escalation of violence
4. State the **REASONS** why this particular intervention strategy was chosen
  - " What possible obstacles could get in the way of using a non-violent intervention strategy ? "



# Challenge Yourself



- Some examples of how I can use my SNAP ACTIVE BYSTANDER skills are:

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- In order to DEFUSE angry and aggressive individuals and provocative situations, I can SAY and DO the following:

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# Section 3 (slides 39-88)

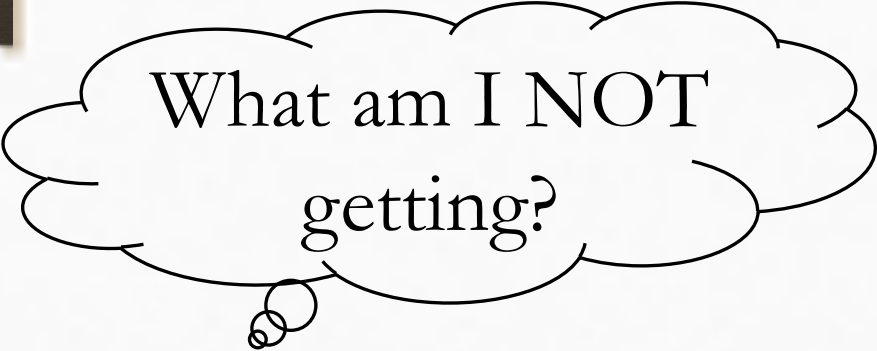
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Strategies on how to manage your anger both on a  
PREVENTATIVE BASIS and 'IN THE MOMENT'

# Understanding Your Anger to Prevent Problems and Aggression

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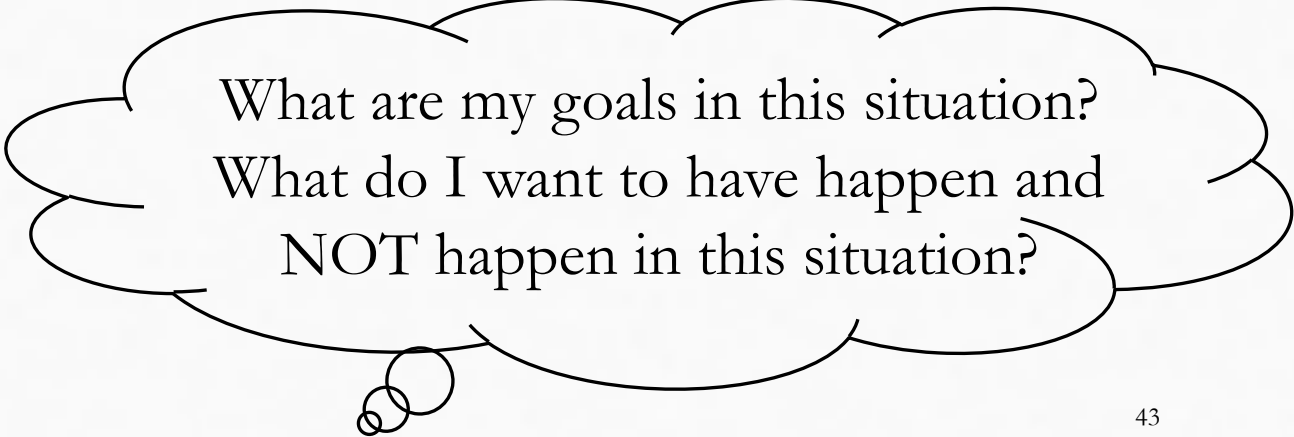
ASK YOURSELF:



What am I NOT getting?



What am I getting that I do NOT want?



What are my goals in this situation?  
What do I want to have happen and NOT happen in this situation?



# Understanding Your Anger to Prevent Problems and Aggression

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ASK YOURSELF, “Am I getting angry because.....”

I was interrupted?

My expectations of how someone behaves and responds to me, has been violated?

History is repeating itself? This is a repetitive noncompliance with my request.

What happened was in public and was embarrassing!

I felt I had to “blow off some steam”.



# Anger Triggers

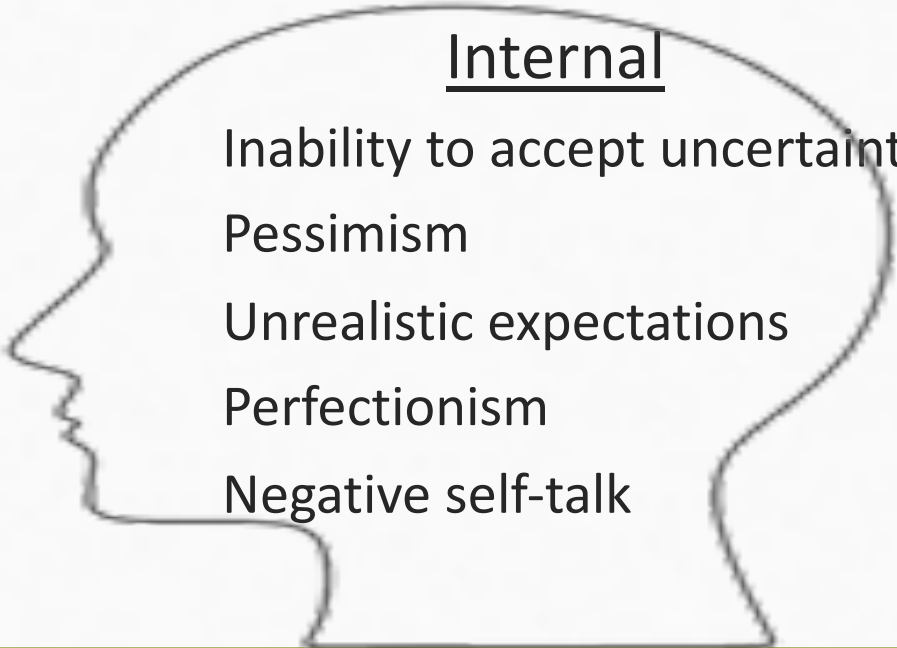
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## Causes of stress and anger

