

Staying Well at Home: Coping With Feelings of Frustration and Anger

A FREE Workbook for Young People
Aged 11-19 Years Old



NYA
National Youth Agency

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Introduction

Whilst a few months ago the prospect of doing nothing for weeks on end probably looked fun, the reality is that long hours confined at home can put a strain on even the best relationships, especially if you don't have a garden to escape to when tensions threaten to erupt into arguments. Without the day-to-day support of friends and peers and school, youth clubs and sports to add structure to endless days, boredom, anxiety and loneliness can mean that little arguments build and build until everyone is feeling frustrated, stressed and misunderstood.

Time to stop. Anger is a normal, healthy response but in these extraordinary times this FREE resource pack of activities, exercises and worksheets can help you explore your feelings and better understand your anger triggers, the things that really drive you mad, to develop positive coping strategies to use now and back in the real world.

Print off and work your way through the different activities or save to a device to complete electronically, this has been specifically developed for you to do alone or with the support of a professional (or other trusted adult) via social media, helping you keep mentally and emotionally healthy during lockdown.

So, whilst we are all doing our bit self-isolating for medical needs or following Government instructions for social distancing, let's do our best to try and make it through to the other side as conflict free as possible.

Wishing you health, happiness and better times

Vanessa

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Anger Self-Assessment

Aim

Start exploring the way you deal with conflict by completing this self-assessment worksheet.

How To Do It

Go through the self-assessment, scoring yourself as honestly as possible, to better understand the situations that you find challenging and identify areas that you could work on.

Add up your score and write it at the bottom of the worksheet. Remember, there is nothing wrong with feeling angry, it's how you behave when you are angry that can cause problems for you and others.

You Will Need

- The Self-Assessment Worksheet
- A Pen

Next Steps

There is an action plan at the end of the resource pack to help review your learning and identify new strategies to try next time arguments threaten.

Self-Assessment Scores

40-48

You tend to get angry quickly and may find it hard to cope with the negative feelings this sparks. Learning positive ways to say what you think and verbalise what you want without it escalating into aggression may help reduce the number of conflict situations you get into and make you feel your voice is being heard.

19-28

You are more of a slow burner but it's still a good idea to learn positive ways of expressing anger to keep emotionally healthy. If you find you are holding in what you really think but inside are raging, learning assertiveness skills will help you express yourself and make it less likely you hang onto negative energy and become resentful.

29-39

Some things just wind you up! Learning what they are and how to stop and think things through before responding is likely to mean fewer arguments, which is going to help both now and in the future. Being assertive is always preferable to being aggressive and you are more likely to get a positive outcome.

0-18

You are so laid back! Whilst staying calm in difficult situations is great, it is important that this isn't at the expense of saying what you think, want or need. Learning to speak up for yourself in a way that is respectful of the feelings and opinions of others is a positive skill that will help you at home and back in the real world.

Self-Assessment Worksheet

This is a self-assessment to help you look at challenging situations and your current coping skills. It will help you see the things you do well and identify areas you could work on.

After each statement please tick the 1-4 scale.

1 = Never 2 = Sometimes
3 = Usually 4 = Always

	1	2	3	4
1. I Get Frustrated When I Can't Solve A Problem.	☐	☐	☐	☐
2. If Someone Doesn't Agree With Me, I Get Angry.	☐	☐	☐	☐
3. I Don't Find It Easy To Say What I Think.	☐	☐	☐	☐
4. I Find It Hard To Handle Difficult Situations Without Aggression.	☐	☐	☐	☐
5. If I Get Into An Argument I Find It Hard To Back Down.	☐	☐	☐	☐
6. After An Argument It Takes Me Ages To Calm Down.	☐	☐	☐	☐
7. If Someone Isn't Listening To Me, I Shout Louder.	☐	☐	☐	☐
8. When Confronted With Anger, I Fight Back.	☐	☐	☐	☐
9. I Get Angry When Someone Tells Me What To Do.	☐	☐	☐	☐
10. If Someone Tells Me Off, I Lose My Temper.	☐	☐	☐	☐
11. I Get Angry When I Feel Ignored.	☐	☐	☐	☐
12. If Someone Criticises Me I Get Angry.	☐	☐	☐	☐

TOTAL SCORE

How Anger Looks

Aim

This is a personal journey to explore the changes your body goes through as you get angry and understand how this might look to the rest of your family. Identifying the different stages you go through will help you recognise the point that you need to take positive action to prevent your feelings erupting into something you may regret later.

