

THE COUNSELING TEAM
INTERNATIONAL PRESENTS:

STRESS MANAGEMENT DURING COVID-19



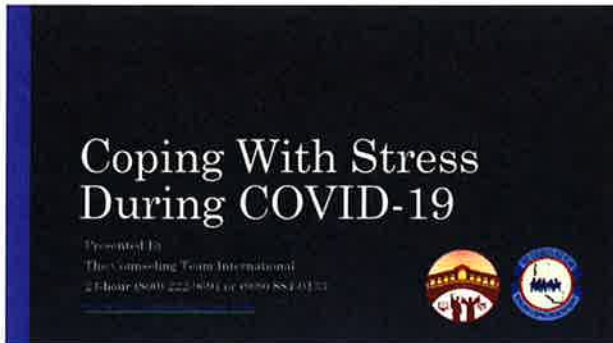
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Los Angeles, Orange, Riverside, San Bernardino,
San Diego, San Luis Obispo, Santa Barbara & Ventura

PEER SUPPORT/SUPERVISOR COACH APP NOW AVAILABLE!





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In Many Ways Our Lives Have Been Changed...

- Lost jobs/reduced hours at work
- Working from home
- Isolation
- Children are home
- Elderly loved ones are in danger

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As the novel virus spreads,
so do the stress, fears and
anxiety surrounding it...


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What to Expect...


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Stress

- "A body's cumulative, nonspecific response to any demand placed on it, whether it is a pleasant demand or not; such a demand causes physical and/or psychological change in normal bodily functions"
- Dr. Seyle

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The Two Types of Stress...


Eustress

- The force in stress that motivates and energizes us
 - It leads to productivity in our lives

Distress

- Overwhelming stress that results from events that push us toward the outer limits of our ability to function in meaningful ways

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Anxiety

- Over your own health or others health status
 - Children & parents
- Potential time off of work or layoffs and the financial effects

(cont'd)



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Other Normal Reactions

- Uncertainty
 - A desire to use alcohol or other substances
- Loneliness
 - Symptoms of depression
- Anger
 - Symptoms of PTSD
- Boredom



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Why Are We Feeling This Way?

- Perception is EVERYTHING!
- The perception of harm, makes us feel anxious
- Have gratitude and look for the positives
 - Slow down!
 - More family time



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Is Feeling Anxious a Bad Thing?

- No, but when the anxiety interferes with our day to day life, then it becomes a problem



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Reminder:

How we manage our own reactions, can have a large impact on how our children respond.



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So, How Can We Help Our Children Manage Their Stress?



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Things You Can Do

- Validate and normalize their feelings and worries
- Stay calm
- Be available
- Have age appropriate conversations about their fears and concerns
- Remind them they are not alone



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Stress Management for the Whole Family



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Find Stress Reducing Activities

- Play games with the family
- Exercise
- Watch fun TV shows
- Have a movie night!



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Practice Healthy Self-care Techniques

- Muscle relaxation
- Meditation (use apps like headspace, Insight Timer, etc.)
- Yoga
- Mindfulness
- Prayer
- Deep breathing
- Gratitude



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Mindfulness

- Non-evaluative and sustained moment-to-moment awareness of thoughts, physical sensations, and affective states.
- "Mindfulness is not the answer for all life's problems. Rather, it is that all life's problems can be seen more clearly through the lens of a clear mind."

(Jon Kabat-Zinn, 1981)



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Mindfulness

- Increases:
 - ✓ Positive mental states
 - ✓ Self regulated behaviors
 - ✓ Self-awareness vs. auto pilot
 - ✓ Develop a new relationship with our experiences



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Deep Breathing Technique

- Breathe in for a count of 3 then breathe out for a count of 6
- Take about 3 or so of these breaths to help your physiological response



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What Other Things Can You Do?

- Give yourself calming messages that focus your attention on the current moment
- Pay attention to what you can control



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Managing Stress in Your Relationship

- Take care of yourself
- Be patient with yourself and each other
- Give each other benefit of the doubt
- Do what works for your relationship (try not to compare)
- Remember you're on the same team
 - Don't get caught in competing for pain- we're all trying to manage!



- Work together to be solution focused
 - No winner or loser- we win together or lose together
- Use bedtime or naptime to decompress- alone or together
- Trust your partner
- Trust your own resiliency
- Communicate- ask questions, let them know how you're feeling and use active listening



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Other Tips...



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Use Practical Ways to Cope and Relax

- Pace yourself! After doing a stressful activity, do something fun!
- Talk about how you feel with your friends and family
- Stay positive and hopeful!