### External

- Daily hassles
- Job frustration
- Relationship difficulties
- Racial discrimination

### Internal



Inability to accept uncertainty  
Pessimism  
Unrealistic expectations  
Perfectionism  
Negative self-talk

# Anger Triggers

Your THOUGHTS can TRICK you and trigger or escalate the EMOTIONAL part of your brain.

- Thinking that something has happened to you “ON PURPOSE” (**HARD THOUGHTS**) can have you escalate from anger to AGGRESSION (hurting yourself or others).
- Thinking that something has happened INTENTIONALLY, would have you assume a negative intent, which can escalate your anger to AGGRESSION.

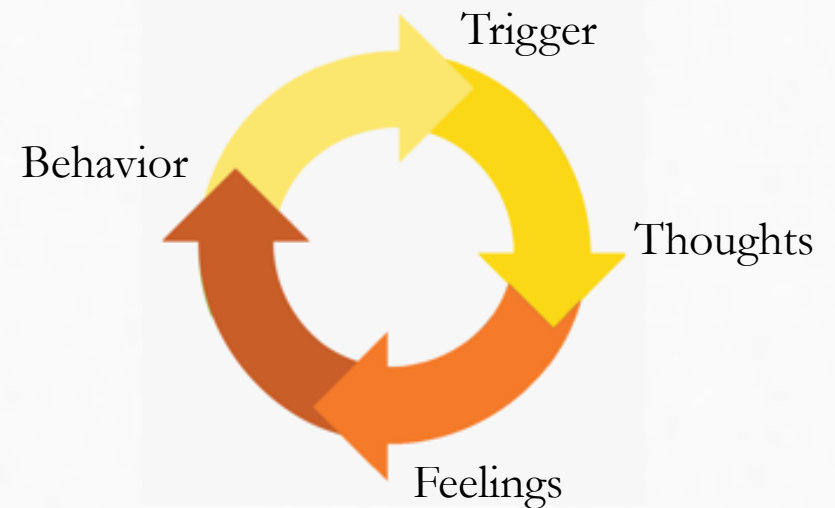




# Anger Triggers

The following slides demonstrate feelings, thoughts and beliefs that can add **FUEL** to your anger.

They can be considered WARNING SIGNS.



Disrespected



Humiliated



## Anger Triggers

Feelings that can add **FUEL** to your anger:

Frustrated



Fearful



Anxious



Bored



Shame



Guilt



Rejected



Lonely



# Anger Triggers

‘Hard Thoughts’ that can add **FUEL** to your anger.

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Try NOT to:

1. Engage in black and white, either-or thinking; “Are you are with us or against us?”

2. View your anger as JUSTIFIED; “An eye for an eye”; “I am only hurting them like they hurt me”.

3. Blame others; “THEY were asking for it”; “THEY provoked me.”

4. Believe that you are ENTITLED. “I am king of the castle and they should do what I ask”; “By now, they should know what I want without me asking”— Mind Reading.

5. Your anger WORKS in the short-term; “Anger is my Unstoppable Hulk.”

# Anger Triggers

‘Hard Thoughts’ that can add **FUEL** to your anger.

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Try NOT to:

6. Bring up “OLD ANGER”; “This is just like...”.

7. Hold grudges. Do NOT let it go. Dwell on past perceived provocations.

8. Hold PERFECTION standards that others cannot meet.

9. Take it as a PERSONAL AFFRONT. “They challenged my authority”; “They questioned my “man/womanhood”; “They called me a \_\_\_\_!”; “They threatened me by \_\_\_\_”.

10. Be a CONTROL freak and exert POWER that may have worked in the past.



Violence

Begets violence

## Anger Triggers

*These are still 'Hard Thoughts'*

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BELIEFS that may turn your anger into VIOLENCE



You NEED to take action by responding aggressively!



You NEED to retaliate and seek revenge



You were just FOLLOWING ORDERS



What THEY did violated your CODE OF HONOR!



Your REPUTATION is on the line. That you do not want to look “weak” in front of friends!

Drink your  
feelings away

# Anger Triggers

Take  
revenge

Feelings are something that you respond to. They will guide your actions.

\*If you do these things with your feelings, then what is the impact?

What is the price that you and others pay? Is this what you really want?

Stuff your  
feelings

Curse a  
lot

Act out/become  
aggressive

Hurt  
yourself

**Share your feelings  
with someone you  
trust** ✓

# Challenge Yourself



- What type of situations get me angry?