How To Do It

Look at the worksheet. The bottom of the thermometer represents you, before anything has happened to trigger angry feelings. This is your 'baseline' state. The top of the thermometer represents you at your angriest.

Your task is to use the thermometer to show how you feel and look from the bottom to the top.

Use the left hand side to record the different feelings you have, starting off when you get a bit irritated right through to when you are raging.

On the right, detail how you look on the outside. This could include clenching your fists, pacing about, going red or grinding your teeth as well as more subtle clues like talking faster or tapping fingernails. These are called 'anger cues' and they are the verbal and non-verbal signals our bodies give to tell us how we feel. They are also cues for other people to better understand our moods and changing emotions. Sometimes conflict happens because we are so busy experiencing our own emotions that we do not recognise that someone else is getting angry too. This can lead to arguments and ultimately aggression or in extreme cases violence. Being aware of our own anger cues and those of others can help reduce conflict.

You Will Need

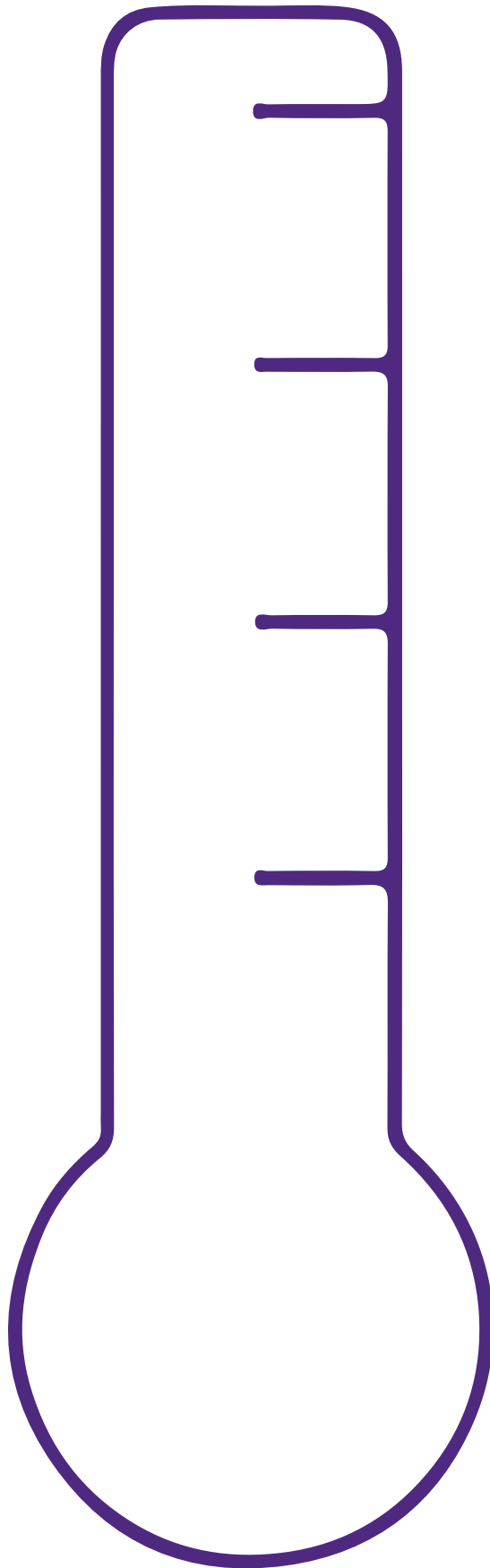
- The How Anger Looks Worksheet
- Coloured Pen

Next Steps

Now go back to review your work. What can you do at different stages to reduce tensions? Is there a point of no return, where you become so angry that you explode? Remember, no matter how angry you feel you are always responsible for your actions so it makes sense to try and learn some coping skills.

Look through the 30 Tips for Cooling Down to see which ones might work for you. Identify some to try out next time you begin to feel angry. Keep trying as different things work for different people and it may take a few goes to get the right ones for you.

How Anger Looks Worksheet



Tips For Handling Difficult Situations

When you are faced with a situation learn to stop and think before responding.

Step One

Immediately stop at the first sign you are getting angry. If imagery helps, imagine a big red stop sign.

