



Conflict Coaching

& Consulting, Inc.

Anger . Conflict . Bullying

Mastering Anger:

The Teen Anger Management workbook

by Dr. Carlos Todd





About Conflict Coaching & Consulting, Inc.

Conflict Coaching & Consulting, Inc. is a leading provider of anger management and conflict coaching training and education. We are a professional, caring, and supportive anger management and conflict resolution team of specialists. Our crowning achievement is the development of an online education and training system that allows our clients to access our services online, from anywhere in the world. We are committed to providing you with the tools you need to manage your anger and resolve conflict both effectively and immediately.

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The Teen Anger Management Workbook

By Dr. Carlos Todd, PhD

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*For every minute you spend angry,
you lose 60 seconds of happiness.*

*Intro to
Anger Management*



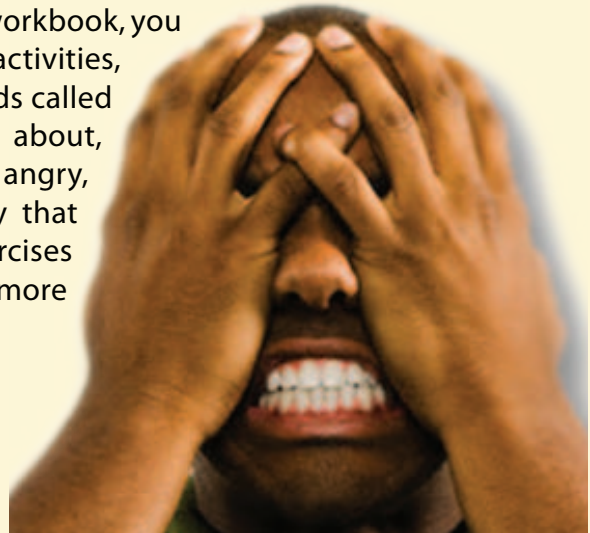
Intro to Anger Management

Being a teenager is tough

Teens today are under more pressure than ever before. Not only is your body going through some of the most complex and confusing changes it will ever face. You are also dealing with a bunch of issues that would make even a sadistic villain like Freddy Krueger run for cover.

You are faced daily with pleasing everyone around you. Your parents, your teachers, your friends, your boyfriend/girlfriend, and whoever else may be counting on you. You are also asked to deal with adult-type decisions, though you are not yet adults. That, in itself, is really unfair. You are a teen living in a fast-paced, tempting, and dangerous world of peer-pressure, drugs and alcohol, violence, abuse at home, abuse in relationships, bullying – even cyber-bullying, teen suicide, sex and teen pregnancy, body image issues and illnesses, and many other hard-hitting matters with which you must cope every single day.

No wonder you get angry! Throughout this workbook, you will find many fun, but serious, exercises, activities, reflections, stories, CHALLENGES and rewards called "Brag Bites!", which will help you learn about, understand and control what makes you angry, and how to rule over your rage in a way that you can be proud of. Really take these exercises to heart, as they will help you in learning more about yourself and who YOU want to be!



"I am always under so much pressure with homework, sports, chores, parents, and my girlfriend. Sometimes I just want to yell at everyone to leave me alone! To scream as loud as I can. Maybe then, everyone would just back off!!!" Boy, 17



Anger is Normal!



This is one very mad world we live in. Everywhere you turn, fury is close-by. Anger is something we all feel occasionally. There is no shame in feeling annoyed – the only humiliation comes in how you react to the anger, and in how you deal with it.

Anger is an emotion, just as happiness is also an emotion. The difference is that happiness is a feeling that makes you feel good, but anger, on the other hand, makes you feel bad inside. One thing that is really important for you to understand is that anger, just like happiness, are emotions which you will feel many times throughout your life. You cannot control the universe, you can't foresee when things will make you angry, nor how enraged you will become. But what you can control is how you choose to react to the anger you feel. How you handle it, how you portray yourself, is what truly matters, more than anything else. Anger, when dealt with in healthy ways, can actually be a good thing. We will discuss this a little later, but right now, the most important thing to tap into your brain, is that it's okay to get angry. In fact, something would be wrong with you if you didn't flip your lid every once in a while. Anger is normal. It is a part of life.

Throughout this workbook, you are going to learn how to manage and control your anger, and use it in a healthy way that'll make you feel good about yourself. No more walks of shame in front of your friends or family for the temper tantrums you've thrown. You are heading down the path of a new direction in life, one full of promise and possibilities. So pencils up, and get ready to jump in and enjoy your journey!

As you are making your way through this workbook and all the activities and exercises, remember that this program will truly work wonders in your life, **ONLY IF** you are completely honest with yourself. This workbook is for your eyes only. So don't worry about writing for anyone else but you. You are the one doing the hard work, so you should be able to gain as much good out of this workbook as possible. You deserve to live a happy, healthy, and emotionally-stable life, surrounded by those who you love and trust. Do this program for your future – for your future boss, your future husband or wife, your future kids – but more importantly, do it for **YOURSELF!**

*“Sometimes I feel like such a freak when I get mad. As if smoke was coming out of my ears, like in cartoons. It seems like all my friends have it all together and I'm the only one who loses it and gets angry. I wish I were **NORMAL!!!**” – Girl, age 15*





***The first step to taking control of your Anger is admitting that it has control of you.
That takes a lot of honesty... Are you up to it?***



EXERCISE 1

USING THE SPACE BELOW, LIST SOME OF THE THINGS THAT MAKE YOU ANGRY. LIST AS FEW OR AS MANY AS YOU LIKE.

Now, count them all up.

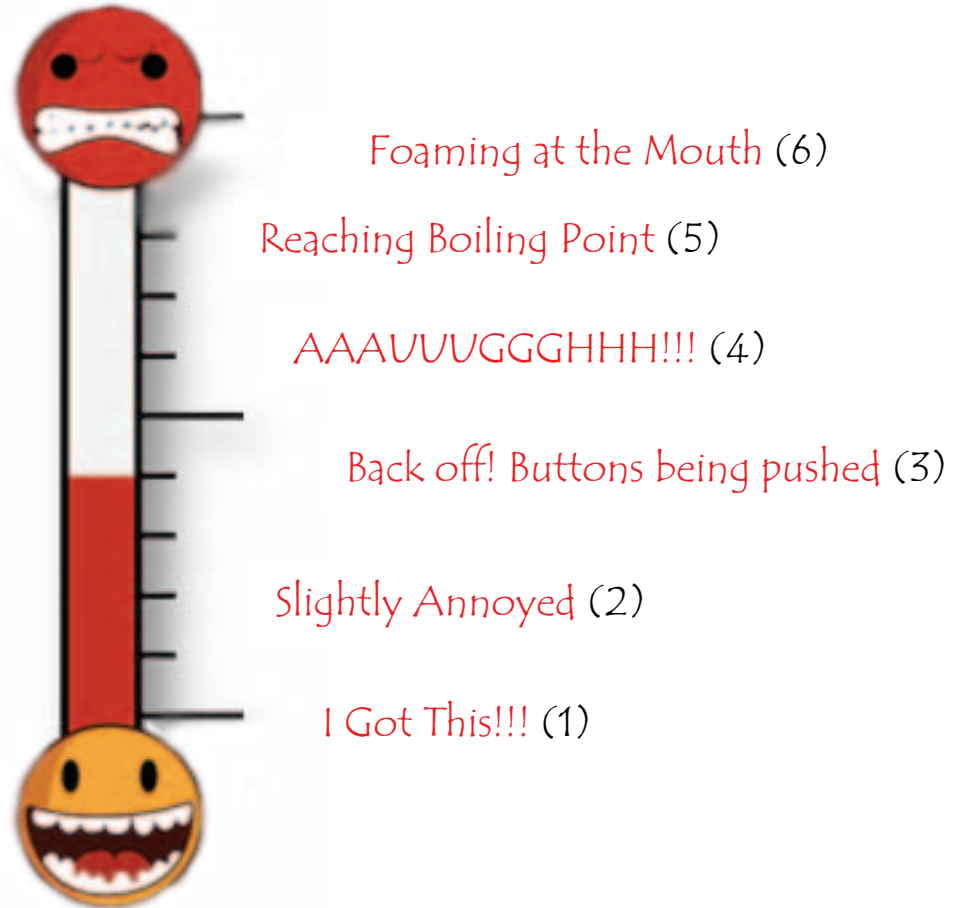
How many things did you list? _____

Next, arrange the things you've listed, and arrange them according to your own personal "Rage Gauge". What is that, you ask?! It is a common scale people use to determine how mad they are, or how angry something or someone makes them. Take a look.

If you assess the degree of anger you feel towards the items on your list, do you find any that do not deserve the level of anger you react to them with? Is such an angry reaction appropriate, or not appropriate for each of the items listed? Do you find that you get insanely furious at silly things? After laying all these things out on paper, what do you think about the level of anger you feel towards them?



The rage gauge



Look at the things on your anger list that make you angry furious. Score each item on a scale from 1 to 6, according to the Rage Gauge scale, with #1 being the Least Angry, and #6 the Most Angry.

How many items on your list got a 6? ____

How many items on your list got a 5? ____

How many items on your list got a 4? ____

How many items on your list got a 3? ____

How many items on your list got a 2? ____

How many items on your list got a 1? ____



If you assess the degree of anger you feel towards the items on your list, do you find any that do not deserve the level of anger you react to them with? Is such an angry reaction appropriate, or not appropriate for each of the items listed? Do you find that you get insanely furious at silly things? After laying all these things out on paper, what do you think about the level of anger you feel towards them?

What images pop up in your mind when you hear the word "Anger"?
(For example: fire, heat, popsicles). Make a list.

Anger is normal and anger HAPPENS!

You need to understand that anger is a natural emotion. It is going to happen and you should not feel like a failure or bad about yourself when it does. Sure, you can and probably will feel sorry for the way you reacted if you responded in an unhealthy way, such as saying mean things to people you care about, acting like a completely crazy person in public, doing something that you regret, or embarrassing either yourself or someone else. Everyone, at one



time or another, has come down from the anger clouds, has seen the storm that was created and has felt so sorry, so foolish, so silly and a million other regretful feelings because of something done or said while in a fury.

However, you cannot dwell in the past. You have to move forward and fight to make things right. You have to learn to control your emotions and react to anger in healthy and positive ways. We should all learn to channel our anger and turn it into something positive. Rage should MOTIVATE you and make you stronger. You can even use anger to motivate others as well! In this workbook you will learn different techniques that will teach you to calm yourself, take hold of your emotions.



I really want to be able to go places with my friends and family without getting angry. It's like they always say something to make me mad! – Boy, age 14

Top 5 Ways Anger Can Turn Your Life Into One Hot Mess

Out of control anger and emotions can turn your life into a train wreck. There is so much damage control and pieces left to pick up in their wake, that it can seem like they will always have their tight and ugly grip on you. Anger can hurt you in many ways, and can also be the cause of multiple issues in your life and your relationships, but here are the top 5 according to teens:

Problems with Friends: Teens with out-of-control rage often complain about having a lot of friendship issues. Anger can destroy friendships. It can be really hard to be friends with someone who doesn't have a handle on his or her annoyance. You never know in what kind of mood these kind of people are. You are afraid to really speak your peace because you can never know if something you say is going to set them off. You always have to do what they want, go where they way, eat what they want, listen to the music they want, watch the movies they want; because if you argue with them, they'll flip out on you.

It's important to know that your friends can only put up with that type of behavior for so long – they will end up breaking and no longer being able to put up with your angry ways. Most people do not like to be constantly yelled at – and most people have friends who don't scream and bawl and demand things from them. That's not being a friend. Angry teens go through friends fast. Being around someone who is constantly annoyed brings you down as well. Being cross your whole life will guarantee you one kind of existence. A very lonely one. This may sound harsh, but it's the raw truth. If you continue to stay mad, you will eventually fly through friends until there's no one left. You expect your friends to be there for you, listen to you, stick with you through thick and thin, and support your thoughts, dreams, and ideas. Shouldn't they receive the same from you? So think about this the next time you are hanging out with them. If you stay angry – your friends won't stay. They may hang in there for a while – but not for long. So unless you want to be alone – it's important to fix and hold on to the friendships you have!



Embarrassment: We've ALL been there. Anyone who tells you they haven't is lying. We have all said or done something really stupid when we were angry, and have had to face the




embarrassment and regret when we cooled down (the walk of shame we were talking about earlier).

When you get super angry, your brain has a way of shutting down for a while (No, not literally). The part of our brain that tells us to THINK before we speak kind of gets “switched off” until we calm down. That’s why we act like such tools when we’re fuming. When you are angry, you don’t think about how you should behave or what you should say. You just do.

EXERCISE 2: THINK OF THREE THINGS THAT YOU HAVE DONE OR SAID WHEN YOU WERE ANGRY THAT YOU HAVE REALLY REGRETTED LATER ON WHEN YOU FINALLY CHILLED OUT. LIST THOSE THREE THINGS IN THE SPACES BELOW.

• My List •

| |
|----|
| 1. |
| 2. |
| 3. |



I hate when I get so angry I embarrass myself but I just can't help it -Girl, age 14

It’s important to realize that people hold on to and remember things that happened when you were angry, especially, if it was something that hurt their feelings. Maybe you embarrassed them or ignored them or flaked out on them. Whether it was something you said or something you did – it doesn’t really matter- the damage has been done. You can apologize all day long and they may forgive you, but they will never forget and they will probably never let it go completely. Some may even hold it against you from time to time. That is one of the reasons why it is so important to gain control of your anger and your emotions. Don’t arm people with ammo they can use against you later on.

Killed Time and Energy: This is another thing anger does to mess with your life. Teens complain about this one a lot. After they go through an anger management program, for the first time in a long while, they are thinking clearly, and have a good grip on their anger and



emotions. One of their biggest and most common regrets felt at this moment due to anger is this one. They always say that they feel cheated out of a chunk of their teenage years. They now see that while they were pissed off at the world, other kids their age were out living their lives and having a blast. Teens usually feel sorry that they let their fury have such control over them for so long, and that they actually missed out on a bunch of fun stuff. They also become frustrated that they wasted so much precious energy on being angry.