- 
- How can I spot these situations *AHEAD* of time?
- 



# Understanding Your Anger to Prevent Problems and Aggression

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It is important to learn to manage your anger. If you let your emotional brain take control, your anger will NOT be HELPFUL.

The OUT OF CONTROL EMOTION brain does not think and problem solve clearly. Emotions will take over and lead you to doing things that your thinking brain would not do.

*\*Remember what we learned with SNAP and the BRAIN.*



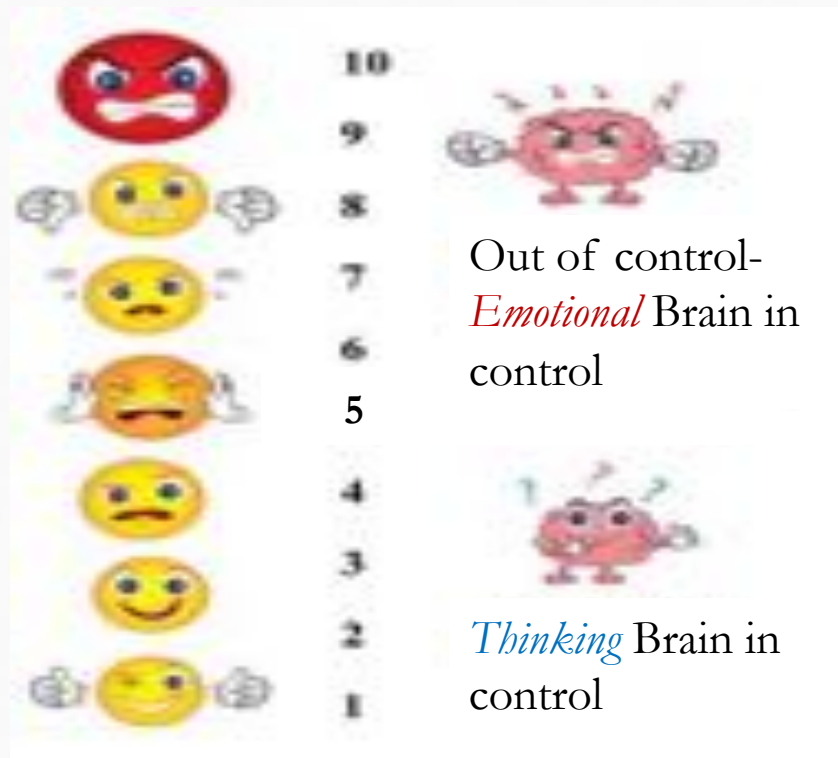
# Understanding Your Anger to Prevent Problems and Aggression

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Your OUT OF CONTROL ANGER is not an effective way of getting what you want or need and AVOID what you do NOT want or need.



# Understanding Your Anger to Prevent Problems and Aggression



Learn to distinguish between various degrees of emotion as if your anger was a thermometer.

What triggers your becoming annoyed and frustrated **versus** your becoming furious and enraged?



# Understanding Your Anger to Prevent Problems and Aggression

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Use your ‘**THINKING BRAIN**’ to change your reactions from being furious or enraged to just being irritated or annoyed.

*\*Remember what we learned earlier with SNAP:*

- Use your **STOPs** & **COOL THOUGHTS** to control the amygdala “hijacking” the rest of the brain
- It will help your prefrontal cortex time to “calm” down and control the amygdala and limbic system further so you can come up with effective **PLANS**
- This allow the higher cognitive functions of the prefrontal cortex to plan the next move in a rational way, rather than emotional or impulsive decisions made by the limbic system.

Prefrontal cortex  
(Control centres)





# Strategies to Prevent Anger Problems and Aggression

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Learning to distinguish between varying degrees of your anger emotion will help you determine when to use strategies like SNAP to take control of your emotional brain.

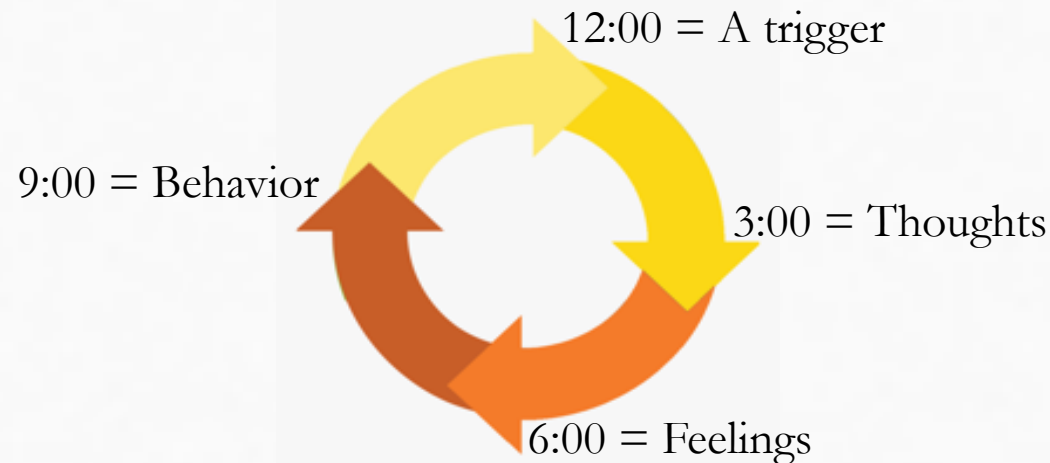
What strategies have you used? Use your THINKING brain.