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Limit Your News Intake

- Stay informed, but not obsessed
- Remember, your kids may be listening too



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Remain Connected to Your Social Network

- Schedule regular calls with your friends and family like you would a work meeting
- Start a text/email chain with your friends
 - Send articles
 - Videos
 - Podcasts
 - Songs, etc.
 - Memes
- Play online games
 - Words with friends



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Stay in Touch...

(While still maintaining necessary social guidance guidelines)

- If you know someone affected, call and see how they are doing
- Have meals delivered to someone you know would appreciate it



Do Not Sacrifice Your Health

- Exercise

- Nutrition

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Pay Attention to Your Diet!

- Eat more fresh fruits and vegetables

- Determine an ideal weight for your build, age and gender, then work to get within five pounds of that goal and stick to it!

- Drink LOTS of water!

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Get Enough Sleep

- Sleep is underrated

- Sleep is paramount

- Do not ignore amount of sleep needed

- Get power naps

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How Do I Know When To Reach Out for Support?

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Get support when any of these signs begin to affect your day to day life...

- Cognitive Signs
 - Trouble concentrating
 - Forgetfulness
 - Confusion
 - Trouble making decisions
- Emotional Signs
 - Anxiety
 - Anger
 - Guilt
 - Sadness/depression

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Get support when any of these signs begin to affect your day to day life...

- Physical Signs
 - Stomach problems
 - Sore/tight muscles
 - Headaches
- Behavioral Signs
 - Irritability
 - Sleep issues
 - Crying spells
 - Worrying
 - Wanting to isolate

Resources

- Family Support
- Peer Support
- Clergy
- EAP
- The Counseling Team International

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After Quarantine/Social Distancing/Isolation

- You may feel mixed emotions – including relief
 - If you were isolated because you had the illness, you may feel sadness or anger because friends and loved ones may have unfounded fears of contracting the disease from contact with you, even if you weren't contagious
 - The best way to end this common fear is to learn about the disease and the actual risk to others and share it with others!
- (cont'd)

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After Quarantine/Social Distancing/Isolation

- Talk to a health care provider if you're still experiencing anxiety, trouble sleeping, having trouble carrying out your normal day to day, etc.

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Thank you and stay safe!



BEHAVIORAL HEALTH AND WELLNESS DURING COVID-19

THE COUNSELING TEAM INTERNATIONAL (TCTI)

WHAT IS TCTI DOING?

The Counseling Team International (TCTI) is dedicated to continuing to provide psychological services during such a stressful time. We are working diligently with our valued team of clinicians to ensure that there are no interruptions in the delivery of counseling services. If you do not wish to travel to one of our offices, all of our clinicians have been authorized to utilize HIPPA compliant telehealth platforms and/or telephone calls to conduct counseling sessions with both new and existing clients. In addition, our crisis line is available 24/7/365.

WHY?

You and your family's health, well-being, and safety are our number one priority. We operate daily and wholeheartedly under the values of our mission statement "dedicated to serving those who serve".

WHAT IF I ALREADY HAVE A CLINICIAN?

- If you would like to continue counseling with your assigned clinician via telehealth or telephone, contact them and let them know which option is most comfortable for you.

- Feel free to ask questions about how the process works. Our clinicians can help you decide what is best for you.

- If your present clinician does not currently offer telehealth or telephone sessions and you wish to be referred to a clinician who does, please call us and we will get you connected with one of our telehealth clinician. You can always return to your original clinician for an in office session once there is no longer a need for "social distancing".

HOW TO CONTACT US:

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International (TCTI)**

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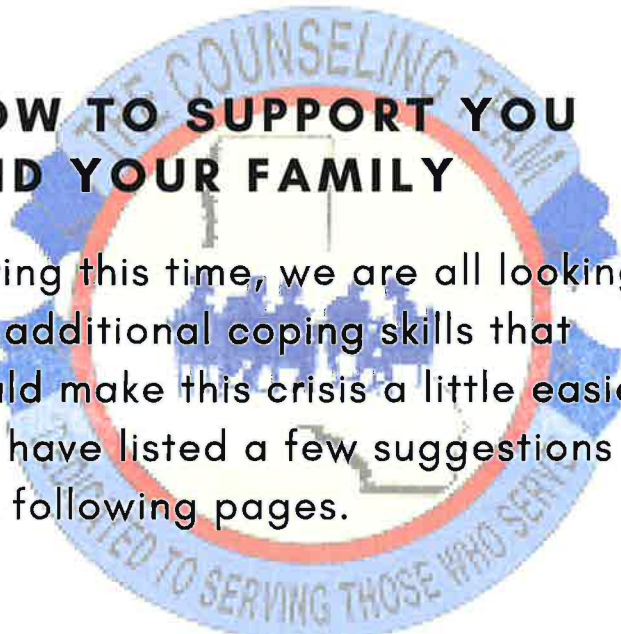
BEHAVIORAL HEALTH TIPS: COVID-19

THE COUNSELING TEAM INTERNATIONAL



HOW TO SUPPORT YOU AND YOUR FAMILY

During this time, we are all looking for additional coping skills that could make this crisis a little easier. We have listed a few suggestions on the following pages.