Seriously, when you really think about it – have you gained ANYTHING from being angry all of the time?

- Has being annoyed ever gotten you into anything other than trouble?
- Has being enraged made you any friends?
- Has being angry ever landed you a date with a really cute girl or guy?
- Has being mad ever made your parents say they are proud of you, or surprise you with something nice?
- Has being angry ever gotten you the best spot on the team, the main part in the school play, or the perfect summer job?



Chances are you answered no to all of those questions, right? Being angry is a complete waste of energy and time that you could be spending doing something you enjoy, doing something that matters. Being angry has gotten you NOWHERE and will continue to get you NOWHERE. Think about it! What has anger done for you? Now answer this question...

What has anger TAKEN from you?
Probably a whole lot, right?



I have had my Xbox taken away 12 times! I love my Xbox Girl, age 15

My anger always gets me into trouble –SERIOUS trouble – I am so done with getting into trouble! Girl, age 13



Bad Things Happen: Here's another one that really bites. Nothing good EVER happens when you're angry - only bad things. When you are at your angriest, you do things without thinking.

Some of the bad things that happen because of out-of-control anger are small, such as breaking your favorite CD, punching a hole in a wall, making a fool out of yourself, among others.

Others are more serious, like your girlfriend or boyfriend breaking up with you, your parents taking your car away, being suspended or expelled from school, and so on.

Then, there are awful things which happen that are SUPER serious, such as badly hurting yourself or others, getting arrested and going to jail, making really poor decisions like drinking or doing drugs and then driving home, and others.

The point is when bad things happen because of anger, no matter if it is breaking your favorite CD or going to jail – all of these (minor and major) add up to the same result. They destroy you bit by bit, every single time they happen. Each breaks off another little piece of who you are, until you are left hurt, alone, and desperate.

It's time to stop allowing your anger to take you down piece by piece. Turn the tables, chip away at your rage by learning new skills, like controlling your emotions, and reacting to your anger triggers in a positive and healthy way.

Anger makes you sick and physically unhealthy: When you are angry, you are actually causing your body physical harm. Did you know that? Did you know that an angry person is more likely to have a heart attack, a stroke or develop certain types of cancer? Think back to the last time you were angry, how did your body feel afterwards? Write a brief explanation.

My heart beats crazy fast! –Boy, age 13

Were you tired? Did you feel weak or dizzy? Did you feel like throwing up? Did your head hurt? Did your body ache? Did you feel as if you had been hit by a truck? You probably felt pretty badly. One of the reasons why you feel so terrible afterwards is because when you're angry, something called adrenaline starts rushing through your veins. You've probably heard of an "adrenaline rush." Adrenaline is a hormone that streams through your body when you find yourself in very high-stressed situations. It can block pain, logical thinking, and anything else that could make you hesitate. Anger and fighting are two of those situations. What happens when your body calms down and you are no longer in that state? The adrenaline comes crashing down and your body begins to feel its effects, combined with those caused by anger. You can and probably will become physically sick.



Anger – at any level, whether you’re slightly annoyed or foaming at the mouth, does damage to your body. Whether it is a little bit or a lot of anger, your heart rate and blood pressure will raise and harm your body. Imagine if you had a meltdown 3 times per week. There are 52 weeks in a year, so that would equal to 156 angry spells per year (The math alone is probably making you angry). If loosing it just 1 time causes irreversible damage to your body, imagine what 3 times per week or 156 times per year can do to you! This is not meant to scare you, it’s only to show you just how dangerous anger can be if it is not dealt with in a healthy and positive way. Your body works so incredibly hard for you every second of the day. Don’t you think it deserves to be better taken care of? Isn’t it time for both you and your body to feel the effects of an anger-free life ?

My head always feels like it’s going to explode after I’ve been mad – Girl, age 16

So there you have it – those are the top 5 ways teens feel anger messes most with their lives. Do you agree with any of these?

Ever since my parents got a divorce, I have been so angry – Boy, age 17

EXERCISE 3

CAN YOU THINK OF ANY OTHER WAYS ANGER HAS MESSED WITH YOUR OWN LIFE? WRITE THEM DOWN IN THE SPACES PROVIDED BELOW.

1. _____
2. _____
3. _____
4. _____
5. _____



What is anger management?

Anger Management is so much more than just managing your anger. You will learn a set of techniques and skills that you will be able to use for your entire life! You will find out a lot more about yourself – what makes you tick, what your triggers are. Maybe, if you dig real deep, you will even find the main cause of all your anger. It could be anything - from your parents getting divorced, to your little brother bugging you all the time. Once you identify the core reason for your rage, you will be able to work around your anger-related issues honestly.

You might be thinking, “there is no underlying cause,” or “it’s so much more than one event”. Both of these thoughts are correct. You may be just an angry person. If so, this program can help you. There may be 10 different reasons for your anger –rather than one main cause brought on by one specific incident or event. Maybe you were adopted and knowing so made you severely angry. The point is, NO MATTER what it was that annoyed you so much in the first place, it is important to understand that anger is a learned behavior, and because of this, it can also be “unlearned.”

Through anger management you will also learn how to solve problems and how to deal with conflict WITHOUT getting mad. You will identify your triggers, and healthy ways of coping during hard times, such as when people and situations are pushing your buttons. You will discover more wholesome ways of acting out your anger and expressing your feelings. You will pick up new techniques to calm yourself if you sense you are about



to lose control. You will be able to face stressful times with a positive attitude.

By the end, you should have higher self-esteem and a more confident outlook on your life and your future. You will feel better about the person you are and the adult you will become.

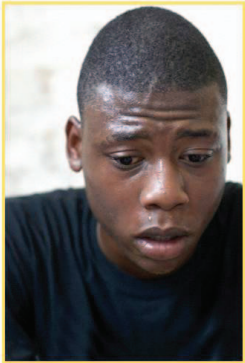
-
- A background image showing a man in a blue polo shirt and jeans, and a woman in a pink top, standing in front of a large, colorful mural. The mural features abstract shapes and patterns in shades of blue, yellow, and red. The man is leaning against a large, stylized letter 'M' that is part of the mural.
- Learning a set of techniques & skills you will be able to use for your entire life
 - Learning more about yourself
 - Discovering the main cause of all your anger

- How to solve problems & how to deal with conflict **WITHOUT** getting mad
- What your triggers are & healthy ways to cope
- Healthier ways to act out your anger & express your feelings
- How to calm yourself when about to lose control



The anger in you

Anger is NOT bad – even though it FEELS bad



If someone were to tell you that anger can be a good thing, would you believe it? The answer is probably “no”, because if you are participating in this workbook, chances are you do not have a grasp on your rage – on your emotions. You have probably only seen and experienced the ugly side of anger. The one that feels like you are getting kicked in the gut over and over again.

THINK ABOUT THE LAST TIME YOU BECAME ANGRY. WHEN YOU FINALLY CALMED DOWN, HOW DID YOU FEEL ABOUT YOURSELF?

I am so ready to never lose my temper again. I just don't know where to start – Girl, age 16

Anger, when used in a healthy and controlled way, can actually be a great thing. Think about a group of people who are fighting for a cause, such as World Hunger. Somewhere deep down inside each member of that group, burns deep anger, lit like a fire, helping them to stay motivated and keep fighting. Maybe their wrath comes from thinking about babies and children going hungry. Maybe it's the thought of a young mother digging through trash to find food for her children. Maybe the anger was born from their own personal experiences, perhaps they or someone close to them knows what it's like to go without food because there isn't any. The anger burning inside of these people keeps them going – keeps them from throwing in the towel and giving up hope. This is the beautiful side of anger.

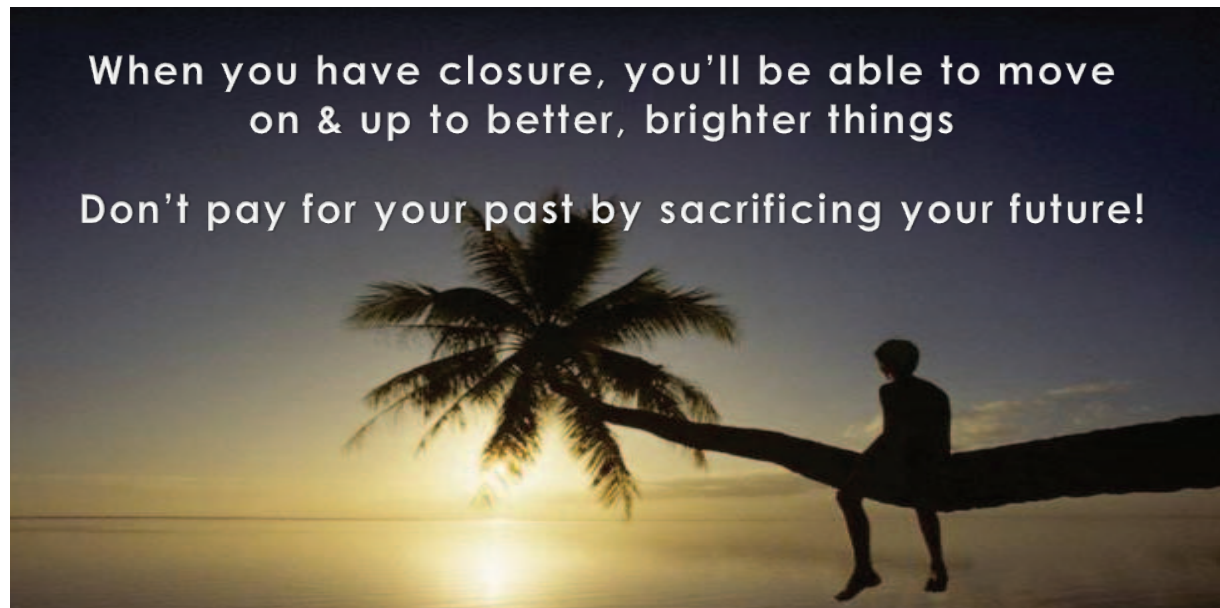


Has anyone you know ever felt this type of anger? Has something ever bothered them, annoyed them, or upset them so much that the angry feeling pushed them to react in a healthy way? Did they accomplish their mission because they used their anger as their driving force? Did it inspire you to change how you react to anger? This is how rage should be channeled, but it takes work, time, and (here it is again...) being HONEST with yourself.

It's okay if all you know at this point is the ugly side of anger – that will change. If you keep working through this program and take it to heart, you will achieve your goals.



Something made you open up this workbook (even if it was your parents threatening that you either read it, or you wouldn't be able to drive or date until you're 25). Whatever it was, whether you made this choice yourself – or someone made it for you – you probably realize that how you deal with your anger now isn't working. It doesn't matter how bad or ugly your rage has been. As of today, it's in the past – but, before you move on, before you CAN move on – you need closure.



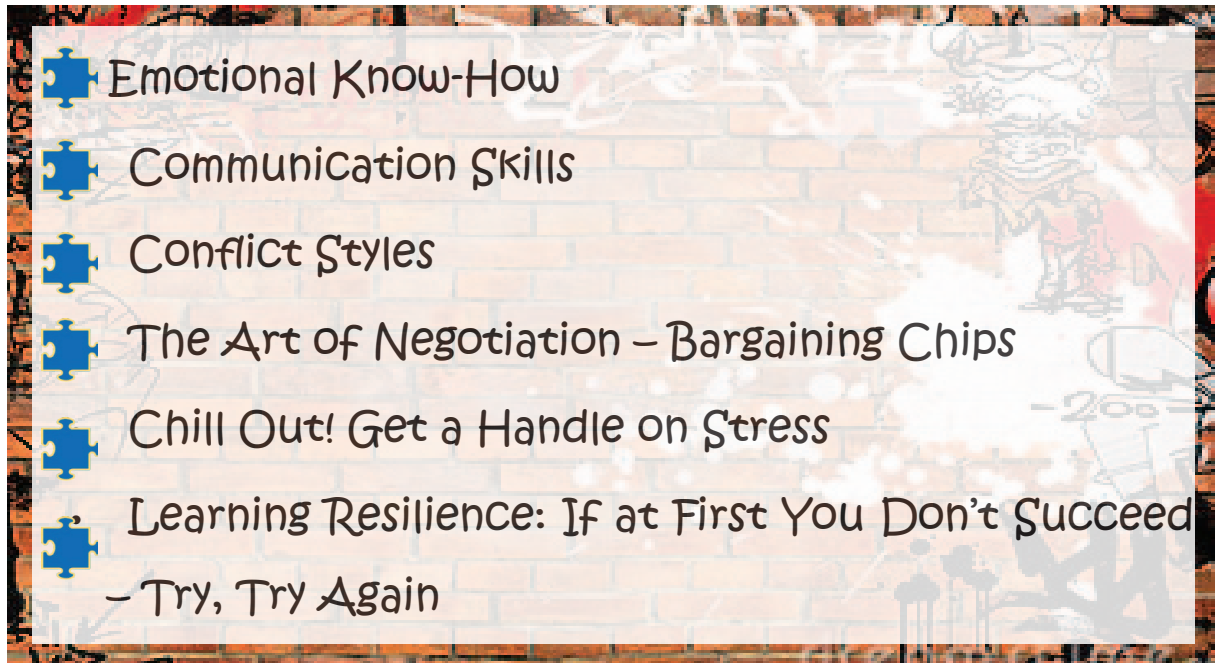
When you have the closure you need, you will be able to move on and up to better and more positive things. Don't think for one second that you don't deserve a bright future because of the shame you feel over your angry past. Everyone, everywhere, has a past. Everyone has done something that they regret, but that doesn't mean they should have to pay for their past by sacrificing their future! The same goes for you! You have only just begun. You have this whole, amazing, fantastic future just waiting for you, if you forgive yourself, let go of the past, and do the work. Your future is whatever you make it and it can be absolutely exceptional if you let it.

You need to forgive yourself for every time you have gotten angry and said or did something you regret. If you keep dwelling on your past outbursts and holding onto that guilt, embarrassment, sadness or shame you feel, you will NEVER be able to fully move on. You have admitted that your anger is out of control and that you need help. You have already done it just by opening this workbook and reading these words right now. There



The pieces of the puzzle

Throughout this workbook, you will learn six main concepts.