# Strategies to Prevent Anger Problems and Aggression

- Think of your anger as a clock, with cyclical components:



- A preventative strategy to controlling your anger is knowing your triggers and managing your thoughts, feelings and behaviors as we learned earlier with SNAP.

# Strategies to Prevent Anger Problems and Aggression

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In order to control your anger, you need to prepare or have a GAME PLAN. You can:



Avoid inflammatory language  
“Cursing”.



Play a movie in your head of how  
you can handle a potentially  
provocative situation.



Avoid alcohol, especially  
binge drinking and addictive  
substances.

# Strategies to Prevent Anger Problems and Aggression

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Recognize high-risk situations or conflicts for you and consider avoiding them, if possible.



Begin conversations with “Soft Start-ups”. Bring up complaints in a way that does NOT threaten someone. “You have a good point”, “Is it okay if we...?”



Don't let arguments escalate.

# Strategies to Prevent Anger Problems and Aggression

- Self-knowledge is power! You can IDENTIFY your own warning signs:



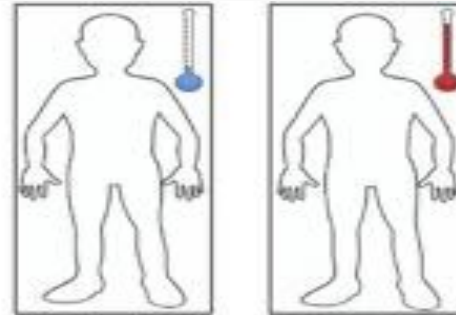
“Red Flags” – others are getting upset, others are yelling, the situation is getting “heated”, tension is rising

**TRIGGERS**



High risk topics – money, kids, sex, role responsibilities, in-laws

**TRIGGERS**



Physical sensations – bodily warning signs – physical tension, rapid heavy breathing, pounding chest

**BODY CUES**



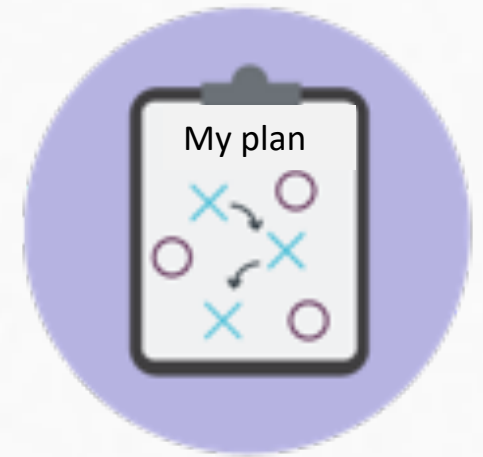
Self Talk – use of “fighting words” – cursing, threatening, demanding, blaming - *“I don’t have to take that s...”, “You are just an...”*

**HARD THOUGHTS**

# Strategies to Prevent Anger Problems and Aggression

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- View perceived provocations as “problems to be solved”, rather than as personal threats, challenges and insults.
- Use a **GOAL → PLAN → DO → CHECK** Mindset.



# Strategies to Prevent Anger Problems and Aggression

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- You can CHOOSE to NAME and TAME your anger:

“I am furious, totally pissed off! I have had enough of this \_\_\_\_\_. I am an 8 out of 10 on my Anger Thermometer!”

&

“I can turn my anger down to a 3 out of 10 and just be frustrated, annoyed and disappointed.”



# Strategies to Prevent Anger Problems and Aggression

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Change internal body cues and use **STOPs** & challenge **HARD THOUGHTS** (Brooding, ruminating, dwelling on things) that trigger anger.



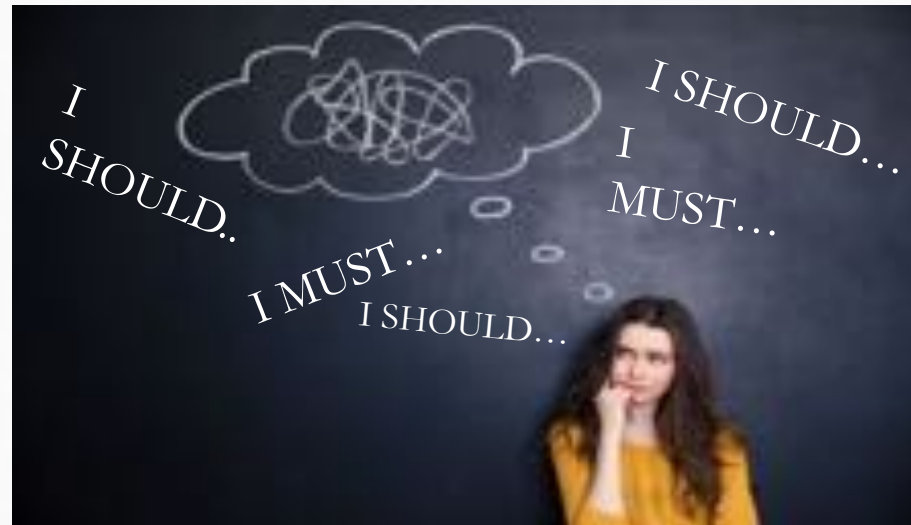
Come up with effective **PLANs** - Distance yourself from provocations (challenging, threatening individuals, potential confrontations, and frustrating situations).