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SOME PRACTICAL TIPS:

- Be good consumers of information:

not everything reported in the news is accurate. There is so much information bombarding us so we should consider where the information is coming from and if they are actually a valid resource for information. Keep in mind that the information is constantly changing as this is a very fluid situation.

- Don't watch or read too much news:

remain informed, but once we become obsessive about the consumption of information we lose the ability to be rational. Remember, if you have children they hear everything and sending them messages that you are afraid or scared may cause them to experience the same reactions. However, adults have an easier time communicating and processing these feelings where children often times do not have the ability to do so.

- Find stress reducing activities for the family:

games, fun TV shows, movies, and family exercise activities can all be great bonding experiences.

- Practice healthy self-care techniques:

activities like deep breathing, muscle relaxation, meditation, yoga, mindfulness, and prayer can provide us with a sense of relief and relaxation during times of stress.

- Keep yourself healthy:

try to keep good nutrition in mind and monitor the amount of alcohol consumed. Alcohol consumption and poor eating choices can increase with boredom.

- Don't make any impulsive decisions during times of peak stress:

major decisions should be put off until a time when there's not as much stress being experienced.

- Remember that we can only control what we can control:

practicing prevention techniques can help reduce anxiety. This may include: "social distancing", frequently washing your hands, using antibacterial products, getting as much sleep as possible, and sterilizing surfaces as much as you can.

- Become familiar with symptoms of COVID-19:

if you have concerns about your health, contact your medical doctor and get an evaluation.

- If you experience feelings of sadness, depression, anxiety, or anger know that you are not alone:

please reach out to us for support and one of our clinicians can assist you during this time. We are currently offering sessions via both telehealth and face-to-face and our crisis line is available 24/7/365.

A SIMPLE MESSAGE

Try to do the best you can with what is going on at the present time. Perhaps this would be a good time for you to slow down and look at this challenge as a time to reconnect with your family and friends through phone calls or video conversations. We can utilize this time to strengthen our connections rather than our fear. This is also a great opportunity for you to reconnect with yourself and find things that you enjoy doing for self-care.

GO OUTSIDE, TAKE A BREAK. THIS WILL HELP MITIGATE ANY FEELINGS OF CABIN FEVER.

HELPING KIDS COPE: COVID-19

How to help children during times of stress and uncertainty



Managing the Fears of our Children

During this time, children across the country are beginning to worry about their own health and safety as well as that of their friends and family. It is more important now than ever to be mindful of how our children are consuming and managing this unfolding information. With the spread of this virus, the daily lives of all of our children have been impacted in some way. - whether that be parents who are home, cancelled school trips, closed schools, postponed vacations, or the removal of sports programs. How we manage our own reactions can have a large impact on how our children respond.

If you are struggling with either your own response or need help managing the conversations and fears of your children, please know that you are not in this alone. We are only a phone call away and can be reached 24/7/365 on our crisis line.

We are also available for telehealth, telephone, and face-to-face sessions.

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Things to Do:

- Remain calm and encouraging:

children react to not only *what* we say, but also *how* we say it. Our children are constantly learning from our emotional reactions in both conversations with them and the conversations we have with others. Speak to them in a calm and straightforward way.

- Be available:

make yourself available for them if they feel the need to talk and process what is happening.

- Provide appropriate information:

when speaking with children about their fears and concerns, be sure to provide them with age appropriate, accurate information. Every child is different and will be able manage different levels of information. Be mindful of what information is appropriate for your child and know that it is ok to let them know that some questions can't be answered at this time since the information, knowledge and awareness is constantly changing.

- Address the misinformation they may have:

some children may be under the false pretense that everyone who gets sick is going to die. Help them understand that the majority of people who get sick will make a full recovery. Also encourage them to understand that not all of the information they hear from friends, family, or the media is accurate.

- Don't offer false promises:

be careful not to offer any false promises to children such as "nothing will happen to us". This is not something we can guarantee. Instead, support them by helping them understand that no matter what happens, you will do your best to get through it together.

- Help children focus on what they can control:

encourage your children to be aware of the things they can do to help protect themselves and the people around them. This may include washing their hands, staying away from people who are coughing or sneezing, and coughing or sneezing into their elbow.