Imagine that each of these topics is one out of six individual puzzle pieces. In order to solve the puzzle, first you have to discover all of the six pieces. Every piece has a unique job, and in order for this puzzle to work, and be complete each part needs to be there. You cannot negotiate if you do not know how to communicate. You cannot handle conflict, if you do not know how to handle stress. You get the idea. Each of the topics, on their own, is a wonderful skill to have – but just imagine how far you could go if you had the whole, completed puzzle to carry with you in your pocket. You would have a set of abilities that go beyond just managing anger. You would have the skills to be able to productively manage your entire life!

Are you really ready to cage your rage?

Now that you know the steps that you will take throughout this program, you need to make sure that you WANT it. That is, that you truly want to learn how to manage and control your anger, and that you are willing to do the work. Your whole heart needs to be in it, because this process WILL help you, if you really, really want it. Hopefully, your answer will be, "Yes! I want it!" Because the journey to the new you – A better, calmer, happier YOU - is about to begin. Good Luck!

I am so sick of being angry all the time
- I've had enough - Boy, age 17



Below is your first 'Journey Journal' entry. The idea behind the journal is for you to express your feelings, thoughts, ideas, wishes, dreams, reflections, and whatever else may be bottled up inside you. There are no rules. Be as honest and as open as you like. No one but you will see your journal – unless you choose to share it – so don't hold back!

A part of anger management is getting all the built-up resentment, fear, hate, and emotions that you have been holding on to, OUT of you. It is the only way to truly take the first step in learning how to manage your anger. What happens the more and more you hold your feelings inside? They build up, and build up, and build up until BAM! You erupt in an explosion of rage, and you do and say things that you later feel sorry for, right? By putting your feelings on paper, at least until you are ready to actually speak to someone about your anger, you will be creating less of a chance for those freak-outs to happen! So go ahead – let it all out. You will have a lot of fun, but you will also need to work hard. Rome wasn't built in a day and your anger won't be gone in one either. While you are working through this book, ALWAYS remember to be honest with yourself. Never lose that. This workbook is for you – to help you! Don't settle for writing one thing, because the truth sounds too crazy or silly or pathetic. These are your thoughts – and they matter!





Journey Journal #1 Dear me,

Write a quick letter to yourself explaining how you feel about starting this anger management program.

Detail why you chose now to begin tackling your anger.

List 3 things that you want to gain from this program that you feel will help you as you move on in life:

What makes you angry?

We learned a little earlier about some of the things that make you angry. Those things are considered to be your ANGER TRIGGERS. Anger Triggers are different for every person. What makes one person angry may be no big deal for another. Your anger can be “triggered” by one, or one-thousand different things. What’s important is that you figure out which are your triggers, so that you can begin to learn techniques that will help you to stay in control of your emotions.



When people spit when they speak – Girl, age 14

I hate it when people call me fat – Boy, age 13

I get angry when my friends flake out on me – Girl, age 16





Common anger triggers

Different triggers can lead to different degrees of rage. Your mom yelling at you may slightly irritate you, while the tuna surprise in the school cafeteria completely engulfs you in a sea of spitting fire and insufferable loathing. Only you know the true impact of your anger triggers on you. Then again, some of these may surprise you. Maybe something that didn't use to bother you, all of a sudden makes you incredibly angry. Or perhaps something that used to make you mad, no longer upsets you. The point is that anger is a complex emotion, and like any other emotion, it has the ability to change from one day to the next. Wouldn't it be easier if you had the skills to react to all triggers in the same way? In one that is healthy, productive - that makes you feel good about yourself? Being angry takes up SO much energy, and as a teenager, you have enough stuff going on to be wasting precious energy on being mad!



EXERCISE 3: HERE ARE SOME COMMON ANGER TRIGGERS TO GET YOU THINKING, AND THEN TRY ADDING SOME OF YOUR OWN

- Your parents tell you NO, when you ask to go to the year's hottest party.
- Your boyfriend OR girlfriend cheats on or lies to you.
- The store doesn't have your size of the most perfect jeans ever.
- Someone teases or insults you.
- You fail your driver's license exam for the 2nd time.
- Your parents decide to split.
- You find out your BFF is moving to some town thousands of miles away.
- Someone steals your iPod with over 1,500 songs on your playlist.
- Your grandma is in the hospital for the 20th time. You hate that she's in pain.



EXERCISE 4: BELIEVE IT OR NOT, THOUGHTS AND BELIEFS ARE ALSO BIG ANGER DETONATORS. HERE ARE A FEW COMMON TRIGGERS THAT THOUGHTS/BELIEFS CAUSE.

You think your parents love your little sister more than you.

You believe your teachers give you detention because they don't like you.

Your think that when people look at you, they are silently making fun of you.

You believe that if you were 5 lbs. skinnier or 2 inches taller, you could land your crush.

You think the driver in front of you cut you off on purpose.

When you think of Columbine or September 11th you become very mad.

The anger triggers in ME

So now that you have an idea of what some of the common anger generators are, it is time to figure out which are YOUR anger triggers. To do this, we are going to do a 3-part exercise. These topics are tough to talk about, usually because there is a lot of shame and regret involved, but just remember: you are trying to deal with your anger and that is awesome. So try to have fun learning about yourself! (YOU should be your favorite subject!).

Step 1: You are going to come up with a list of your top 10 anger triggers. These can be anything at all. Just make sure that they are things that make you mad - whether they are actions, incidents, thoughts, beliefs, or whatever. When you have finished deciding which are your 10 triggers, it's time for Step 2.

Step 2: Look at the check boxes to the right of your list of triggers. Check 5 boxes next to the triggers that make you the maddest. It doesn't matter which ones you choose. Again, just be honest with yourself by marking the triggers that really do make you the angriest.

Step 3: It's time for your 2nd entry in your Journey Journal. You will choose just one of your top five triggers, and in your journal, you will answer questions about a time that chosen trigger took place.

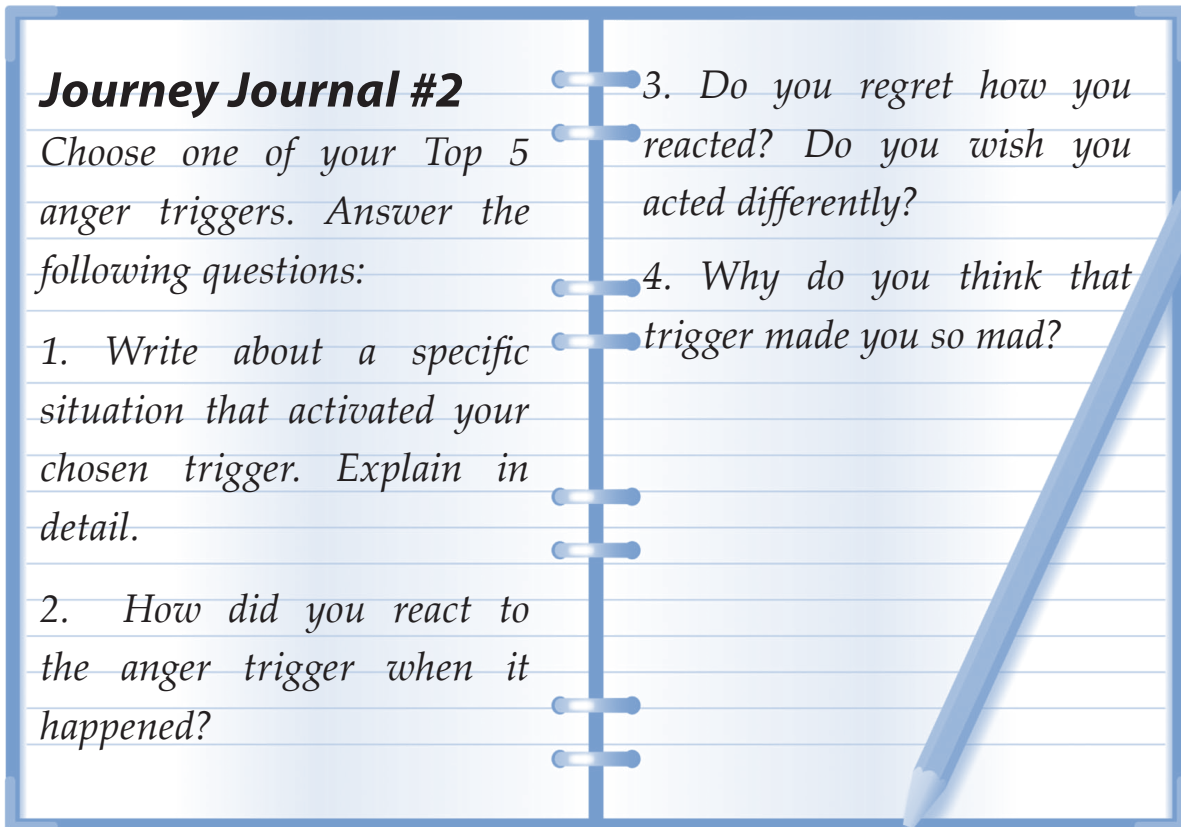


EXERCISE 5: TOP 10 ANGER TRIGGERS

| | |
|-----|--------------------------|
| 1. | <input type="checkbox"/> |
| 2. | <input type="checkbox"/> |
| 3. | <input type="checkbox"/> |
| 4. | <input type="checkbox"/> |
| 5. | <input type="checkbox"/> |
| 6. | <input type="checkbox"/> |
| 7. | <input type="checkbox"/> |
| 8. | <input type="checkbox"/> |
| 9. | <input type="checkbox"/> |
| 10. | <input type="checkbox"/> |



I hate when people interrupt me! –
Girl, 16



Journey Journal #2

Choose one of your Top 5 anger triggers. Answer the following questions:

1. Write about a specific situation that activated your chosen trigger. Explain in detail.
2. How did you react to the anger trigger when it happened?
3. Do you regret how you reacted? Do you wish you acted differently?
4. Why do you think that trigger made you so mad?



So you're mad...now what?

So, now that you know your anger triggers, let's talk about what happens when you get angry. When you become enraged – how do you act? Do you throw things? Scream? Punch and kick walls? Do you become verbally or physically abusive to those nearby? Do you drink? Use drugs? Do you hurt yourself? Do you bottle it up inside and ignore it? Do you silently dwell on angry thoughts? Each person reacts to anger differently. Some people become very angry at the smallest, most meaningless things. For others, it takes a whole lot of bad to get them mad. Some people are more easy-going than others; some people take things more personally than others. Anger and how people react to it, is different for every person. Take a look below at how some teens react to anger.

I sometimes try to cut or burn myself so I won't take my anger on other people – girl, age 16

I usually say mean things that I always end up feeling bad about. It's just that sometimes, when I'm mad, it feels good to hurt others – then they hurt like me. Girl, age 14

I always break things. Last time I freaked out, I punched the glass out of our coffee table. My mom was madder about the table then worried about my bleeding hand – Boy, age 17

I hide so nobody will bother me – Boy, age 15

Can you relate to any of these teens' statements? We all have done or said something when we were angry, that we later regretted. Take the following True/False test to reflect a bit on how you have reacted to anger in the past. Think about how you have behaved at school, at home, and in public. When you are finished, you will have a better idea of how out of control your rage has become, and you can then begin to learn how to control your reactions to anger. For those teens who are still questioning whether they even need anger management – this test will work as an eye-opener. It's a simple test, but it requires honesty and a bit of thought. Be true to yourselves – you will see that the hard work was worth it in the end, okay? Okay! Get Ready... Set... Go!!!



EXERCISE 6: THE ANGER QUIZ

1. I am usually pretty laid back – but when I do get mad – I completely LOSE IT!

- True
- False

2. When someone makes fun of me or insults me, I usually ignore it at the time, but then spend days plotting how to really get them back good.

- True
- False

3. I constantly pick fights and go to war with the people I love most.

- True
- False

4. When I have to wait in line, like at the school cafeteria or at the video game store, I become really, really annoyed!

- True
- False

5. I get really mad at myself when I lose control of my anger.

- True
- False

6. Sometimes I can't sleep because I am too mad about something someone did or said to me.

- True
- False

7. I have a really hard time forgiving people.

- True
- False





8. Whenever I get really mad, I always feel a little sick after. Sometimes I get a stomachache, a headache, and I feel nauseous and weak.

- True
- False

9. When things don't go my way or I don't get the things I want, I get really mad.

- True
- False

10. People have told me that they are scared of me when I am angry.

- True
- False

11. I have been so angry at times; I could've killed or seriously hurt a person if they got in my way.

- True
- False

12. When someone hurts or annoys me, my first priority is to get even.

- True
- False

13. There have been times during my anger that I have hurt someone physically or have broken something that was important to another person.

- True
- False

14. I am an angry person who needs help in learning how to control my emotions in a way that I will feel good about.

- True
- False

15. People are afraid of my temper and what I might do when angry.

- True
- False



Chances are you answered true to at least a couple of these questions, right? Being able to recognize your anger is an important step in gaining control over it. How do you feel about the results of the quiz you just took? When you look at the answers, how bad do think your anger is? Write and explain your answer in the space below:

As bad as I thought,
Worse than I thought, or
Not as bad as I thought

EXERCISE 7: A PENNY FOR YOUR THOUGHTS



The fact is that if you answered "True" to even one of the questions above, you anger has gotten out of your control and you need some help in reeling it back in.