Step Two

Try to identify the trigger that has set you off. Ask yourself:

- What thoughts are going through my head?
- How am I feeling?
- What is my body doing?
- Am I responding to a real problem or am I making assumptions?
- What do I want to happen now?
- What are the likely consequences if I act in an aggressive, angry way?
- How else could I respond to help resolve things rather than make them worse?

Step Three

Choose how you want to respond, come up with an assertive response rather than an aggressive one and then do it. If you can't take a break from the situation:

1. Make intermittent eye contact with the person but don't stare. Staring is often perceived as aggressive.
2. Use "I" statements to express your feelings or make a request. The goal is to let the other person know where you stand.
3. Actively listen. Don't interrupt or "yes, but". This turns the spotlight away from the person you are responding to and back onto yourself.
4. Respectfully state your needs/ opinions/ wants. This can be difficult if you're feeling angry and defensive, but it helps create an empathetic mood and they are more likely to listen to you.
5. Assess whether or not you've been heard. Did the person hear and understand you? Keep in mind that the person you are talking to might also feel angry, and may not be able to use the same control techniques you are.
6. If it seems that communication is impossible, leave it until another time. If your choice is to either lose control of yourself, or leave the situation, then choose to leave the situation. You can always try again when things have calmed down.
7. Accept that people won't always agree with you. Show that you are willing to work towards a compromise.

30 Tips For Cooling Down

We are all different some people take ages to cool off after an argument whilst for others it is over in a flash.

With that in mind here are 30 ideas for taking the heat out of the situation whilst remaining safely at home.

1	Count to 10 before speaking	16	Jog or skip on the spot
2	Take yourself off to another room until you feel calm enough to respond	17	Lay on your bed, close your eyes and listen to sound clouds of rain or waves etc
3	Put on headphones and listen to your favourite music	18	Put on a track with words that reflect how you feel and sing loudly
4	Play a game on your device	19	Exercise – e.g. 20 star jumps
5	Call a friend or trusted adult and let it all out	20	Mediate or do yoga (there are free meditation apps available)
6	Make yourself a drink	21	Watch a feel good movie
7	Find a funny post on social media to distract you	22	Run cold water on your wrists or other pulse points
8	Stroke a pet	23	Write in an anger diary
9	Take deep breaths, slowly inhaling to fill your lungs and then exhaling in a slow, controlled way.	24	Eat a banana. They contain tryptophan, an amino acid, that the body converts into serotonin, which is responsible for making people feel happier.
10	Take a shower and sing loudly	25	Go somewhere quiet and have a good cry
11	Light a candle and relax by focusing on the flame	26	Use social media to contact friends and get support
12	Have a long, hot bubble bath	27	Squeeze a stress ball
13	Get the paints out and use colour to depict how you feel	28	Make a list of good things to do once lockdown is over
14	Put on your favourite track and dance	29	Tightly cuddle a soft toy
15	Do something physical like gardening or cleaning	30	Remind yourself that bad feelings pass and that you will feel better

How Anger Feels

Aim

This worksheet helps you better understand how our thoughts and emotions link to our behaviour. This can help you plan strategies for managing your anger so you aren't flooded with negative emotions, which can lead to stress and anxiety, and help you express them in more positive ways.

How To Do It

Read this quote:

"Anger is okay, it is a feeling like any other feeling. It is how you behave that matters."

What do you think about this statement?

Now complete the worksheet, focussing on the negative feelings and emotions that feeling angry can provoke.

Next have a look at what helps or doesn't help when you feel angry. This is likely to be different for different people as we are all unique. For example, some people find it really helps to have other people around them when they feel angry whilst others prefer to be alone. Both responses are equally valid, the important thing is to find out what works best for you before you get into a conflict situation so you have a 'go to' way of dealing with it.

If you have a phone, go to the notes section, and write down three strategies that you can use next time you feel angry. If one of your strategies is to talk to a friend or trusted adult then put their name and number there. You could also add their name and number to your 'favourites' contact list so you can call easily. If you don't have a phone or tablet, write the information down and leave it somewhere you can see to remind you.

You Will Need

- The 'How Anger Feels' Worksheet
- A Pen

Next Steps

Next time you begin to feel angry, visualise a large 'STOP!' sign in front of you.