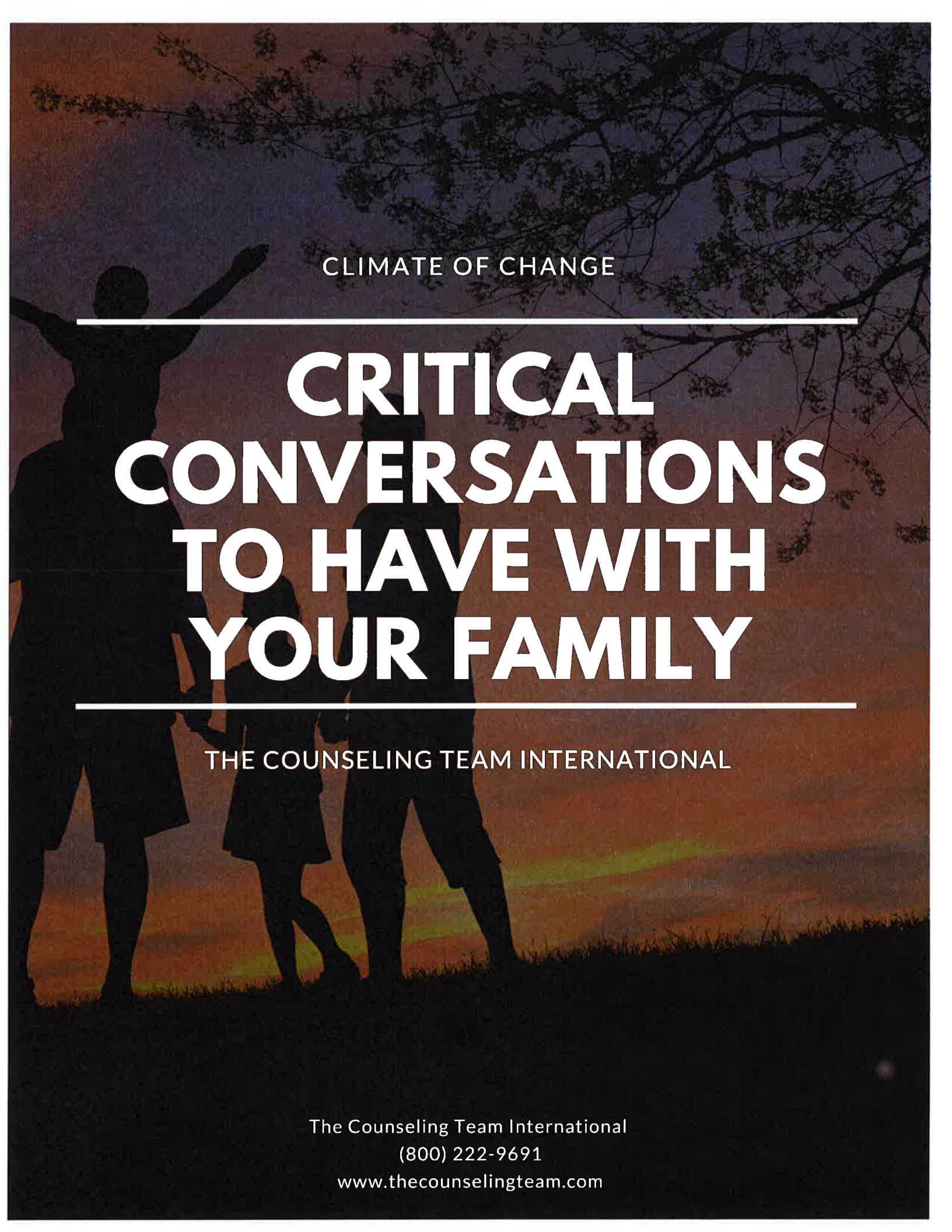
- Remind them that they are not in this alone:

one of the most isolating and fear invoking feelings is the feeling of lonlieness.. Encourage your children to always remember that you are in this together and they can always come talk to you about their fears and questions, but they can also speak to another adult, or clinician as well.



"If you look scared or tense or your voice is conveying that you're really scared, the child is going to absorb that and feel anxious as well."

-Eli R. Lebowitz, Ph.D.

The background of the entire page is a photograph showing the silhouettes of a family (two adults and a child) walking away from the viewer on a grassy hill. They are walking towards a bright sunset or sunrise, which creates a warm, orange and yellow glow on the horizon. The sky is a deep purple and blue, and the branches of a tree are visible in the upper right corner.