Learning how to recognize anger

Anger comes across in many different ways, and now that you know how you react to things that make you mad, it is time to learn to recognize the warning signs of anger so that you can control it before it gets out of hand. Some of these warning signs are different for everyone, but there are a few that are universal. They have to do with how our bodies react to the feeling of anger. A few of these warning signs include:

- *Your head hurts*
- *Your stomach aches*
- *Your heart beats fast*
- *Feeling like your face and neck are on fire*
- *Sweating, some dizziness*
- *You can't stop trembling or shaking*
- *Pacing*





- *Raising your voice*
- *Grinding your teeth*
- *Craving something to calm you*
- *You begin to feel irritated*
- *You begin to feel anxious*
- *You begin to feel the need to lash out*

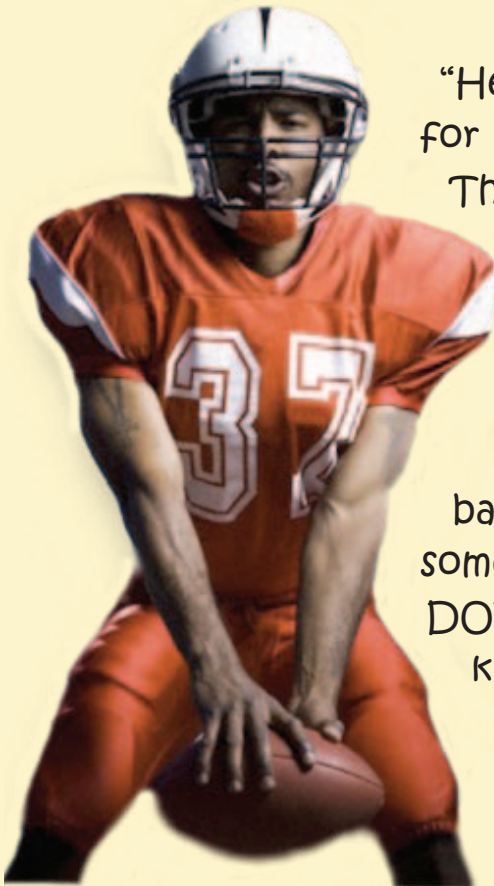
EXERCISE 8: NOW, IT'S YOUR TURN. ONLY YOU KNOW YOUR BODY, SO LIST SOME OF THE WARNING SIGNS YOUR MIND AND BODY GIVE YOU WHEN YOU ARE BEGINNING TO GET ANGRY:

Phew! That was a tough topic! You did great!
So great, in fact, that it's time for your very first...

Brag Bite!

Way to go for making it this far into the course! That is something to be very proud of. For your first brag bite, you get to meet a friend. He is also a teen going through many of the same things you are. He has quite a temper, but thinks he has an image to uphold. He says that people respect him because of his character. Well, how about we let him tell you?





“Hey there - I’m Luke, I am 16 and the Quarterback for my High Schools’ football team – The East Linn Thrashers. Leading this team means that people need to fear me. So what if I am angry all the time? It makes me a better player – half the time I feel I am playing out on the field by myself anyway. Some of these guys don’t know the difference between a football and soccer ball. I really wish my dumb coach would recruit some quality players who **KNOW WHAT THEY ARE DOING** on the field! I swear, sometimes I could knock this school down with my bare hands. What? You got something to say to me?”

Brag Bite #1

TELL LUKE WHAT YOU THINK ABOUT HIS ATTITUDE AND HIS ANGER. IS HE THE KIND OF PERSON YOU WOULD WANT TO HANG OUT WITH? TELL HIM WHAT IT IS ABOUT HIM THAT YOU LIKE OR DON’T LIKE. LET HIM KNOW IF YOU THINK YOUR OWN GENERAL ATTITUDE AND ANGER ARE BETTER OR WORSE THAN HIS.



A Quick Look at Conflict

- The GOOD and the BAD

BAD Conflict:
Causes frustration
or stress



As you have read earlier, one of the pieces of this anger management process is learning about conflict and how to react when it actually occurs. As a teenager, you have to deal with conflict everyday. Conflict can be both GOOD and BAD, and a little of BOTH. Most people view conflict as something that is always negative. But this is not the case.

BAD conflict is something that causes you frustration or stress. Situations that are negative. Some examples of BAD conflict might include: How to make enough money to buy your first car, What could you do to get enough credits to graduate high school, or having to find a date to the Homecoming dance. These are all situations that can bring on a ton of stress, right?

GOOD conflicts typically involve choices that you have to make, choices that are positive. What dress to buy for Prom? What shirt to wear for your driver's license picture? What sport to try out for? What movie to see? Where to go on your date? These are all examples of GOOD conflict.

For you high school juniors and seniors who are determining what college to go to after graduation, one type of GOOD conflict would be trying to decide between Harvard and Yale. Now, you might say, this is a positive thing. Yes, it is. It's a very positive decision you get to make, but that doesn't make it any less of a conflict. However, could this type of decisions cause you stress? Absolutely. You are making a choice that will affect the rest of your life, and that can indeed be stressful. That is an example of conflict that can be both GOOD and BAD.

Take a look at the following exercise. You probably have a lot of ideas about conflicts that are good, bad, and others that can be both good and bad. You deal with all types of different problems every single day. Being a teenager should come with a warning about all of the tension you have to face day in and day out. Let's hear some of your ideas about different conflictive scenarios.

GOOD Conflict:
Involves a decision
to be made





Bad conflict is figuring out how to lose 5 lbs. before Cheerleading Try-outs - Girl, age 16



Good Conflict is choosing between a vacation to Six Flags and a new guitar - Boy, age 13

EXERCISE 9: CONFLICT

List 5 examples of GOOD CONFLICT

- 1.
- 2.
- 3.
- 4.
- 5.

List 5 examples of BAD CONFLICT

- 1.
- 2.
- 3.
- 4.
- 5.

List 5 examples of CONFLICT that is both good and bad

- 1.
- 2.
- 3.
- 4.
- 5.



Conflict Happens!

Another thing about conflict that's important to know is that it can happen ANYWHERE! At home, at school, at the mall, at the bus stop, at soccer practice, at the library, at church, at work, at the movies, walking home from school. ANYWHERE and EVERYWHERE – you could literally be in the bathroom at McDonald's and conflict can happen! Wherever there are people, choices, and situations that must be faced, there is a very high possibility that a conflict will arise-big or small, good or bad.



EXERCISE 10: LIST SOME CRAZY PLACES WHERE CONFLICT HAS SNUCK UP ON YOU!

- 1.
- 2.
- 3.
- 4.
- 5.

When conflict happens - work it out!

So now that you know conflict can take place ANYWHERE, it is important to be prepared when for it when it does happen. It is better to face conflict head on and squash it like a bug (in a figurative, non-violent way – of course), than to hide out, ignore it or deal with it in an unhealthy way.



Most people do not seek out conflict – Most people try to avoid it.
Sure, you have your



Drama Queens who seek conflict out everywhere they go...

However - MOST of us try to avoid it at all costs.

Not all conflicts are Win-Win



When you are finally able to face conflict head on, and resolve it in a mature and healthy way, you are going to feel so good about yourself - As you should. Working conflict out in a healthy way says a lot about you, and about the adult you will become. It says you are emotionally stable and that you know how to talk and communicate with people in a way that gets things done.

There are times, you will find in life, when it's impossible to put an end to conflict. Even if you do everything right in the way YOU handle it, that doesn't mean that the other person will also cope with things in a positive and healthy way. If you are unable to work a conflict out because the other party is not playing fair, then that is NOT a reflection of who you are, and you can walk away with your head up and your chest held high, because you gave it your best effort. That is all that matters.

While conflict can be a total drag to deal with, and it can sure shake us to our core, good things can come out of knowing how to face it. Conflict teaches you how to communicate and make decisions and stand up for yourself. Every time conflict occurs, it increases your self-esteem, and it helps you learn more about yourself. We are better people because of conflict – we are stronger because of conflict. Besides, can you imagine how boring life would be without any drama?

Journey Journal #3

Write about what you have discovered about your own anger so far. What have you learned about anger or conflict that you didn't know before

*Emotional
Know-How*





Puzzle Piece #1: Emotional Know-How

Before we jump into the topic of Emotions, it seems like a great time for another...

CHALLENGE!!!

For this challenge, do your best to explain in 100 words OR less, what you think the term EMOTIONAL KNOW-HOW means.

EMOTIONAL KNOW-HOW is:

Great Job! If you said Emotional Know-How has to do with knowing, understanding, and having the super-power ability of dealing with each EMO as it comes in a way that is healthy, then you are on a ONE-WAY street to being SO totally right! Let's break it down a bit.

Emotions

Everyone has emotions. If you are human, you are going to have to deal with A LOT of them throughout your life. When someone calls us names, it hurts. When our crush says that they like us back, we get giddy and nervous. When someone threatens our safety, we get scared. When someone we love gets sick or dies, we cry. There is a common stereotyping that portrays teens as not being able of managing their emotions well. Teen years are some of the hardest, most confusing ones of our whole lives. Not only are your hormones running wild inside of you, but you are being introduced to new, confusing, adult-type situations every day. High School alone is an emotional roller coaster – so no wonder teens may wear their emotions on their sleeves for the whole world to see. Emotional Know-How is an acquired skill which teens DO learn, every day.



I hate it when I am sad one minute, mad the next, then happy, then something else. I feel like such a freak! Girl, age 15

I always feel so much better after I solve problems, I get feel proud of myself! Girl, age 15

When we experience emotions of any kind, it is usually because we are reacting to something that has happened – a good grade on a test, a sad movie, passing our driver’s test. However, everybody responds to emotions differently. Some people hide their emotions. Others offer the world a front-row seat. The idea is to find a healthy balance.

Everyone has emotions & responds to them differently

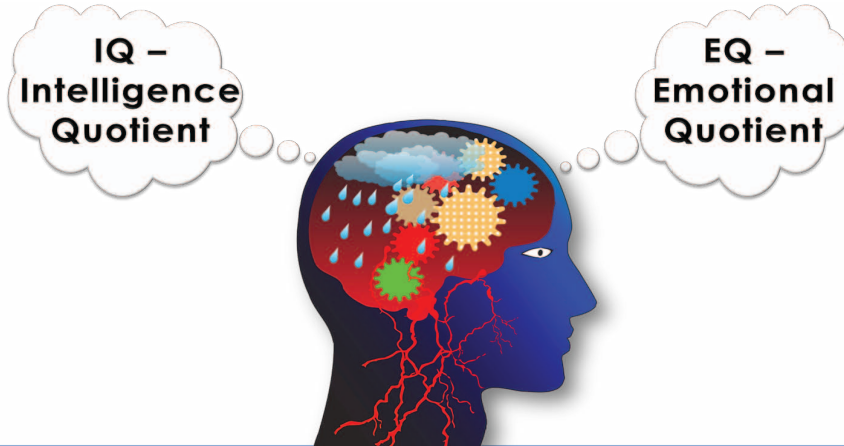


Emotional IQ

You have heard of Intellectual Intelligence - your Intelligence Quotient, or IQ. This type of intelligence is tested and challenged every day at school. What if you were told that there was another important type of intelligence? Another type of intelligence that we should learn, nurture, and exercise the way we do with our “brain” intelligence? Would you believe that another sort of intelligence exists that is just as important as your Academic IQ?



There is. It is called Emotional Intelligence – A. K. A “EQ”. EQ is determined by how well you take on conflict. How you react to it. When you have EQ, you have social skills. While people with high IQ have classroom skills, those with EQ have street skills in social settings. They have People Skills. Make sense?



Journey Journal #4

Before we learn more about Emotional Intelligence, you now know the basic difference between EQ and IQ. Explain which one you think is more important in life: IQ or EQ? Explain why you chose the one you did.

The 411 on Emotional Intelligence

Why is Emotional Intelligence (EQ) such an important thing to have? Well, they (whoever “they” are – Psychologists, Scientists, Doctors, and such) say that people who have strong EQ tend to lead healthier and more fulfilling lives than people without EQ. It is said that those with EQ have healthier and happier relationships with others because they are able to interact and connect with people.



People, who have Emotional Intelligence, can:

- *Recognize and manage their emotions in a healthy way*
- *Recognize and react appropriately to other people's emotions*
- *Motivate themselves to do anything, and can maintain healthy relationships*

Doesn't it sound like having EQ is a good thing? Chances are you know both types of people – think about some of the kids you go to school with.

A LOOK at IQ vs. EQ

First think about the smartest kid in school. The kid with the highest IQ. Most likely, that person has their nose more often in a book than in the social scene, right? Kids like this are probably a bit shy, maybe even loners. They probably only have a couple of friends, but most likely, those friends are very smart as well. Or, if they don't have any friends at all, it's because they have the personality of a rock. They may act like if you don't have an IQ as high as theirs, then you aren't worthy of their friendship at all. The point is that the kid with the highest Intellectual Intelligence may not know how to be socially smart.

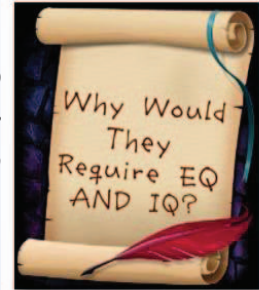
Now let's talk about your school's "social bug". That person may not have the highest IQ, nor the greatest of grades, but certainly has the highest EQ. This type of kids are the most likely to be voted Most Popular, Most Outgoing, Most Funny, Most Talented, and the list goes on and on. They probably get along with EVERYONE, from the loneliest outsider, to the lead of the Chem Club, to the Quarterback of the football team. They are, most likely, able to fit in anywhere they go, and do so perfectly at that. They get invited to every event and are usually the life of all parties. They are trend-setters and establish the guidelines for what's cool and what's not. They are liked by all, even those who don't usually socialize, mainly because they know how to connect with people. Even parents like them! They know how to instantly cheer someone up. Everyone hangs on their every word because their personality oozes a magnetic, electrifying charm. Do you know anyone like this? That is a person with Emotional Intelligence.



CHALLENGE!!!

It's time for another challenge! For this one, you need to think hard about people who you believe need to have BOTH IQ and EQ to be successful at their jobs or life situations. List 5 professions or circumstances, and next to each, write WHY they would require both EQ and IQ.

Example: DOCTORS need to have both IQ and EQ. They need IQ to figure out why a person is sick, and EQ to help the patient feel safe and cared for. Patients need to trust their doctors, and it is hard to trust a physician that does not have any bedside manners – any EQ.



1. _____

2. _____

3. _____

4. _____

5. _____

People with a strong EQ, get by more on emotions – what they feel - and their cognitive skills (these are the skills that are learned over time, such as the ability to reason, memory skills, or perception), than on logic. They are able to connect to other people more strongly because they are more concerned with figuring out the HOW and the WHY, than with always needing to know the WHAT. They also connect better with people because they bring the individuality out of everyone they know. They always treat others according to each person's personality instead of acting the same towards everyone. This is how they are able to fit in with practically every clique, and charm the socks off of any person.