# Strategies to Prevent Anger Problems and Aggression

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Avoid the “TYRANNY” of the “SHOULD’S”.

Stop the  
SHOULD’S on  
your head



Stop  
'MUSTurbating'

Telling yourself that other people SHOULD and MUST always do what you want FUELS your anger.

# Strategies to Prevent Anger Problems Aggression



- How do you view your thoughts? You do NOT believe everything you hear on television, nor everything you read in the paper. Challenge your **HARD THOUGHTS** and ASK YOURSELF:



Do I believe every thought that goes through my head?



Am I PREJUDICED and hold an implicit bias and stereotype of others?



Am I PREJUDICED about myself? Selective attention ("Seek and ye shall find") and selective inattention to behaviors that I need to change



Can I learn to view each thought as a HYPOTHESIS or a HUNCH worth testing out?

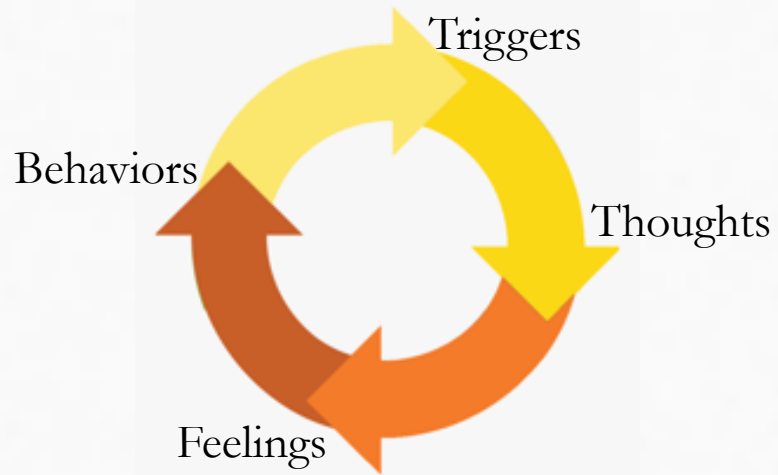


Can I learn that NOT all my thoughts or urges are a "Call to Action", or a set of commandments to ACT upon?

# Strategies to Prevent Anger Problems and Aggression

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How can I break this vicious cycle?



Notice the **CYCLE** of anger and plan for ways to “notice”, “catch”, and “change” your behavior.



Be mindful and goal-oriented.

# Strategies to Prevent Anger Problems and Aggression

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Distinguish between....

**REACTING**

VS.

**RESPONDING**

- Automatic knee-jerk
- Habitual
- Being on “autopilot”
- Impulsive reactions to a perceived provocation

- Thoughtful
- Mindful
- Deliberate
- Goal-directed
- Thinking before responding to a perceived provocation

# Strategies to Prevent Anger Problems and Aggression

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## REACT

- An emotional and impulsive reaction
- Agitated, “Push my buttons”, “Light my fuse”
- Confronted with unruly and disrespectful behaviors
- Perceiving a threat to your and others’ safety
- Contributes to emotional overreactions and to precipitous behaviors
- Does NOT allow time to gather and review the facts
- Leads to poor decision-making and NOT searching for alternative solutions, nor considering all possible consequences

## RESPOND

- A conscious and constructive decision
- Taking time to establish and review goals and alternative ways to implement and achieve them
- Leaving time for objective thinking and fact finding
- Leads to collaborative decision-making (Use of taking a slow deep breath, taking a Time Out and using your communication skills)
- Have time to consider possible ways that this situation could be resolved without violence

# Challenge Yourself



- What are the differences between REACTING and RESPONDING?
- 
- 

- What are the benefits of RESPONDING and NOT reacting impulsively?
- 
- 







## To Do List: Taking Stock

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- You now have a number of ideas on how you can better control your anger. Here is a summary. Please put a checkmark beside the suggestions that make the MOST SENSE to you and that you will make an effort to deliberately practice and follow up on:
  - \_\_\_ 1. Reflect on how your anger can get you into trouble.
  - \_\_\_ 2. See provocations as “problems to be solved”.
  - \_\_\_ 3. Do GOAL-PLAN-DO-CHECK.
  - \_\_\_ 4. Monitor HARD THOUGHTS and change your SELF-TALK and lower your emotional temperature.



## To Do List: Taking Stock

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- \_\_\_ 5. Use self-questioning: “Am I getting angry BECAUSE....”
- \_\_\_ 6. Imagine and rehearse how to handle a potentially provocative situation, (play a movie in your head).
- \_\_\_ 7. Avoid using substances, cursing, risky situations and engaging in HOT TOPICS.
- \_\_\_ 8. Distance yourself from potential provocations.
- \_\_\_ 9. Use “soft-starters” when having a conversation on potentially HOT TOPICS.
- \_\_\_ 10. Use my SNAP ACTIVE BYSTANDER INTERVENTION skills.