CLIMATE OF CHANGE

CRITICAL CONVERSATIONS TO HAVE WITH YOUR FAMILY

THE COUNSELING TEAM INTERNATIONAL

The Counseling Team International
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www.thecounselingteam.com

FAMILY ROLE

The stress that stems from the civil unrest can spill over to the employee's spouse and children. Conversely what happens at home spills over to work. An employee's home life and the support of a positive relationship are key to buffering work stress and maintaining a sense of well-being on the job.

Resilience is defined as the ability to struggle well and bounce back in the face of adversity. Resilient families buffer stress, share pain, and offer positive appraisal to each other. They can make meaning out of adversity, maintain an optimistic outlook, dedicate themselves to larger values and purposes, balance stability, change, and are flexible. They have sufficient social and economic resources, and they communicate effectively using a range of emotional expression, collaborative problem solving and conflict resolution.

Building resilience requires modifying the relationship among the family, the employee, and their employer. These are difficult and challenging times for everyone, but we will rise to these challenges and make them better.

STRATEGIES FOR FAMILY COMMUNICATION

- When bad news happens, don't avoid the conversation. Talk to your family about it so your family knows they can vent too!



- Try to anticipate the questions your family may ask and prepare your responses in advance.

- Use a calendar. Schedule time to talk about the non-work-related issues; assign regular “welfare checks” when both partners have equal time to talk about what’s going on in their lives, assign date nights and family days. When something ends up canceling at the last minute, try to negotiate a system of rain checks to make up for the missed event.



- Make switching gears between home and work a conscious process. Create images that make the officer feel safe and protected (work mode) and connected and cared for (home mode). Develop rituals that represent and anchor each mode. Set times throughout your work shift to check in via telephone, text, or FaceTime.

NEGATIVE PATTERNS OF COMMUNICATION

Negative patterns of communication can be toxic to the structure and cohesiveness of the family. Changing these negative patterns is not easy and can only be done if all family members are willing to examine their participation and learn to communicate in a positive and effective way.



Below is a list of techniques that can be used to change and improve the way a family communicates:

- Do not allow pain and hurt to build up - this will only breed resentment within the family
- Talk and share with each other for 15 to 30 minutes everyday
- Make pertinent private thoughts public - do not keep feelings of sadness, hurt or anger to yourself
- Be candid in the way you share your feelings
- Have realistic expectations; there are some parts of life that we will never understand
- Remember that you cannot control the behavior of others but you can control your reactions to their behavior
- Remember that changing current patterns of communication will take a lot of time and effort, so step back and be patient
- Practice what you want to say
- Talk in a safe environment without distractions or interruptions

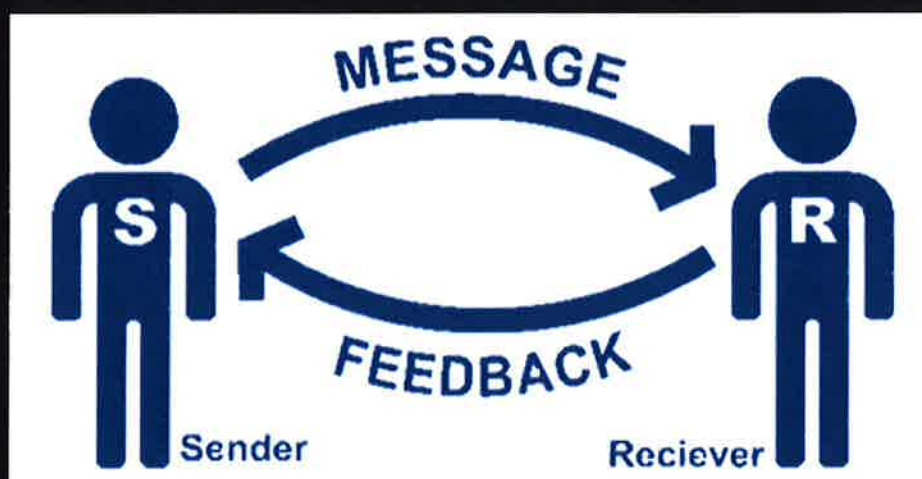
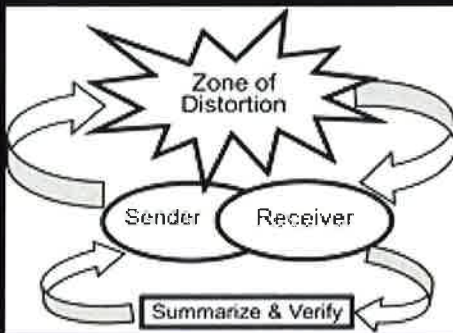
TIPS FOR HIGHLY EMOTIONAL CONVERSATIONS

During conversations that invoke emotion, it is common for the meaning of the message from the sender (the person doing the talking) is misunderstood by the receiver (the person listening).