Many awesome traits come with having EQ. You will be more creative, more intuitive (meaning you'll have a strong



sixth sense – a gut-feeling about people and situations), you will more likely be a better leader, you'll be more resilient (which is the ability to bounce back and remain strong during tough times), you will be able to cope with stress better, and you'll find people will be more trusting of you because you will be able to interact with them in a more open and personable way.

It's important to know that NOT everyone who has high EQ is a social butterfly. It is possible to have very high EQ but prefer to lead a quiet, personal life. Just because the neighbor down the street or down the hall doesn't throw a bunch of parties, or isn't constantly involved in social situations, doesn't mean that that person lacks EQ. Having high EQ is so much more than just being social. Many people with high EQ choose to live quiet lives, but are still sensitive and reactive to others, they have empathy, and they know how to connect and interact with people – they just do so in a less "public" way. So never automatically assume that the person a couple lockers down from you doesn't have strong EQ just because they are shy or quiet. Some shy people have the highest form of EQ, because they know how to SHUT UP and LISTEN!

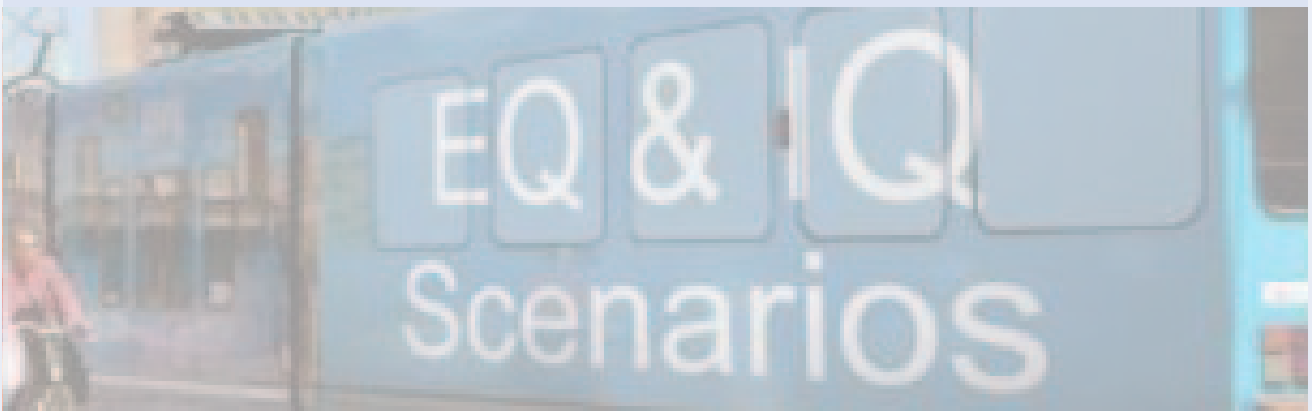
EXERCISE 11

LOOK AT THE EXAMPLES BELOW. IN THE SPACE PROVIDED, WRITE WHETHER THE SCENARIO IS AN EXAMPLE OF INTELLECTUAL INTELLIGENCE "IQ" OR EMOTIONAL INTELLIGENCE "EQ":

1. More likely to get me through school: _____.
2. More likely to get me through life:_____.
3. Having the ability to motivate and influence other people:_____.
4. When I'm upset I am unable to pinpoint my own feelings:_____.
5. There are things I'd like to change, but for the most part I like who I am:_____.
6. I always pass my tests in school:_____.
7. I prefer to study than to go to parties:_____.
8. I am a member of the Drama Club, the Yearbook Committee, the Dance Team, and I volunteer in all school fundraisers:_____.
9. I like to go home after school and play chess online against the computer:_____.



10. I have a lot of friends and the most amazing girlfriend:_____.
11. I can figure out insane mathematical equations, but people confuse me:_____.
12. I feel really awkward and uncomfortable around people who are emotional – like when they're crying:_____.
13. I feel that I am at my best in high-strung and emotional situations:_____.
14. People usually come to me for tutoring but not so much for advice. with life-stuff:_____.
15. I tanked in Chemistry and Algebra but scored high in Life Skills and Driver's Ed:_____.



EMOTIONAL AWARENESS

EXERCISE 12: ANOTHER ASPECT OF HAVING EQ IS EMOTIONAL AWARENESS. BEFORE WE DEFINE EMOTIONAL AWARENESS – YOU TAKE A SWING AT IT. YOU DESCRIBE WHAT YOU THINK EMOTIONAL AWARENESS MEANS.



Great Job! Emotional Awareness means that you are AWARE of the feelings that you have, as well as other people’s feelings. For instance, you can tell if your friend is sad because a boy broke her heart. You can also tell when your little brother is excited because he won the school spelling bee, if your dad feels nervous about a job promotion, or when you mom is mad because dinner burnt. Having emotional awareness means that you are able to “read” people and quickly understand their emotions based on how they are behaving or on their facial expressions. When you have Emotional Awareness YOU ARE AWARE OF YOUR FEELINGS AS WELL AS OTHER PEOPLE’S.

Look at the following “Getting to Know You” exercise. The blank spots are for you to list your feelings about things, situations, people, and events – whatever! We all know our Likes & Dislikes – we can easily rattle them off when asked or provoked. If you like ice cream, you KNOW that you like it, and you are vocal about it. If you hate broccoli, you KNOW that you hate it, and you are probably vocal about that as well. Wouldn’t it be great if it were as easy to identify our feelings? Wouldn’t it be great if it were that black and white when it came to recognizing and understanding the emotions we have? IT CAN BE! It just takes practice and really getting to know you. You spent your entire life creating your list of likes and dislikes. Knowing your emotions will also take time – and it might be a lot of trial and error, but it is so worth it. Your happiness and future depend on it. People who are emotionally aware are for the most part healthier and happier individuals, more content with life, and build stronger and more trusting relationships. Doesn’t that seem worth it?

EXERCISE 13: COMPLETE EACH OF THE SENTENCES BELOW WITH A STATEMENT THAT DESCRIBES YOUR OWN FEELINGS. YOU CAN USE ANYTHING: FRIENDS, SCHOOL, HOME, THE WORLD, TEEN ISSUES, BOYS, GIRLS, PARENTS, LITTLE BRO’S AND SISTERS – ABSOLUTELY WHATEVER POPS INTO YOUR MIND!. ANY TYPE OF SITUATION – GOOD OR BAD.

Example:

I am happy when I get really good grades on my report cards_____.

I feel embarrassed when I get the hiccups at school_____.

I think negative thoughts about myself when I lose at anything_____.

I am _____ when _____.

I feel _____ when _____.

I think _____ about _____ when _____.

I am _____ when _____.

I feel _____ when _____.

I think _____ about _____ when _____.

I am _____ when _____.



I feel _____ when _____.
I think _____ about _____ when _____.

I am _____ when _____.
I feel _____ when _____.
I think _____ about _____ when _____.

I am _____ when _____.
I feel _____ when _____.
I think _____ about _____ when _____.

I am _____ when _____.
I feel _____ when _____.
I think _____ about _____ when _____.

Answer the following question:

I think the world would be a much better place if...

Three horizontal lines for writing, each with a globe icon and small figures holding hands around it.

Levels of Emotional Awareness

Emotional Awareness can be broken down into 6 separate levels. Each of the levels act as a type of scale that determines how much emotional awareness a person has. Where each individual ends up on the "scale" is based off of a bunch of exercises, scenario tests, and more. The main levels of Emotional Awareness are divided like this:

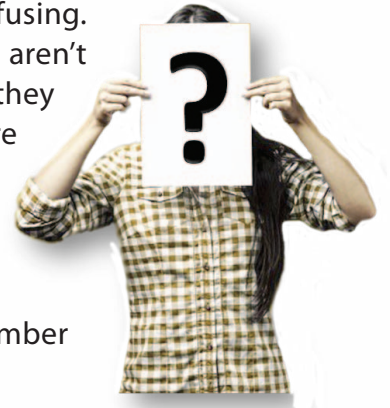
1st) No Emotional Awareness: When at this level, people do not know how to identify the emotions they feel. It is possible that they may not even have a clue when a particular emotion is brewing, like a cup of lava, inside of them. If they ever mention anything at all about "feelings", it is usually said in the form of a statement or a judgment, like: "I feel so dumb" or "I am feeling like such a loser". Can you see how those





are statements instead of actual emotions? Just because they say the word “feel” doesn’t mean that they are actually feeling those emotions.

2nd) Awareness of Body Sensations: This one is a bit confusing. These people are at least aware of the “idea” of emotions, but they aren’t able to describe what it is they feel. All they have to go on is what they feel inside of their bodies. For example, if people at this level are ANGRY, they wouldn’t know, nor would they be able to say “I’m angry”. All they would know is that something is wrong because of how their bodies are reacting to the emotion. Their hearts beat faster, or they feel hot in their faces or necks. Which were the most common physical symptoms that came with being angry – remember any from earlier?



3rd) Awareness of Behaviors: All people at this level are able to do is react to the results of whatever emotion is taking place. That sounds confusing, right? Let’s work with a couple examples...



Jack and Tyler stopped at a convenience store on their way home from school. As they were loading up on candy and energy drinks, a masked man comes in with a gun. Jack, being an Emotionally Aware person, knew that he was scared, and because he felt and recognized the emotion of fear inside of him, his body and mind signaled him to GET OUTTA THERE. Tyler, on the other hand, was at this 3rd level of awareness. He only knew how to react to the situation because of what was happening, but not because he felt the emotion of fear, like Jack did.

Tyler did not recognize or understand the emotion of fear – he just knew, because of what was taking place around him, that it would be best for him to turn tail and run.

Another example of Tyler’s level of emotional awareness. Imagine Tyler, standing in line in the school cafeteria, patiently waiting (even though he is starving) for his turn, when all of a sudden another kid cuts in line in front of him. Tyler knows that he needs to walk away. He knows that it’s time to leave the situation because he starts to feel the need to yell at the kid. Not because he KNOWS he’s angry, or because he feels and recognizes the emotion as ANGER. Tyler just knows it’s a good time to walk away, because he is overwhelmed by the need to yell at the other kid for cutting in line.

Most might say that people at this emotional awareness level live their lives based on logic, instead of feelings or emotions. If there’s a fire, you KNOW not to touch the flames, not because of the fear of getting burnt, but because you know the end result is that you WILL get burnt if you touch them. LOGIC. Makes sense?



4th) Awareness that an Emotion is Present: People at this level know that an emotion is happening inside of them, but they just can't figure out what type of emotion it is.

Megan knew that she felt "good" because she felt like laughing. But she didn't know what emotion was making her feel that way. She just knew that something inside of her was making her feel good, and that she liked it. So she laughed and laughed and laughed.



5th) Differentiated Emotional Awareness:

That's quite a mouthful, but what it means is that a person at this level is almost at the top of the Emotional Awareness scale.

These people are not only able to know that an emotion is happening, but they can also identify which is the one that is taking place. They know if they feel happy or sad or angry or depressed or excited. They can recognize and identify these emotions, based on how they feel. However, they are only able to recognize one emotion at a time. If they feel bad, they know they are feeling sad. But when they feel bad and anxious at the same time, then, in their minds, they are feeling either only bad, or only nervous. They are unable to say, "I feel sad AND nervous."

6th) Blended Emotional Awareness: The highest level of Emotional Awareness a person can reach. People at this level are at the top of their games when it comes to feeling, recognizing, identifying, and reacting to their own feelings, as well as other people's.



These people are one up the 5th level because they CAN recognize and identify more than one emotion at the same time. They are able to say "I feel happy and excited," because they can sense and FEEL the happiness AND the excitement happening separately inside of them.

This is the level of Emotional Awareness that everyone should try to reach. Everyone can increase his/her own level of Emotional Awareness. As with anything that is worth doing – it will take some hard work and some soul-searching, but you CAN do it. It can actually be a very fun thing, getting to know yourself!





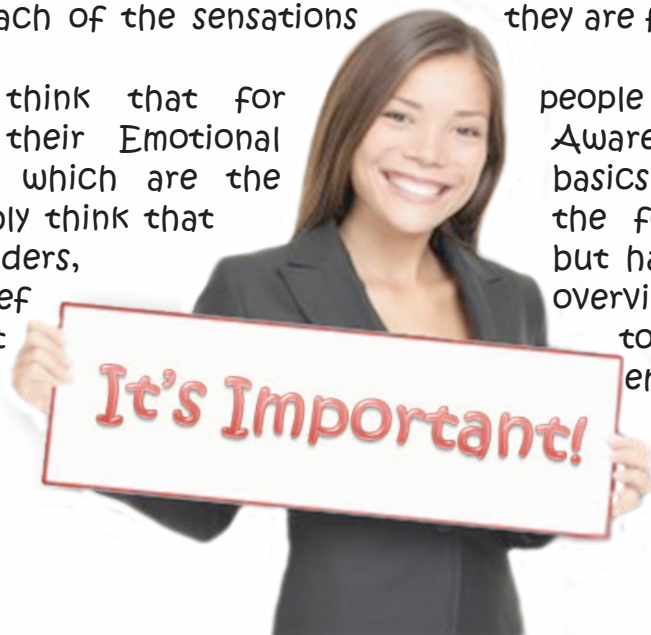
EXERCISE 14

LOOKING AT THE DIFFERENT LEVELS OF EMOTIONAL AWARENESS, WHAT LEVEL DO YOU THINK FITS YOU BEST TODAY? REMEMBER, BEING HONEST WITH YOURSELF IS THE FIRST STEP IN GETTING YOUR ANGER UNDER CONTROL. SO BE REALLY TRUTHFUL ABOUT THIS EXERCISE, IT DOESN'T MATTER IF YOU ARE AT LEVEL 1 OR LEVEL 6, OR AT ANY OF THE LEVELS IN BETWEEN – WHAT MATTERS IS THAT YOU AT LEAST HAVE AN IDEA OF WHERE YOU ARE.