Take a few deep breaths and then use one of your strategies. You don't have to go and look it up (although if it helps, you can), just stopping for a moment should prompt you to remember this exercise and help you feel more in control and better able to manage the conflict without it escalating.

How Anger Feels Worksheet

Name

Date

What Words Do You Associate With Anger? Write Them Below...

What Feelings Are Usually Behind Your Anger? Circle All That Apply To You...

Shame	Embarrassment	Pain	Sadness	Pride
Frustration	Misunderstood	Anxiety	Unfairness	Attacked
Grief	Depression	Insulted	Threatened	Defensive
Criticised	Worthless	Guilt	Disrespected	Hurt
Jealousy	Aggression	Unloved	Vulnerable	Loyalty
Rejection	Threatened	Fear	Protective	Doubt

Write Any Extra Words To Describe How You Feel Below...

How Anger Feels Worksheet

What Makes You Even Angrier?
1. Things I Do...
2. Things Other People Do...
3. Things Happening Around Me...

What Helps You Calm Down?

What Other Things Could You Do To Express Your Emotions?

Who Can Help You?

My Anger Strategies

Strategy 1	Strategy 2	Strategy 3

That Makes Me Angry!

Aim

This worksheet helps you to identify personal triggers and consider the links between thinking, feelings and behaviour.

How To Do It

Most angry outbursts are a response to an external 'trigger' that sets off a trail of thoughts, feelings and physiological changes in the body. This can be due to a build up of things that have happened over a long or short period of time, but some triggers will always have the power to irritate and accelerate the anger process, almost like a shortcut.

Identifying your own personal triggers helps you better understand what makes you angry and why. From here you can devise ways to cope with angry feelings and express yourself without harming yourself or others. By knowing your triggers you can also find ways to avoid them or work out coping strategies in advance.

Complete the worksheet by reading each statement and placing a tick in the box if it is something that irritates or annoys you. Then answer the following questions.

What Do You Think When This Happens?

E.g. Negative Thought Patterns.

How Do You Feel When This Happens?

E.g. Hurt, Sad, Embarrassed, Shamed etc.

What Changes Do You Notice In Your Body?

E.g. Clenched Fists, Sweating, Tears etc.

How Are You Likely To Behave?

E.g. Shouting, Being Aggressive etc.

You Will Need

- The 'That Makes Me Angry' Worksheet
- A Pen

Next Steps

It is perfectly normal to have angry feelings but important to find ways to express them positively.

Think back to the last argument you had at home, did you get what you wanted or needed? Apply the following 'Five Steps' to the situation to 'test' your perceptions against the realities of the situation.

Step One: Is This True? Where Is My Evidence?

Step Two: What Do I Want To Happen? (Is It Realistic? Is It Fair? Is It Safe?)

Step Three: How Do I Choose To React? (What Are The Likely Consequences?)

Step Four: Choose

Step Five: Do It

How Do I Choose To React?

In times of conflict things can escalate due to unrealistic expectations and/or unmet needs, particularly in situations where someone feels hurt, threatened or shamed.

Ask yourself what you want to happen, again testing this to check if it is a realistic expectation and fair, rather than a punishment to try and block out unpleasant feelings and make yourself feel better.

Remember, you are responsible for your feelings and actions and slowing things down at this stage makes it less likely that things will escalate out of control.

Choose

Having thought through all of the options and considered the consequences of different actions, make a choice about how to respond. This should be a choice that you are prepared to take responsibility for.

Example Stay At Home Situation

'When you tell me off for something I haven't done in front of the family I feel ashamed and embarrassed. My body is hot and flushed and I have unexpected tears that I don't want you to see. I know that previous situations like this have ended in a row and I say things I regret later.'

My Potential Choices

Aggressive Response: I hit you to block out those feelings and to distract you from my tears in case you think that I'm weak. This leads to the police being called and even though I was originally the victim of an unjust accusation, no one listens to me they just see the violence. I feel worse and nothing is resolved.

Passive Response: I pretend I haven't heard you and swallow down my feelings. These will simmer inside me and I will feel increasingly unhappy but at least I won't have to deal with the situation. I will avoid you in future and nothing is resolved.

Passive Aggressive Response: I pretend I can't hear you but then spend ages planning my revenge and dragging other people into it, which makes matters worse and doesn't resolve the original conflict situation.