# How To Manage Your Anger

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‘IN THE MOMENT’



# How to Manage Your Anger 'In The Moment'

- Identify anger early and dampen your arousal. Where in your body are you feeling anger? ASK YOURSELF: “What is my body telling me?” *Remember **BODY CUES**.*
- Stay cool under fire. BEFRIEND your anger. What are your feelings telling you?
- Acknowledge your anger to yourself and to others.
- Use your self-control “game plan” and “anger control script”. **REMEMBER TO USE YOUR SNAP!**
- Take a “time out” when possible, by saying: “This is important, but I need some time to calm down first.”, “I need a break. I need to chill out before we talk this over.” *Remember to use **COOL THOUGHTS**.*
- Do not forget to call a “time in” afterward, using your communication skills.

# How to Manage Your Anger 'In the Moment'

- Work out a SAFETY **PLAN** ahead of time with others about how you can learn together, to take a TIME OUT.
- “Do not let our anger get out of hand and “hijack” the thinking part of our brains”. **REMEMBER TO USE OUR SNAP!**
- Choose an opposite action. “I can get my Mindful coloring book of “curse” words and color the one I like, instead of cursing out loud!”

Change your self-talk and use self-statements to guide you through your angry feelings (*Remember to replace **HARD THOUGHTS** with **COOL THOUGHTS***), say:

- “I will not allow my temper to get the best of me.”
- “I will manage anger and not allow anger to manage me.”



# How to Manage Your Anger 'In the Moment'



- Let go of your desires that are impossible to satisfy. Let your anger and stubbornness go so you do not stew in 'hostile juices'.
- Learn to relax and turn down your arousal level. Relax yourself and use your **STOPs** like take slow deep breaths. Count to 10 before you respond.
- Challenge your thinking and use **COOL THOUGHTS**. View provocations as a "problem-to-be-solved" not as a challenge to your sense of authority and power.
- Turn your anger into positive reactions. See your anger as energy for constructive action.
- Use your coping strategies and give yourself permission for failure. Use your failures as opportunities to learn. "Teachable moments."

# An Effective **STOP** Calming Strategy: How To Do Relaxation Breathing that Lowers Arousal

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- Take a moment to conduct a “body scan” and check in with your BODY CUES. Ask yourself, “How do I feel in my body”?
- Now begin by focusing your attention on your breathing. In order to more fully relax, your breath out should be longer than your breath in. For example, as you breathe in slowly count to four, then as you breathe out slowly count to six.





# How To Do Relaxation Breathing that Lowers Arousal

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- Breathe in slowly for six counts - (you can alter your count so you are comfortable).
- Hold for two counts.
- Breathe out for ten counts.
- Hold for two counts.
- Repeat.



# How to Control Anger - 'In the Moment'

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Learn to use effective communication and conflict resolution skills.



Learn to be assertive without being aggression.



# How to Manage Your Anger 'In the Moment'



Turn your anger into assertive responses. Using your **COOL THOUGHTS**. YOU CAN ASK YOURSELF:

- “Can I call attention to something that needs correction without being accusatory or sarcastic?”
- “Can I listen and find something that is said that I can agree with?”
- “Can I see his/her viewpoint?”
- “Can I stay focussed on the present and not be distracted with what happened in the past, nor what I fear may happen in the future?”
- “Can I talk in terms of my own wishes and needs, rather than about what is wrong?”
- “Can I compromise on this?”

# How to Manage Your Anger 'In the Moment'

Use your communication skills, *"Here is what I am feeling in this situation":*

Use "I" statements, INSTEAD of "YOU" (accusatory, attacking) statements

"I feel \_\_A\_\_, when you do \_\_B\_\_, in situation \_\_C\_\_ because \_\_D\_\_"

Fill in your blanks...

## ANGER

- A. Uncomfortable/unsafe
- B. Criticize me, become angry
- C. In front of the children, in public
- D. I feel scared and afraid

## LOVE

- A. Appreciated, heard and understood
- B. Say "thank you", show affection
- C. When we are alone
- D. I feel needed and valued

# How to Manage Your Anger 'In the Moment'

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Use humor to defuse your stress, what is called “dark humor”...making fun even in the worst situations. Have the ability to view things with a twist. Humor helps undo the knots of negative emotions. It gives you a breather from your worries and anger.



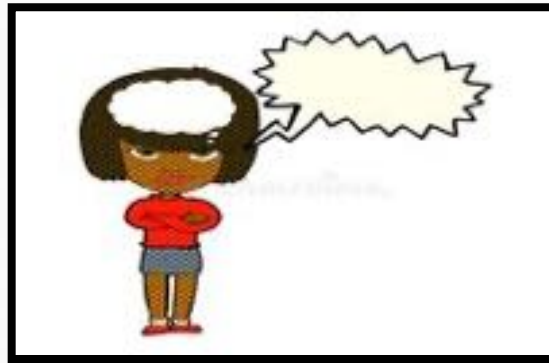
# How to Manage Your Anger 'In the Moment'

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Delay anger responding by saying  
“Can I think about this and get back  
to you?”

Delay decisions until you are calm.