Boosting Your Emotional Awareness

Of course, it is good to know what level of Emotional Awareness you are at in order to climb to the higher levels, but it goes deeper than that. Did you know that many teens and adults cannot describe the basics of each individual emotion? When asked, they can't explain what is each emotion's purpose or function. Most people are unable to identify and react to more than one emotion at a time, because they don't know how to break down and describe each of the sensations they are feeling.

Don't you think that for and increase their Emotional at least learn which are the You will probably think that are for 2nd graders, just do a brief It's important identify your It'll be fun!



people to have high EQs Awareness they should basics of each emotion? the following exercises but hang in there. Let's overview of Emotions 101. to really be able to emotions. C'mon!



EXERCISE 15: LOOK AT THE SCENARIO BELOW AND ANSWER EACH QUESTION TO THE BEST OF YOUR ABILITY IN THE SPACES PROVIDED.

Your Science teacher tells you that you are failing her class. She says that you have a lot of work to do if you want to graduate on time and with your friends. Your teacher gives you an extra-credit assignment to take home as a way to try and improve your grade. She then schedules a meeting with you for the next day to come up with a plan so you graduate when you are supposed to.

How does all this make you feel? How do you think it makes your teacher feel? List the separate emotions this situation might make you feel and the ones your teacher may be feeling.

You:

Your teacher:



EMPATHY IS ANOTHER IMPORTANT INGREDIENT OF EQ AND EMOTIONAL AWARENESS. IT IS IMPORTANT TO KNOW THE DIFFERENCE BETWEEN EMPATHY, SYMPATHY, AND APATHY BECAUSE MANY PEOPLE CONFUSE THE THREE.



EMPATHY

Empathy is the ability to put yourself in someone else's shoes & being able to imagine & try to understand how he or she feels

SYMPATHY



SYMPATHY: THIS JUST MEANS THAT YOU FEEL SORRY FOR SOMEONE. IT IMPLIES THAT YOU MAY NOT UNDERSTAND WHAT THEY ARE GOING THROUGH, BUT YOU FEEL BAD ABOUT WHAT IS HAPPENING TO THEM.

You feel sorry for someone. You may not understand what they are going through but you feel bad that they are going through it.



APATHY

You feel nothing. You are not interested in understanding how others are feeling



Here's an example:

You're on the Varsity Volleyball team at school. Your team has played really well this year and is preparing for regionals. The whole team is really excited – college scouts are going to be in the stands recruiting for their volleyball teams – which for you and your teammates is a possibility for a full-ride scholarship! You all are under a lot of pressure, but it's a happy and excited type of pressure. It's all you guys are talking about lately. You show up to school on Monday after a great weekend and you see one of your teammates, Ella, on crutches with a cast on her leg! She tells you she broke her leg over the weekend and has to wear the cast for almost 8 weeks! You can tell she's upset.

Empathy: You realize the impact of what she must be feeling. You are only a week away from regionals, and with a broken leg, Ella will never be able to play. This means not only that she won't be able to play in the game you have all worked so hard to get to, but also that she won't be seen by the scouts. She could lose a scholarship opportunity to a great school. You think about how you would feel if you were in her position, if it were you that this were happening to. Because you are being empathetic with Ella, and because she can tell that you are genuinely trying to understand what is happening to her - she feels a little better, due to your support and empathy. Your trying to connect with her feelings helps Ella feel less alone with them. You help her come up with a plan; you decide to put together a video montage of Ella playing in past games so that the college scouts can at least see a bit of her talent.

Sympathy: If you were just showing Ella sympathy, you would probably approach her saying something like, "I am SOOOO Sorry that this awful thing happened to you." You would be showing some type of concern, but not the type that really matters. Sympathy will not help connect you to Ella. Hearing you say "you're sorry" won't help Ella to feel any less alone. It is kind of superficial because, again, it leaves no room for connection. You walk away wishing her well, but do nothing to help her figure out what she can do about the college scouts.

Apathy: Apathy means that you feel nothing towards Ella's situation. You are neither sympathetic nor empathetic. You are not sorry that this happened to Ella, and you do not care about trying to understand what she is going through. In other words, you couldn't care less – you have regionals coming up, you have too much going on to be concerned about what Ella or anyone else is going through! It doesn't even register with you all that she may lose out on because of her leg. You are too wrapped up in your own life to care about anyone else losing out on a scholarship.

*Can you guess which is the best attitude to practice?
Is it Empathy? Is it Sympathy? Or is it Apathy?*





EXERCISE 16

WRITE WHICH ONE YOU THINK IS THE BEST WAY TO FEEL ABOUT ANOTHER PERSON'S FEELINGS OR SITUATION. DO YOU THINK YOU SHOULD FEEL EMPATHY, SYMPATHY, OR APATHY? TAKE A LOOK AT THE EXAMPLES ABOVE IF YOU FORGET WHICH IS WHICH. THEN EXPLAIN WHY YOU CHOSE THAT ONE AND THE REASONS WHY YOU THINK IT IS THE BEST APPROACH.



Emotional Literacy

This is one you may not have heard of before. Emotional Literacy means that you are not only able to recognize and identify your emotions, but you also are able to react to them in a calm and mature manner. This is something we would all like to achieve. How many times have you felt like a loser for throwing a temper tantrum or acting like a psycho in front of people because your emotions got the best of you? Not everyone can achieve Emotional Literacy. It can be very hard to control your emotions when you are at your angriest, saddest or happiest. It can be hard to maintain composure. Emotional Literacy is an excellent ability to strive for, but you should not beat yourself up if you slip. Instead, reward yourself for trying.

What is Emotional Literacy?

Emotional Literacy is being able to describe to yourself and others how you are feeling by using short, to-the-point, 3-word "feeling" sentences.

Example #1: "I feel sad."

Example #2: "I feel happy."

Example #3: "I feel angry."

That's it! It's as easy as that. That is the easiest way there is for you to identify your feelings, it's the simplest way to label your sentiments, and it's the less complicated way for you to



communicate how you feel to other people in a way that is easy for them to understand!

It's important to practice improving your emotional literacy so that you can become skillful at identifying accurately your emotional states and communicate your emotions in a way that others can understand.

The first step you can take to begin to develop your emotional literacy is learning to identify your feelings by using specific terms. It takes digging really deep, and really listening to your body until you are able to pull a specific feeling out of it. "I feel weird," would not be a specific feeling. Tune in to your body and pull a precise feeling out. The more you practice, the easier it will become. Kids have excellent emotional literacy. They know exactly how they feel, and they are specific as can be in identifying their emotions. "I feel sleepy." "I feel hungry." That is how kids communicate all the time and we could really learn something from them. Somehow along the line while growing up, we lose that ability to be straightforward and raw in expressing our feelings. However, practice makes perfect!

EXERCISE 17: TAKE A SECOND TO WRITE DOWN 10 EMOTIONAL LITERACY STATEMENTS. TAKE A LOOK AT THE EXAMPLE IF YOU GET STUCK!

- | | |
|----------|-----------|
| 1. _____ | 6. _____ |
| 2. _____ | 7. _____ |
| 3. _____ | 8. _____ |
| 4. _____ | 9. _____ |
| 5. _____ | 10. _____ |

Excellent job! Start doing this every day. Take 5 minutes per day to practice saying or jotting down (10) 3-word "feeling" sentences. It may feel weird at first, but soon it will become a normal part of how you communicate with others!

Let's look at some examples of what are NOT emotionally literate statements:



I feel sad



I feel happy



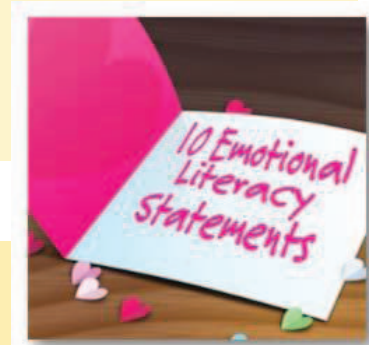
I feel angry



A statement that starts out like...

“I feel like...”

Is NOT an emotionally literate statement



An affirmation that starts out like...

“I feel like you...” (These are tricky. They sound like “I” statements, but they are actually “You” statements. So be careful!)

Is NOT an emotionally literate statement.

And one that starts out like...

“I feel that...”

Is, again, NOT an emotionally literate statement.



Do you see the difference between those that are emotionally literate statements and those that are incorrect?

The easiest way to tell the difference is the amount of words used in the incorrect affirmations. You have already learned that emotionally literate statements are quick, specific, 3-word sentences. Incorrect statements need 4 or more words, and the specific feelings are separated from the YOU using a form of indirect communication. “I feel LIKE an idiot.” This is a way of masking your true feelings. When expressing your feelings, do your best to avoid indirect communication. Practice expressing your feelings in the simplest, most specific way.



| | |
|--|-----------------|
| 1. OMG! There's N-O-T-H-I-N-G to do! I am so _____ | A. Calm |
| 2. Someone stole my cell phone out of my locker during last period. I could scream! I feel _____ | B. Depressed |
| 3. I'm thinking about signing up for the school play. It's Romeo & Juliet, I love that story. I am _____ | C. Relaxed |
| 4. My team didn't make regionals. We worked so hard. Now we have to wait until next year. I am _____ | D. Happy |
| 5. I really don't want to get out of bed, or go to school or do anything. My life sucks so bad. I feel _____ | E. Excited |
| 6. Can you repeat the instructions for the quiz? I don't understand. I am _____ | F. Afraid |
| 7. I have to give a speech in front of the entire student body. I'm shaking. I feel _____ | G. Nervous |
| 8. I studied so hard for that test, but I still failed. I am so _____ | H. Concerned |
| 9. The school lunch today is totally unidentifiable. What the heck is it? Gross! I feel _____ | I. Angry |
| 10. I am laying in the hot tub, my muscles and body feel so good that I could fall asleep. I feel _____ | J. Bored |
| 11. My hair looks horrible, I got in a fight with my mom, I forgot my phone, SO back off! I am _____ | K. Surprised |
| 12. My dog, which I have had since I was 5 years old, died yesterday. I am so _____ | L. Hurt |
| 13. The thunder is so loud, my bedroom window is shaking It's freaking me out! I feel _____ | M. Interested |
| 14. I just got a brand new car for my 16th birthday! I feel _____ | N. Disgusted |
| 15. I am laying on my bed, listening to my iPod - everything is SOOO relaxing and peaceful. I feel _____ | O. Upset |
| 16. That girl just said some pretty awful and mean things to me. She doesn't care about my feelings. I feel _____ | P. Disappointed |
| 17. I just ran into my friend, whom I haven't seen in 3 years! I can't believe it! I am so _____ | Q. Confused |
| 18. My mom and dad just told me how proud they are of me. I feel _____ | R. Sad |
| 19. My best friend was supposed to be here an hour ago. She's not answering her phone. Hope she's Ok. I feel _____ | S. Cranky |



*Communication
Skills*

**puzzle
piece #2**





Puzzle Piece #2: Communication Skills

Have you ever noticed how some people are able to talk to complete strangers as if they've known them their whole lives? Or how some people can walk into a room full of strangers they have never met before and make friends instantly? Or how some people can talk their way into or out of any situation?

Then, there are other people who try their hardest to communicate but just can't seem to figure it out. They get all nervous and sweaty and start fumbling their words like a football. There are people who are shy, who do not do well in crowds, and to whom the idea of having to speak in front of others makes them want to curl up and die. These people find it hard to make friends because they avoid social interactions, or any situations where they make have to talk to other people. The friends they do have, they have most likely been friends with since they were little kids, when they didn't worry as much about having to communicate with people – they just did!

Which group do you fall under? Are you a Conversational Wizard? A Shy Guy? Somewhere in between the two? Do you find it easy to go up to the locker of people you like and ask them if they want to hang out with you? Or do you stumble over, open your mouth to speak, and all that comes out is "aaaaaaaahhhhhhhh, uuuuuuummmmmmm..." until you run away – willing yourself to believe that what just happened – did NOT just happen!

Have you ever noticed that some days you communicate great with everyone and other days you can't even figure out how to connect with a rock? On the good days, you feel powerful – like you could rule the world and everything in it. You feel strong and confident and unstoppable. On the bad days, you feel like a complete tool - like you couldn't even recite the alphabet if you were put on the spot. Would you feel better knowing that EVERYONE, even the President of the United States, with all of his clever and inspirational speeches, has their good and their bad days when it comes to communicating? Everyone has "off" days.

When it comes down to it, being able to communicate is basically just needing to develop better "people skills". Sure, it seems unfair that some people are just born with people skills, while the rest of us have to train and develop ours. We all wish everything came easily, but don't you think that the stuff you work hard for, the stuff you practice and practice until you nail it, means more than what was just handed to you? You're probably





thinking, “Um, NO!” However, chances are that when you finally achieve something you worked very hard for, you will appreciate it and yourself much more. You’ll see!

So, some people are born knowing how to communicate because it’s in their genes.

Others are raised around people who know how to communicate, so by the time they really need to put their communication skills to the test – they’re good to go.

Most people aren’t so lucky. People skills were not in our DNA when we were born, nor did we grow up around communication gods. That doesn’t mean that we cannot learn communication skills, it just means that it may not come as naturally for us.

Everyone benefits from learning how to communicate. As teens, you are almost always around other people – at school, at home, at your part-time job, at your friends’ houses, at the mall, at the skate park, at parties, and everywhere else you go. Learning good communication habits will allow you to do better and be your best in all situations.

One thing to remember about communication skills is that even those who are the best of the best when it comes to communication are always practicing and trying to improve their communication habits. Communication is one of those things in life that we can always be better at, which can always be improved.

Communication skills can be fine-tuned, kind of in the same way as you do with a guitar. Why do musicians have to constantly tune their guitars? So they sound good, right? So that they don’t get up on stage in front of people and embarrass themselves by sounding bad or out of tune. People who play guitar know that they should adjust their instruments every time they pick them up. Constantly tuning their guitars means that they will always be ready to play. When guitarists get up on stage in front of people to play, they know that the chords will sound great because they always take the time to harmonize their guitars. When you constantly practice and “tune” your communication





skills, then, like the guitarist, you can also stand confident in front of the crowd. That's why there are so many classes and workshops and books on this subject. They aren't only for people who are trying to learn how to communicate. They are also there for those who want to fine-tune their communication skills.