The Zone of Distortion is where the message being sent by the sender is misunderstood by the receiver, which may cause anger, defensiveness, or aggression on the part of the receiver.

To change this, the sender should verify and summarize what they believe the message to be - this simple step will clear up any distortions or miscommunication and allow the family to deal with the issues at hand - Jack Harris M.S.



HELPING YOUR LOVED ONE COPE WITH THE CLIMATE OF CHANGE

THESE EVENTS CAUSE UNUSUALLY STRONG EMOTIONAL REACTIONS THAT HAVE THE POTENTIAL TO INTERFERE WITH THE ABILITY TO FUNCTION NORMALLY. EVEN THOUGH THE EVENT MAY BE OVER, YOUR LOVED ONE MAY CONTINUE TO EXPERIENCE STRONG PHYSICAL AND EMOTIONAL REACTIONS AS A CONSEQUENCE OF THE CURRENT EVENTS. IT IS VERY COMMON FOR INDIVIDUALS TO EXPERIENCE EMOTIONAL AFTERSHOCKS ONCE THEY HAVE PASSED THROUGH THE EVENT ITSELF.

SOMETIMES THESE EMOTIONAL AFTERSHOCKS APPEAR IMMEDIATELY AFTER THE EVENT, AND SOMETIMES THEY APPEAR A FEW HOURS, DAYS, EVEN WEEKS AND MONTHS LATER. BEING AWARE OF THE WARNING SIGNS CAN ASSIST YOUR LOVED ONE IN SEEKING PROFESSIONAL HELP IF IT IS NECESSARY.

WARNING SIGNS

- | | | |
|------------------------|----------------|----------------------|
| • CONFUSION | • WEAKNESS | • APPREHENSION |
| • NIGHTMARES | • HEADACHES | • WITHDRAWAL |
| • POOR PROBLEM SOLVING | • DIFFICULTY | • ANTISOCIAL ACTS |
| • UNCERTAINTY | • BREATHING | • INABILITY TO REST |
| • POOR CONCENTRATION | • FEAR | • INTENSIFIED PACING |
| • DISORIENTATION | • GUILT | • CHANGE IN SPEECH |
| • SUSPICIOUSNESS | • GRIEF | • PATTERNS |
| • THIRST | • PANIC | • GRINDING OF TEETH |
| • FATIGUE | • DENIAL | • CHEST PAINS |
| • NAUSEA | • ANXIETY | • DEPRESSION |
| • INTESTINAL PROBLEMS | • IRRITABILITY | • INTENSE ANGER |
| • PARANOIA | • DIARRHEA | |

IN THE AFTERMATH:

IT IS A NATURAL REACTION TO WANT TO BE HELPFUL WHEN YOUR LOVED ONE NEEDS ADDITIONAL SUPPORT. HOWEVER, YOU MAY NOT FULLY UNDERSTAND THE IMPACT THE EVENT HAS HAD ON YOUR LOVED ONE. IF YOU REMAIN AWARE OF THE WARNING SIGNS AND CONTINUE TO ENCOURAGE THEM BY OFFERING SUPPORT, ENCOURAGING HIM OR HER TO TALK ABOUT THEIR FEELINGS, AND HELP THEM CONSIDER THE ASSISTANCE OF THE COUNSELING TEAM INTERNATIONAL, THEN YOU ARE PROVIDING THEM WITH THE RESOURCES THEY NEED TO WORK EMOTIONALLY THROUGH THE TRAUMATIC EVENT. BELOW IS A LIST OF THINGS YOU CAN TRY WHEN ASSISTING YOUR LOVED ONE...

- LISTEN CAREFULLY
- SPEND TIME WITH THEM
- OFFER YOUR ASSISTANCE AND A LISTENING EAR IF THEY HAVE NOT ASKED FOR HELP
- REASSURE THEM THAT THEY ARE SAFE
- HELP THEM WITH EVERYDAY TASKS
- GIVE THEM SOME PRIVATE TIME
- DON'T PERSONALIZE THEIR ANGER OR FRUSTRATION
- STICK TO THE FACTS

RESILIENCY: YOU AND YOUR FAMILY

A PERSON'S ABILITY TO SPRING BACK INTO LIFE AFTER A CRISIS IS THE HALLMARK OF RESILIENCY. DURING THESE STRESSFUL TIMES, THE ABILITY TO ROLL WITH THE CHANGES AND MANAGE YOUR STRESS IS PARAMOUNT, NOT ONLY FOR YOU BUT FOR YOUR FAMILY. SETTING A POSITIVE TONE WITH YOUR FAMILY BY REASSURING THEM WITH FACTS HELPS TO REDUCE ANXIETY WHILE ALSO PROVIDING YOU WITH A REMINDER THAT YOU ARE TAKING STEPS TO STAY SAFE AND HEALTHY. LOOKING BACK AT OTHER ERAS THAT FACED SIMILAR CHALLENGES CAN ALSO PROVIDE A SENSE OF CALM AND UNDERSTANDING TO FAMILIES.