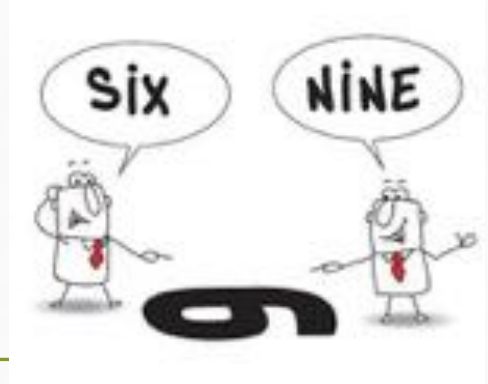
Use imagery or self  
statements to change your  
reactions from being  
furious or enraged to just  
irritated or annoyed.



Think of a time when you  
were feeling angry and you did  
not take it out on someone.  
Reflect on what you did to  
handle that situation.



# How to Manage Your Anger 'In the Moment'



## ASK YOURSELF:

- “Can I use perspective taking, take the role of the other person?”
  - Put yourself in their shoes. What are they thinking and how are they feeling?
- “Can I think about a time when someone got mad at me? How did that make me feel?”
- “Can I remind myself that I don’t always do what others’ want? Why should I expect others’ to do what I want all the time?”
- “Can I think about how I would feel and what the repercussions would be, if, how I was presently handling my anger and aggression was being filmed and shown on social media, like Facebook. Is this what I would want?”



# How to Manage Your Anger 'In the Moment'

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- Be flexible. Willing to give up what you cannot have and accept what you cannot change.
- Use conflict resolution skills. Can you compromise or negotiate, collaborate or accommodate? Can you come to a solution or agreement that can be tolerated?
- You do NOT need to say out loud every thought that crosses your mind – especially **HARD THOUGHTS**. EDIT what you say to yourself and to others.
- Control enraged emotions and thinking calmly would help. ***Remember to use your SNAP!***



# Challenge Yourself



What can I do so that my emotions do NOT “HIJACK” the THINKING part of my brain?

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What are ALL the ways that I can CONTROL my anger so that I can TELL someone I admire and respect how I did this?

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# How to Manage Your Anger 'In the Moment'

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You can cite and remember the SERENITY PRAYER:



# Challenge Yourself



Can I say the Serenity Prayer?

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What does the Serenity Prayer MEAN?

(Give an example of how you can use it)

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## To Do List : Taking Stock

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You now have a number of ideas on how you can better control your anger. Here is a summary. Please put a checkmark beside the suggestions that make the **MOST SENSE** to you and that you will make an effort to deliberately practice and follow up on:

- \_\_\_ 1. Identify **RED FLAGS/TRIGGERS** and warning signs (**BODY CUES**) in your body and in others.
- \_\_\_ 2. Lower your anger thermometer. Name and Tame your anger. Replace **HARD THOUGHTS** with **COOL THOUGHTS**.
- \_\_\_ 3. Use “soft start-ups” when beginning a conversation.
- \_\_\_ 4. Stop assigning intentionality, (“on purpose”) thoughts without evidence.



## To Do List: Taking Stock

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- \_\_\_ 5. Stop the MUSTurbating and the “SHOULDs” in your head.
- \_\_\_ 6. RESPOND instead of REACT impulsively.
- \_\_\_ 7. Befriend your feelings of anger. “What are my feelings telling me?”
- \_\_\_ 8. Take a TIME OUT when needed and be sure to take a TIME IN.
- \_\_\_ 9. Use “I” statements instead of “you”, accusatory and attacking statements.
- \_\_\_ 10. Use relaxation breathing to reduce arousal.
- \_\_\_ 11. Use HUMOR to defuse anger.



## To Do List: Taking Stock

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- \_\_\_ 12. Use perspective taking. “Walk in their shoes”.
- \_\_\_ 13. EDIT what you say to yourself and to others. Use “INSTEAD” behaviors.
- \_\_\_ 14. Use your communication skills – apologize when necessary, praise others for being helpful. Attempt to give others at least FOUR positive statements for every negative statement.
- \_\_\_ 15. Be compassionate and forgiving towards yourself and others.
- \_\_\_ 16. Use the SERENITY PRAYER and teach it to others.
- \_\_\_ 17. Be a ACTIVE BYSTANDER – ***Remember to use your SNAP!***



# Section 4 (slides 90-104)

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What to do AFTER a provocative situation

Lessons to be learned

Commitment to “change” and deliberately practice

# Anger - What to Do After



To manage anger effectively overtime, learn from what happened. You can do this by learning how to:

*Figure out what made  
me angry*

*Ask myself: "What did I want  
that I wasn't getting AND what  
was I getting the I didn't want?"*

Ask myself; "What other things  
could I have done? How can I  
handle my anger if it happens again  
in the future?"

Reflect: Was there something  
that I, or others, could have  
gotten or avoided without  
getting angry?

# Anger - What To Do After

To manage anger effectively overtime, learn from what happened. You can do this by:



Repair and rectify the situation. Make amends.



Develop a game plan for future situations. Have a back up plan. Be prepared!



Praise yourself for trying and for your efforts in learning to control your anger.

# Anger - What To Do After

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In order to control your anger you can conduct an "after event analysis, or group debriefing" to learn from what happened, (give examples):

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# Anger - What **NOT** To Do After

It is important to keep in mind:

Don't sulk or blame.

Don't use sarcasm, threats or intimidation.