Assertive Response: As my feelings threaten to overwhelm me, I state the problem and how I feel and then use my strength to walk away. I remind myself that I do not want this to get physical and use positive self talk to reinforce my decision. Once I have time to reflect on what has happened I can decide how best to resolve the conflict assertively but without aggression.

Do It

An assertive response is usually likely to be the best option. You will have identified the problem, said what you think and feel, explained what you would like to happen, making it much more likely that the other person will listen, understand and feel more inclined to work together to resolve things.

Whatever happens, if the 'Five Steps' have been followed any action is likely to be well thought through resulting in an action that can be lived with.

That Makes Me Angry Worksheet

Have a look through the following and tick those that you consider personal anger triggers.

1. Being Told Lies.	☒
2. Being Blamed For Something I Didn't Do.	☐
3. Someone Taking My Things Without Asking.	☒
4. Hearing Bad Things Said About My Family.	☐
5. Being Shouted At.	☒
6. Someone Pushing/Touching Me.	☐
7. My Ex Going Out With Someone Else.	☒
8. Not Feeling Listened To.	☐
9. Having To Do Things I Don't Want To.	☒
10. People Not Doing What They Say They Will.	☐
11. When Other People Get Angry.	☒
12. When I Feel Embarrassed.	☐
13. Not Understanding What's Being Asked Of Me.	☒
14. Not Winning A Game/Match.	☐
15. Feeling Physically Threatened.	☒
16. When Someone Is Staring At Me.	☐
17. Being Laughed At.	☒

Choose The **THREE** That Are Most Likely To Provoke Angry Feelings...

That Makes Me Angry Worksheet

If You Have Angry Feeling...

1. What Do You Think?

2. How Do You Feel?

3. What Happens To Your Body?

4. How Are You Likely To Behave?

STOP! ASK YOURSELF...

Step One: Is This True? Where Is My Evidence?

Step Two: What Do I Want To Happen?
(*Is It Realistic? Is It Fair? Is It Safe?*)

Step Three: How Do I Choose To React?
(*What Are The Likely Consequences?*)

Step Four: Choose

Step Five: Do It

Tree Of Decisions

Aim

This exercise is particularly good for recurring disagreements as it can be used to explore different choices and potential outcomes before deciding on a strategy.

You Will Need

- Paper
- Pens

How To Do It

Take a piece of paper and draw the outline of a large tree trunk and some branches in the middle of it. Don't worry if you aren't a skilled artist, there is no need for detail as you are going to be writing on it.

Think back to the last time you had an argument or lost your temper with someone at home. This might be a one-off or a recurring argument, e.g. over things like the washing up, tidying your room or bedtime. Write down what it is that you felt angry or upset about inside the trunk of the tree.

Next, draw in the roots of the trees. Each root will represent a 'trigger' or action that led up to the situation. Put in as many roots as you need to fully detail the sequence of events leading up to the argument, for example what was said, how it was said, what else was going on, who else was there and how they responded.

Move on to work on the branches.

These represent the different ways that you could have handled the situation to explore what might have happened. Make sure you include the option to do nothing and to walk away as well as what you actually did, even if you aren't happy with the outcome. Explore both positive and negative ideas by adding twigs to each branch and following each possible outcome as far as you can go until you reach a natural conclusion. A simple way to do this is to ask, 'and then what would happen?' after every potential action.