Having good communication skills will help you feel strong and confident, all of which will do amazing things for your self-esteem. You will feel better about yourself. You will feel capable and worthy of accomplishing any goals and dreams you set out to get. Without good communication skills and high self-esteem, you will find it very hard to get where you want to in life. You will have a hard time being assertive and you will never feel completely confident in your communication or connection with other people. All this can, in turn, make having healthy and trusting relationships very hard to come by. You will go through life feeling inadequate and unworthy of great opportunities. That is NO way to live! What kind of life would that be? A very stressful one – and stress on its own can be a major downer!



Having good communication skills is like having a one-way ticket to the land of confidence and self-worth, and you deserve to be there! So read on, and work through the following communication exercises just as you have been doing. There will be so many wonderful benefits that will come from improving the way you communicate with the world.



Will help you feel strong & confident, doing amazing things for your self-esteem

Why is having good Communication Skills so important?

Communication is very important in our world today. There are classes, workshops, self-help materials; there are even specific jobs in almost every company and organization, that hire people to communicate for the corporation, called Public Relations. Their main job is to communicate to the public all of the things that are happening within the organization. They protect firms against conflict. I am sure you have seen them on the news when something happens regarding a company. Big corporations, little companies,



the police and fire departments, government agencies, and even your school district have their own Public Relations department.

For those teens that work part-time jobs during the summer or year-round, you may be able to relate to this as you may have known someone to whom this has happened. Most people who get fired from their jobs are not sacked because they did not or could not DO the job. Most of the time they get fired because they did not get along well with customers, other co-workers, or their bosses.

For those teens with divorced parents or friends with divorced parents, you probably know that most marriages don't end because of lack of love or because mom can't cook or dad works too much. Most divorces happen because of lack of communication. Your mom and dad, or your friend's mom and dad, just didn't know how to talk to each other, or simply chose not to.

For those teens who don't get along well with your parents, some of the issues you have with them may just be teen-stuff, and you finding your way in the world. But



**Don't get along with your parents?
It may be that you don't know how or
are afraid to communicate with one another.**

chances are, most of them arise because you and your parents don't know how to, or are afraid to, communicate with one another. Maybe most of your communication attempts have ended in fights, tears, and slammed doors. It's okay – at least you were trying to communicate.

Communication takes time and practice, and the willingness to open yourself up to people. It can be frustrating and painful, trying to open up to your parents when you think they have no clue about what you're going through. Or when you think that they will judge you or yell at you or ground you until you graduate. Guess what? Your parents were once teenagers too! They also had to face most of the same stuff you are going through. Sure, some of the details have changed because times have changed, but your



parents can help you through it if you give them a chance! Also, for those teens who won't talk to their parents because they think they will disown them if they knew the real you, that's not the case. Most parents are so desperate for their teens to open up and talk to them, that the last thing they are going to do is ground you for life, judge you, or disown you. Parents know that if they did that, you would NEVER open up and try to communicate with them again. Most parents are so starved for communication with their teens that the fact that their children are finally opening up to them will greatly outweigh whatever trouble they may have gotten into.

So, teens, communicate with your parents! If you don't know how, keep reading. Teens, if your parents aren't communicating with each other and you feel tension in your house because of it, encourage them to talk and communicate with one another! So, so, so many of life's issues and conflicts can be prevented and fixed just by knowing how to communicate.



Communicate with your parents--encourage them to talk & communicate with one another!

Choosing the right way to communicate at the right time

Another part of having good communication skills is choosing which communication mode (phone, face-to-face, text, emails...) is most appropriate for the situation. There are times when texting someone is just fine, and there are other moments when face-to-face conversations are necessary.





EXERCISE 19: THINK OF AS MANY WAYS AS POSSIBLE FOR PEOPLE TO COMMUNICATE (PHONE, SIGN LANGUAGE, EMAIL, TWO CANS AND A STRING...) AND WRITE THEM IN THE SPACES PROVIDED. NEXT TO EACH MODE OF COMMUNICATION, NAME A SITUATION IN WHICH THAT WAY MAY NOT WORK WELL OR MAY BE INAPPROPRIATE.

| <i>Communication Method</i> | <i>A situation where method would be inappropriate or ineffective</i> |
|-----------------------------|---|
| | |
| | |
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| | |

Think before you speak

It is very important to choose the right communication mode for each moment. It is vital that you pick the best choice of mode for a given situation. Every circumstances and listener are different, so it is important to take a step back and think about the topic of the information and the type of listener who will be hearing it. Analyzing the situation will help you pick the right mode of communication.

CHALLENGE!!!

Challenge time! Take a look at the following situation and think which would be the most appropriate mode of communication.

You decide to break up with your girlfriend, which would be the best way of doing so? Speaking with her face-to-face? Calling her on the phone? Sending her a quick text message or email telling her your relationship is over? Which mode of communication do you think would be the best for this situation? Explain why.



If you guessed face-to-face, you are so right! If you suggested email or text message, you are SO wrong – and good luck ever getting a girlfriend again! If you supposed a phone call would be the best way, while it would be way better than sending a text message or email – it is still too impersonal for the situation.



Breaking up with someone is a very personal situation which could lead to someone being very upset and sad. If you were to tell a girl/guy to their face that the relationship is over, they may be disappointed, but at least they will respect you. Sending a text message or an email is so impersonal. It's like telling the person that they are not important enough for a face-to-face conversation or at the very least a phone call. It can be very offensive to receive texts and emails in very sensitive and personal circumstances. It can also make people think you're a chicken – that you are too scared to tell someone something to his/her face. We have all been there. We have all had something important to communicate, but were too scared, intimidated, or nervous to say it in person. Of course, sending an email or text would be the easy way out, it would be something to hide behind. However, when you find that courage inside of you that enables you to say whatever you need to say to whoever you need to tell it to, then, you will feel so much better about yourself. You will feel assertive and confident and proud of you.

There are many situations in which texts, emails, and letters are a perfectly fine way to communicate. In some circumstances they are even the preferred way of communicating. A good way to determine what type of communication is needed is to think about how sensitive and personal the situation is. Ask yourself, if someone were about to tell you the information you are about to relay to someone else – how would you want to hear it? Would you feel offended if you learned that news through a text, letter, or email? Would you rather have those facts told to you in person? If you would be okay hearing the info through text or email, than most likely others will be okay with it also. You should also think about the personality and type of person who will be at the receiving end of the message. Is that person a more private, sensitive type? Does he/she become easily offended or tend to create drama? Or is that individual, for the most part, laid back and relaxed? On the contrary, is the person a more formal type? Informal? Also think about your relationship with that person. Is he/she a family member? Friend? Teacher? Stranger or someone you hardly know?



In cases where the situation is very personal and may upset the other person involved, ALWAYS choose to speak face-to-face. If that's impossible, such as with someone who lives thousands of miles away, you do not have to get on a plane; but there are other ways to deliver sensitive information in a way that is both delicate and effective. For example, you can call that person on the phone or we now have video chat, which is in real time and it's as face-to-face as we can get to someone who is far away from us.

The point is that there are many ways to communicate with others, but it's important to look at every conversation and situation separately to decide on the top mode of communication for each. The more you practice, the easier it will become to choose which form of communication is best.

EXERCISE 20: LOOK AT THE FOLLOWING SCENARIOS. DECIDE ON THE BEST MODE OF COMMUNICATION TO USE, AND THEN CIRCLE IT. EXPLAIN WHY YOU CHOSE THAT OPTION IN THE SPACES PROVIDED. TAKE INTO CONSIDERATION THE TOPIC OF THE CONVERSATION AND THE PERSON YOU WILL BE TELLING THE INFORMATION TO.

Person: Mom or Dad

Topic: You are going to miss curfew because you are took a little road trip with your friends and can't remember where you parked your mom's new car.

Mode of Communication: Face-to-face Phone Call Text/Email

Explain:





Person: Brother/Sister

Topic: You are willing to pay him/her \$5.00 to do your chores

Mode of communication: Face-to-face Phone Call Text/Email

Explain:



Person: Best Friend

Topic: You are going to miss their 16th birthday party because you have tickets to see your favorite band.

Mode of communication: Face-to-face Phone Call Text/Email

Explain:



Person: Boyfriend/Girlfriend

Topic: You kissed someone else, meaning you don't like him/her anymore and want to break up.

Mode of communication: Face-to-face Phone Call Text/Email

Explain:

Person: Boss, Coach or Teacher

Topic: You can't make it to work, practice, or class because you don't feel very well.

Mode of communication: Face-to-face Phone Call Text/Email

Explain:

The purpose of communication

Communication holds several important purposes. Humans need interaction, and communication – both verbal and non-verbal. Without that connection to other people – we would not thrive.

Humans need interaction
They need communication,
both verbal and non-verbal





Promise to only do this once – the purpose of the following is not to make you fall asleep...promise.

Over the years, scientists in the United States have done many studies and scientific research on the importance of human communication and connection. Hundreds of scientific studies have been performed using babies that are sick in neonatal intensive care units of different children's hospitals across the country. The scientists take a certain number of unhealthy babies and divide them in two groups. They stick half the babies in one area, and the remaining ones in another area.



1st Group shown abundance of love, connection, communication

For 2 weeks, they give the first group of babies lots of love. They cuddle with them, talk and sing to them, read to them, rock them to sleep, hold their hands, rub their backs. They show them an abundance of love, connection, and communication.

The second group of babies (this sounds kind of harsh) are DEPRIVED of any communication, love or connection. They are not cuddled, and nobody sings nor speaks to them. The only connection these babies receive over the course of those 2 weeks is that they are fed as needed, bathed, their diapers are changed, and medications/IV's and such dispensed. However, while their basic needs are met, scientists, nurses, and doctors were not allowed to speak to them or show any type of warm nor loving human connection or communication.

Now, remember – all of the babies involved in this study were sick in some way. They were kept hospitalized due to a bunch of different complications and illnesses.



2st Group were not treated in this way

What group of babies do you think thrived and became healthier? Which group of babies stayed sick or became even a little worse? Which group of babies was calmer and cooed happily in their cribs? Which group cried more, desperate for human connection and communication?

You guessed right! The babies that were loved and sung to and cuddled with, all became a bit healthier, and some even recovered completely. They were happier babies and all the other tests given throughout the course of the study were passed. The group of babies who did not have human connection or communication did not thrive, they did not improve. They were stressed and uncomfortable, and their conditions did not change for the better. They were desperate for human connection and showed so in all of the tests performed on them during the 2 weeks.



You may be thinking – maybe it was just the babies? How could they crave so much human interaction, they're just babies?! Well, what if I told you that they continued the study for another 2 weeks by switching the groups? The babies who had had communication before, did not this time; and the ones who had not had interaction during the last study, did this time. The results were the same. The babies that were loved and with whom caretakers communicated, thrived, while the other group did not.

So, you see that's just one example of hundreds of thousands of scientific studies and research that have gone in to verifying the importance of human communication and connection.

Results:



1st Group thrived
& became healthier



2nd Group stayed
sick or became a
little worse

Why we need communication

As humans, we need communication for a bunch of different reasons, but the four main purposes we use communication for are:

- So we can convey information: We are able to get across information to another person using a bunch of different methods. Talking face-to-face, over the phone, sending an email, text, writing a letter. Now, we have video chat, video messaging, etc. In our world today, where technology is so advanced, the options we have to convey information are almost endless.
- So we can ask for help: Without communication, we would not be able to ask for help. Can you imagine what it would be like to be in desperate need of help, but have no one understanding you nor being able to figure out what you needed? That is a type of desperation that we do not have to worry about because we are able to communicate with others.
- So we can influence a person or audience: Think about the President of the United States or other politicians. They have to give speeches and presentations all the time. They have to convince people that they are the best choice if they are running for



office. The President has to convince us every day that the decisions he is making for us and America are the right ones. He has to influence us to take charge as Americans if he needs us to pull together as a Country for a particular reason. Like on September 11, 2001. Because of the attacks on America, President Bush made several speeches during those first couple of weeks influencing us as Americans to help in any way we could, whether it was volunteering in rescue and recovery efforts, offering items to the victims, or donating blood due to the severe need for it. Those are the types of speeches that influence a person or audience.

Have you ever watched a movie in which there was very intense part, like in flicks where



the world as we know it is about to end or something monumental is about to happen? Right before the “big event” happens, there is usually one actor or actress who gives an amazing, influential, and inspirational speech. For example, this you may know. In the movie Independence Day with Will Smith, just as they were about to go and attack the alien mother ship or whatever, they were convinced that doing so would lead to the destruction of the world. The actor who “played” the President of the U.S., Bill Pullman, gave this amazing speech that gives you goose bumps all over and makes you shiver in patriotic unity.

However, using communication for this purpose is not always so extravagant. Sometimes it’s about convincing your boyfriend to watch some chick-flick. Other times, it’s convincing your parents of all of the reasons why you SHOULD be able to go to Cancun on Spring Break. At times, it’s about influencing (or tricking, or paying off) your little brother to do your chores for a week. The point is, you use communication for this purpose probably more than you even know. You may even use communication to persuade others every single day! Whenever you are trying to influence a person or group to agree or go along with what you have to say – you are using communication for this purpose.

- So we can entertain and connect with each other: Hanging out with your friends, talking on the phone with your boyfriend or girlfriend for hours at a time, texting, emailing, chatting in online chat rooms, eating out at restaurants, shopping, watching a stand-up comedian or other forms of live entertainment. To do any of these things, we need to be able to communicate. In everything we do with another person for entertainment purposes – communication is at the heart of it.