*Don't bring up "old history".*

Don't use "silent anger" (withdraw, isolation, getting back at them).

Don't rage against things that cannot be changed (like the weather).

Don't use "should's" and "must's".

Don't be blind-sided or side-tracked by intense feelings.

Don't take it personally.

*Don't look for slights.*

# Anger - What To Do After

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REFLECT and ASK YOURSELF:

*“What kind of person am I when I am angry?”*

*“What kind of person am I when I am NOT angry?”*

*“What is the difference?”*

*“What changes am I ready to make, NOW?”*

# Anger – What To Do After

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Make a public commitment to change:

“I know how to be a SNAP Active Bystander and I can tell someone I respect and admire the REASONS why and how I am going to use this knowledge and skill to DEFUSE angry volatile conflicts and prevent violence.”

Sign a contract with your name, the date and have someone you trust co-sign as a witness to your commitment to change.



In SUMMARY, whenever you experience intense negative emotions you can use your knowledge and skills by:

- “Taking my emotional temperature and spot-checking my emotional state”
- “Increasing my trigger awareness”
- Naming and Taming my anger
- “Tolerating and accepting intense feelings” (“Ride out the emotional wave”)
- “Being mindful and stay centered.” RESPONDING instead of REACTING.
- “Using relaxation breathing”
- “Changing HARD THOUGHTS – using a problem solving Mindset” (GOAL-PLAN-DO-CHECK)
- “Engaging in Opposite Actions” – (“Instead behaviors”)
- “Using humor”
- “Sharing my “story” and what I am feeling with others who I can trust to be supportive”
- “Reflecting on and learning from my experiences”
- Be an Active SNAP Bystander
- Use my SNAP skills; communicate to others by ‘snapping’ my fingers and signalling that this is a “high risk” situation



**By doing these things you can manage your anger and avoid aggression.**

# Anger – What To Do After

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Use “I” statements on yourself:

“I feel \_\_A\_\_ when I \_\_B\_\_ in situation \_\_C\_\_ because \_\_D\_\_”

Fill in your blanks...

A – “informed, proud and compassionate toward myself and others”

B – “take steps to control my anger, challenge myself to change”

C – “when I feel provoked or threatened”

D – “I can become a “New Me”! I can show and teach others what I have learned”

# Anger

## Test Out What You Have Learned



**Try a small experiment: Close your eyes for a moment – now think of a situation that got you really angry.**

How are you feeling? What does your body feel like (those **BODY CUES**)? What may be going on in your head (maybe some **HARD THOUGHTS**)? Now consider what would have to change in this situation, and in you, so you only felt annoyed, bothered and mildly angry? What do you have to say to yourself (lets replace the **HARD THOUGHTS** with **COOL THOUGHT**); what do you have to do and not do in order to reduce your anger thermometer (use your **STOPS** to calm your **BODY CUES**)? How would your self-talk have to change so you view the situation as a problem-to-be-solved (use **COOL THOUGHTS**), rather than as a personal threat, or as an instance of being wronged, disrespected and devalued? What would a good **PLAN** be (remember, pick plans that would keep your problem small, not hurt anyone/yourself and you would still feel ok)?

# Anger

## Test Out What You Have Learned

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Here is another experiment:

Close your eyes for a moment and think of a situation where someone else is becoming angry and aggressive/violent. Now picture how you can be a SNAP ACTIVE BYSTANDER using all the SNAP skills you have learned. See yourself ‘snapping’ your fingers to help you use SNAP first and then communicate to others that they should use their SNAP skills as well. What could you say to them to prevent violence? What could you do to prevent violence? How can you DEFUSE violence? How do you feel about your intervention?

# Anger

## Test Out What You Have Learned

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Share what you have learned about anger management and the SNAP Active Bystander Intervention with others and offer the REASONS why you worked on this program.

Create a plan on how you can DELIBERATELY PRACTICE what you learned to the point of mastery.



# Challenge Yourself



Some situations that get me angry and “Pissed off” are:

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To avoid letting my anger lead to aggression I have to feel and think:

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# Challenge Yourself



Ways for me to Name and Tame my anger are:

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The main REASONS I need to deliberately practice my anger-control tools are:

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# Challenge Yourself



I can teach others' how to be an "ACTIVE BYSTANDER" and how to use the SNAP strategy (Give them a BIIC Badge to post and wear proudly).

In a difficult situation, I can make the situation WORSE by letting my anger turn into aggression. Instead, I can NOW SAY \_\_\_\_\_ to another person and find coping strategies to DEFUSE my own, and others' anger and aggression in provocative and threatening situations.





# To Do List: Taking Stock

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You now have read a number of ideas on how you can better control your own, and others' anger. Here is a summary. Please put a checkmark beside the suggestions that make the MOST SENSE to you and that you will make an effort to deliberately practice and follow up on:

- \_\_\_ 1. Accepting failures as an inevitable part of life;
- \_\_\_ 2. Learn from failures. "Teachable moments";
- \_\_\_ 3. Acknowledging my mistakes to those who have been offended and repairing the harm;
- \_\_\_ 4. Have courageous conversations as a Bystander who speaks out against aggression and who can demonstrate how to defuse angry and aggressive situations.



# Contact Information

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Scan to visit website

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