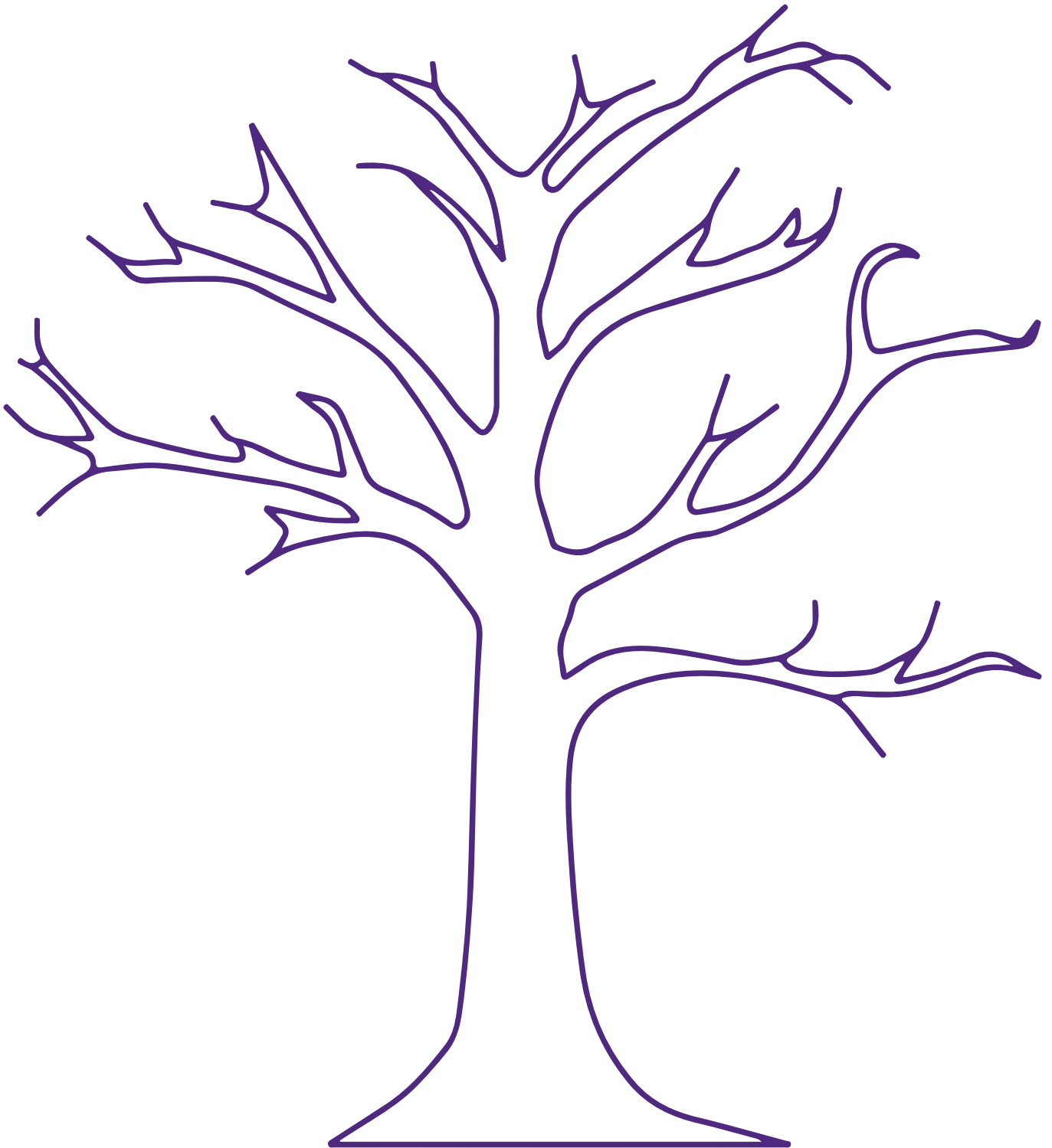
Finally add some leaves. These represent things that can help you manage in a difficult situation, for example counting to 10 before responding, calling a friend, taking a deep breath, having a drink of water, listening to music. These should be things you can do whilst isolating at home rather than strategies you might use to manage angry feelings at other times, for example playing sport or going out.

Next Steps

Review the 'Tree of decision' to see which option is most likely to resolve the situation in a way that is acceptable to you and those you live with.

Consider displaying your tree in your room to help remind you that you do have choices even in very difficult circumstances.

Tree Of Decisions Exmple



Conflict Action Plan

Aim

This action plan is a tool to reflect on what you have learnt about the way you experience anger and set some goals for the future.

How To Do It

Remind yourself that anger is one of the most strongly felt emotions and that it is normal to feel angry sometimes. Reflect on the work you have done so far and the new skills you have been developing to express your anger in more positive ways.

Complete the Conflict Action Plan.

You Will Need

- The 'Conflict Action Plan' Worksheet
- A Pen

Next Steps

Put the completed 'Conflict Action Plan' somewhere safe that you can refer back to easily to keep yourself on track.



Conflict Action Plan Worksheet

Name		Date	
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Three Things That Make Me Angry Are...

Three Thoughts I Have Are...

Three Feelings And Emotions That Might Trigger Angry Outbursts Are...

Three Things That Happen To My Body When I Feel Angry Are...

Three Things I Can Do If This Happens Are...

Someone I Can Talk To Is...	
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