- **ORGANIZE A PICNIC OR OTHER FAMILY-CENTERED ACTIVITY WITH MEMBERS OF YOUR ORGANIZATION**
- **REMINDE YOURSELF THAT THINGS WILL GET BETTER**
- **FOCUS ON WHAT YOU CAN CONTROL**
- **IT IS OK NOT TO HAVE ALL THE ANSWERS RIGHT NOW.**



CHARACTERISTICS OF RESILIENCY

- **BE POSITIVE: YOUR ATTITUDE SETS THE STAGE FOR EVERYTHING THAT FOLLOWS**
- **BE FOCUSED: KEEP IN MIND WHAT REALLY MATTERS TO YOU**
- **BE FLEXIBLE: KEEP AN OPEN MIND**
- **BE ORGANIZED: ANTICIPATE SO YOU CAN PARTICIPATE**
- **BE PROACTIVE: PLAN FOR THE FUTURE YOU WANT**

REMEMBER TO TAKE CARE OF YOUR OVERALL MENTAL AND PHYSICAL HEALTH. A GREAT PORTION OF THIS IS MAINTAINING A POSITIVE AND SUPPORTIVE HOUSEHOLD.

ACTIVITIES TO INCORPORATE INTO YOUR CURRENT ROUTINE

HERE ARE SOME ACTIVITIES THAT EASILY CAN BE INCORPORATED INTO YOUR CURRENT ROUTINE TO ANCHOR FAMILY TOGETHER FOR OPTIMIZING A LOVING AND SUPPORTIVE HOME LIFE.

- EAT DINNER TOGETHER AS A FAMILY AT LEAST TWICE A WEEK
- REVIEW AND UNDERSTAND EVERYONE'S INDIVIDUAL SCHEDULES
- AS A COUPLE, SCHEDULE ALONE TIME TOGETHER
- CREATE AND SCHEDULE DATE NIGHTS
- CREATE AND SCHEDULE FAMILY DAYS
- DEVELOP FAMILY RITUALS
- INVEST TIME INTO THE RELATIONSHIPS AT HOME
- MAKE TIME FOR OUTSIDE RECREATIONAL ACTIVITIES
- CREATE TIME TO TALK ABOUT YOUR RELATIONSHIP
- GO OUT WITH FRIENDS TO ENJOY HOBBIES THAT MAY NOT ALWAYS INCLUDE YOUR PARTNER
- DON'T GO TO SLEEP WHILE ARGUING
- CONCENTRATE ON FAMILY LIFE
- DON'T LET THE JOB DEFINE THE SIGNIFICANT OTHER
- INCORPORATE FAMILY RELIGION OR SPIRITUALITY
- HAVE A SENSE OF HUMOR AND LAUGH TOGETHER
- MAKE A PLAN TO CALL OR TEXT HOME WHEN WORKING LONG HOURS
- EXPECT SCHEDULE CHANGES BUT STICK TO ORIGINAL PLANS IF POSSIBLE
- TALK OPENLY WITH EACH OTHER ON ALL MATTERS
- WHEN SPENDING TIME AT HOME, DISENGAGE FROM WORK
- PLAN VACATIONS



COPING WITH FEAR

FEAR IS AN EMOTIONAL RESPONSE TO A PERCEIVED THREAT. EVERYONE HAS EXPERIENCED FEAR. IT IS UNPLEASANT BUT NORMAL, NATURAL AND OFTEN NECESSARY. IT MAY HEIGHTEN YOUR ALERTNESS DURING THESE STRESSFUL TIMES. FEAR IS NOT CONSIDERED A PROBLEM UNTIL IT INTERFERES WITH THE ABILITY TO PERFORM EFFICIENTLY.

THERE ARE TWO TYPES OF FEAR:

- 1. REASONABLE FEAR: A CONTROLLED, LEGITIMATE AND MANAGEABLE FEAR. REASONABLE FEAR IS A MECHANISM FOR SAFETY IF IT IS BASED ON TRUE CIRCUMSTANCES.**
- 2. UNREASONABLE FEAR: UNFOUNDED, WITH NO DIRECT CORRELATION TO FACTS AND SITUATIONS. COULD BE PREJUDICE-BASED OR LACK OF EXPOSURE TO COMMUNITY CULTURE. UNREASONABLE FEAR CAN BE RESPONSIBLE FOR INAPPROPRIATE RESPONSES, FAILURE TO RESPOND OR OVERREACTION, SUCH AS THE USE OF INAPPROPRIATE OR EXCESSIVE FORCE.**

COURAGE/BRAVERY IS NOT THE LACK OF FEAR BUT THE CONTROL OF FEAR.

FEAR MANAGEMENT

FEAR IS AN EMOTIONAL RESPONSE TO A PERCEIVED THREAT.

- CALM YOURSELF**
- DEEP BREATHING**
- FOCUS ON EXHALING**
- VISUALIZE A HAPPY PLACE**
- IS THE FEAR LEGITIMATE?**
- TALK TO SOMEONE**
 - PEER SUPPORTER**
 - CHAPLAIN**
 - MENTAL HEALTH PROFESSIONAL**



COPING WITH ANGER

ANGER IS A FEELING OF DISPLEASURE RESULTING FROM PERCEIVED INJURY, MISTREATMENT AND OPPOSITION. ANGER IS USUALLY DISPLAYED AS A DESIRE TO FIGHT BACK AT THE CAUSE OF A FEELING.

DEFUSE YOUR ANGER BY ASKING YOURSELF...

- **WHY THE OTHER PERSON MIGHT HAVE DONE WHAT THEY DID**
- **WHAT KIND OF PRESSURES OR CONCERNS DID THE OTHER PERSON HAVE**
- **WHAT OTHER FACTORS MIGHT HAVE INFLUENCED THE OTHER PERSON TO ACT THE WAY THEY DID**

TO TAKE CHARGE OF YOUR ANGER YOU MUST BE ABLE TO:

- **REMEMBER THAT ANGER IS A NORMAL REACTION**
- **IDENTIFY WHEN YOU HAVE BECOME ANGRY (PHYSICAL, MENTAL, AND BEHAVIORAL REACTIONS) WHICH MAY RANGE FROM MILD IRRITATION TO A FULL-BLOWN FURY.**
- **EXERCISE SELF-CONTROL TO SELECT THE MOST EFFECTIVE AND PROFESSIONAL REACTION:**
 - **"HE IS NOT WORTH MY JOB"**
 - **"SHE IS REACTING TO MY ORGANIZATION, NOT TO ME"**
 - **REFRAME (DE-PERSONALIZE)**
- **PRACTICE CHANGING YOUR MINDSET**
- **PREPARE TO DEAL WITH ANGER-INDUCING EVENTS**
 - **MENTALLY REHEARSE HOW YOU WILL REACT**
 - **ROLE-PLAY**
- **IF IT BECOMES TOO MUCH FOR YOU TO HANDLE, SEEK ADVICE FROM PROFESSIONALS**

WHY IS ANGER MANAGEMENT SO DIFFICULT?

- **DIFFUSION OF RESPONSIBILITY**
 - **"SOMEBODY ELSE WILL SET IN ANY MINUTE NOW."**
 - **PLURALISTIC IGNORANCE**
 - **"NOBODY ELSE IS DOING ANYTHING, SO MAYBE I AM JUST MISUNDERSTANDING THE SITUATION, AND NOTHING IS REALLY WRONG."**
- **EVALUATION APPREHENSION "WHAT IF I AM WRONG – WHAT WILL EVERYONE THINK OF ME IF I STEP IN AND DO SOMETHING?"**

THE HELPING TRIAD

THERE ARE MANY SITUATIONS IN WHICH EMPLOYEES AND THEIR FAMILIES ARE IN NEED OF PSYCHOLOGICAL SUPPORT AND ASSISTANCE. YOUR DEPARTMENT MEETS THIS NEED BY OFFERING SOME FORM OF ASSISTANCE, WHICH CAN BE PROVIDED BY A MENTAL HEALTH PROFESSIONAL, A SPECIALLY TRAINED PEER SUPPORTER OR A CHAPLAIN. MORE AND MORE OFTEN, ORGANIZATIONS OFFER MORE THAN ONE POSSIBILITY FOR PSYCHOLOGICAL ASSISTANCE.

EMPLOYEES VARY GREATLY IN THEIR WILLINGNESS TO OTHERS ABOUT THE HEAVY EMOTIONAL DEMANDS PLACED ON THEM AS PART OF THE JOB. AT TCTI, WE HAVE MADE A REAL EFFORT TO BRING THE THREE KINDS OF PSYCHOLOGICAL ASSISTANCE PROGRAMS TOGETHER. IN OUR PROGRAM, CHAPLAINS, PEER SUPPORTERS, AND MENTAL HEALTH PROFESSIONALS WORK TOGETHER AS A TEAM.