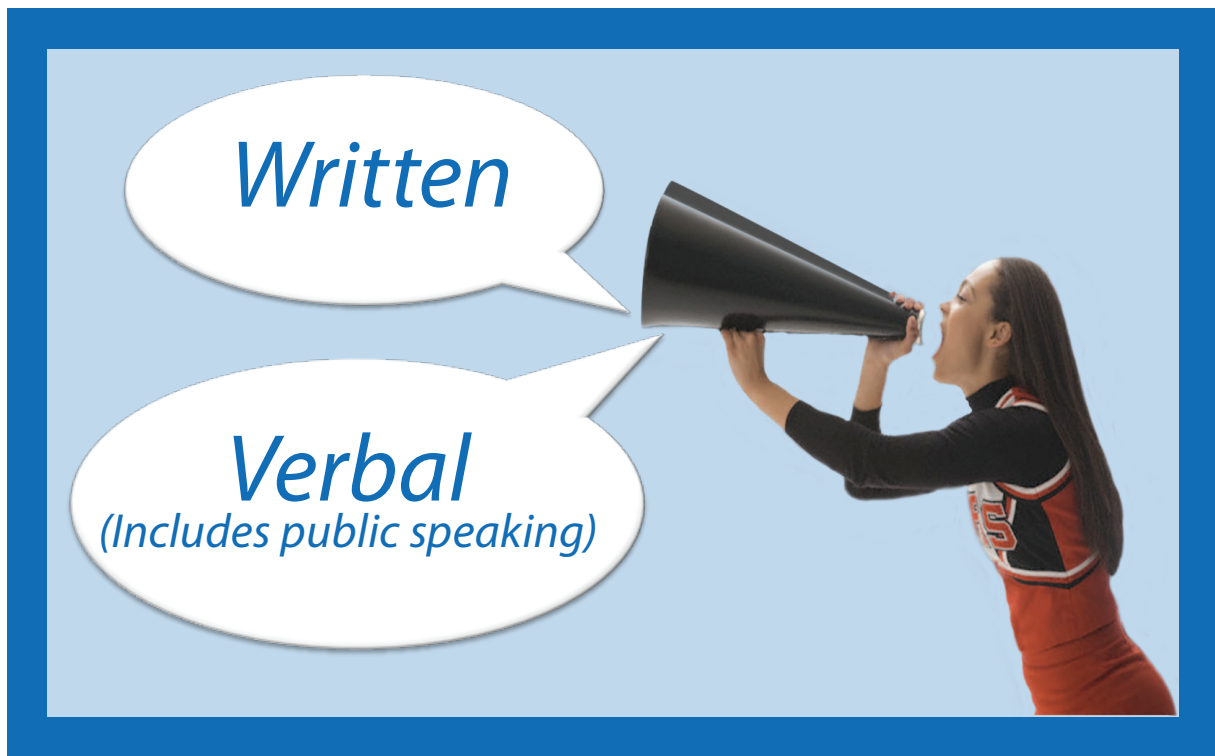
Different Forms of Communication

Communication is so much more than just talking. And it takes on many different forms. Some of them are:

Verbal Communication: Also known as Oral Communication, it involves using sounds, words, and language. One type of verbal communication is called Interpersonal Communication. This is the type of communication that is at the center of every single one of your relationships – with you parents, your brothers and sisters, your extended family, your friends, teachers, bosses (if you work), coaches, even the dude at the video game store who always holds the best new games for you!

Written Communication is communicating through texts, emails, letters, etc. Like when you write notes to your friends in class – when you do you are using written communication.

Another type of Verbal Communication is Public Speaking. It entails speaking in front of people – both familiar and strangers – that you do not have personal relationships with. It includes speeches, presentations, etc. When you have to stand up in front of your English Lit class and discuss the Pros and Cons of the book *The Hunger Games*, that is verbal communication in the form of public speaking, and most people have a hard time when having to speak in front of people!





Communication Speed Bumps

Being a good communicator is more than just saying the right things at the right times and to the right people. It's also being able to control yourself from saying or doing the wrong things, for instance, when the communication or conversations becomes too tempting to handle.



There are several Communication "Speed Bumps" that will stop good communication dead in its tracks. We are taught some of them as kids, but for some reason they can be among the toughest bad communication habits to break – even among the best communicators. You were taught as a child not to interrupt an adult's conversation, yet you constantly hear grown ups themselves interrupting each other! What kind of example does that set for kids?

Take a look at some of the most common Communication Speed Bumps:

- Interrupting
- Probing
- Dominating
- Judging
- Giving Not-Asked-For Advice
- Misinterpreting Information
- Accusing and Criticizing
- Putting Down/Name Calling

Again, even the most skilled communicators still use some of these speed bumps every once in a while. So if you happen to use them as well, don't feel bad or guilty – all that matters is that you try to better yourself and your communication skills. Look at these as bad habits to be aware of and try to avoid using them.

Journey Journal #6

Use this journal entry to list some of your own bad communication habits. Do you interrupt a lot? Do you try to dominate the conversation? Write down what you need to work on and explain two or three things you could do to help you avoid using those conversation speed bumps



Non-Verbal Communication:

This is any type of communication without the use of words. It is a physical and visual type of communication. A huge form of non-verbal communication is Body Language.

Body language is communicating with someone through facial expressions or gestures – it's using your body to communicate. We use body language all day long, without even knowing it. Does your mom have a "look" that she shoots you when you're out of line? A look that you know is telling you to cut out whatever you're doing or there will be hell to pay? Does your dad have a certain stance? Maybe whenever he puffs his chest out and you are 100% certain that you're in deeper than deep? When you know people, you become more aware of their individual body language, and it can be so strong that when communicating with it, they may as well be speaking actual words, because you understand exactly what the facial expressions or gestures mean?

Then there are also types of body language which are universal. There are more than 3,000 languages and dialects in the world, yet there are still ways to communicate using body language. Isn't that amazing? Language barriers are one of the hardest things we face in communication. When you do not speak a given language and the other person does not speak yours, all you have left is body language. Or you could try to find an interpreter – but the right type of language interpreter never seems to be around when you need one. There are also translation software and apps on our iPhones and other hand-held electronics – but they seem to be more of a hassle than trying to find someone who actually speaks the language. So we do our best using body language when we have nothing else. There are universal gestures and expressions that everyone knows. For example, we know that a gloomy expression, poor posture, and miserable-looking

**Body Language:
Communicating
with someone
through facial
expressions or
gestures**





eyes mean that a person is sad. On the other hand we know that a smile, bright eyes, and straight, confident posture means that a person is happy. We understand a mean look, a kind look, a loving look, and a look that could kill. We can tell someone with arms folded is closed off. We realize that a person pacing is nervous. We can interpret all of these things, without needing to know the language the person presenting them speaks.

Ways in which your Body Speaks to the World

Your body can communicate in a number of ways. Like it was explained to you above, body language can tell you exactly what is being “said” without a single word ever being spoken. This type of communication uses the following signals to help your body speak to people:

Eye Contact

Facial Expressions

Gestures

Posture

Movement and Positioning

Let’s take a closer look at these different forms of body language:

Eye Contact:

This is one of the most important components of communicating using both verbal and non-verbal communication. People who can look you in the eyes when they speak to you, are perceived as more trusting. Eye contact builds a stronger connection between the speaker and the listener.

Have you ever had a conversation with someone who hardly looked you in the eye, or who while talking to you kept looking at something else? How did the lack of eye contact make you feel? Did it annoy you? Did it make you feel unimportant? Explain how you felt in the space below.





Eye contact, again, is one of the most important components of communicating. It shows respect. Looking someone in the eye when you are communicating helps you connect with the listener. You have to remember that there are some exceptions to this rule, though. There is a fine line. If you are speaking to someone and you are looking that person in the eyes intensely, without blinking, so you never break eye contact – that can be considered super creepy. Have you ever noticed that if someone speaks with you holding eye contact so well the connection becomes a bit overwhelming, even to the point where you have to look away for a second because you feel nervous or “in the spotlight”? Eye contact can sometimes create such an intense connection that you need to look away to regroup.

When it comes to this form of communication, you also need to be aware of the rest of the people around you. In some cultures, it is actually considered rude, disrespectful, and a sign of aggression to make eye contact with someone. In other cultures, it is downright forbidden for a male and female to make eye contact with each other, because they consider it to be inappropriate flirting. In some countries, avoiding eye contact with the opposite sex or notable people is a sign of respect. You’re probably thinking, “how am I supposed to know who is who?!” You don’t need to, you just need to be aware that there are different views on using eye contact. In America, making eye contact is a sign of confidence and respect, and avoiding it can be a sign of disgust, anger, or boredom. If you come across a person who refuses to meet your eyes, don’t question it or judge it. There are many, many, many reasons why a person may not make eye contact. So it is very important that you don’t jump to conclusions and think that the lack of this type of communication automatically means that people are mad at you, don’t like you or are bored with you. It could be that they are following their own cultures’ beliefs and showing you respect!

It may not always be culture or religion that keeps someone from making eye contact. There are other reasons why people refuse to meet other people’s eyes. Maybe they are shy. Shyness is a huge factor in lack of eye contact in America. You can tell if a person is embarrassed of making eye contact if their eyes dart constantly away, or if they blink more than normal. Looking away and blinking are both ways of breaking eye contact, and if a person does this repeatedly throughout a conversation he/she is probably shy. These behaviors can also be a sign that indicates that person is bored or anxious.

There are also instances where not making eye contact is acceptable. Some people are more auditory learners than visual. To be an auditory learner means that you hear, understand, and learn more from a conversation in which you don’t maintain eye contact. You probably know someone like this from one of your classes at school. When the teacher is



talking and lecturing, this student never looks up nor looks the teacher in the eyes. Those students are too busy taking notes or doodling on paper while your teacher is teaching, yet they ALWAYS ace the tests. It's because they are better at listening. Making contact with the teacher can be distracting for this type of students. The same goes for students who never jot down a single note. They maintain eye contact with the teacher throughout the entire class. These students also ace their tests, but it's because they are better visual learners. Most of us are somewhere in between – we learn better through both visual and auditory learning. Neither is better than the other, it's just how we learn.

Eye contact is a tool you can use to communicate and connect with people and in America, it is considered necessary for proper communication. Just know that different people have a different understanding about the use of eye contact. It is important to stay true to what you believe and not question or judge the beliefs and practices of others.



Be aware of the people around you.
In the U.S., it is considered a necessary communication tool

Facial Expressions

You can also tell a lot by the facial expressions people use. If you've ever been around babies, such as little brothers or sisters, you have probably noticed that the older they become, the more facial expressions they make. The look on people's faces can tell you just as much as words. You can tell if someone is sad, happy, mad, embarrassed, nervous, and many other emotions just by a person's facial expression. You can tell if someone has eaten something sour. You can also notice when people have smelled something bad.

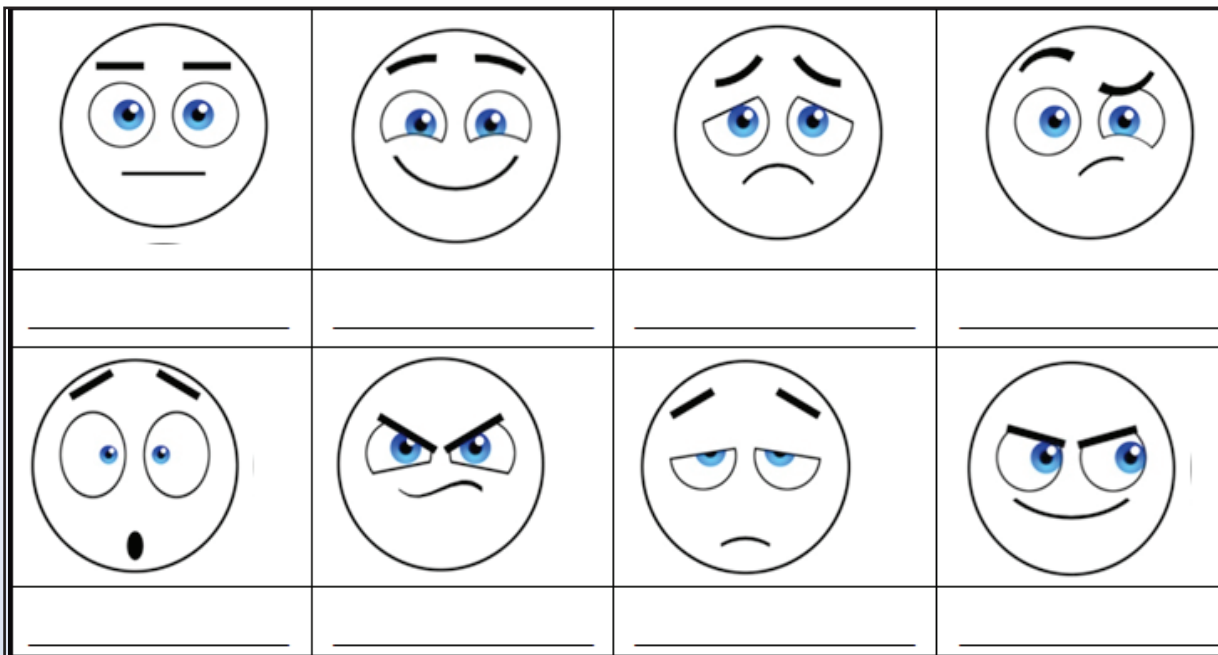
You can distinguish how they feel about a situation or person just by the looks on their faces.



Sometimes facial expressions actually speak LOUDER and CLEARER than words. If you act like you like someone, and tell so to that person, but in truth you don't, your face will give you away every single time. Some people learn how to cheat and fake their facial expressions, but truth always comes out.



EXERCISE 21: LOOK AT THE FOLLOWING FACIAL EXPRESSIONS AND WRITE DOWN THE EMOTION OR FEELING YOU THINK EACH PICTURE IS CONVEYING

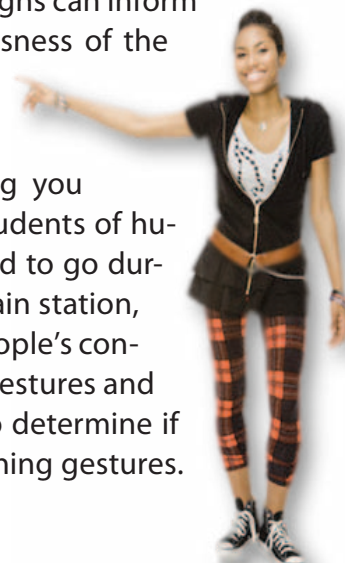


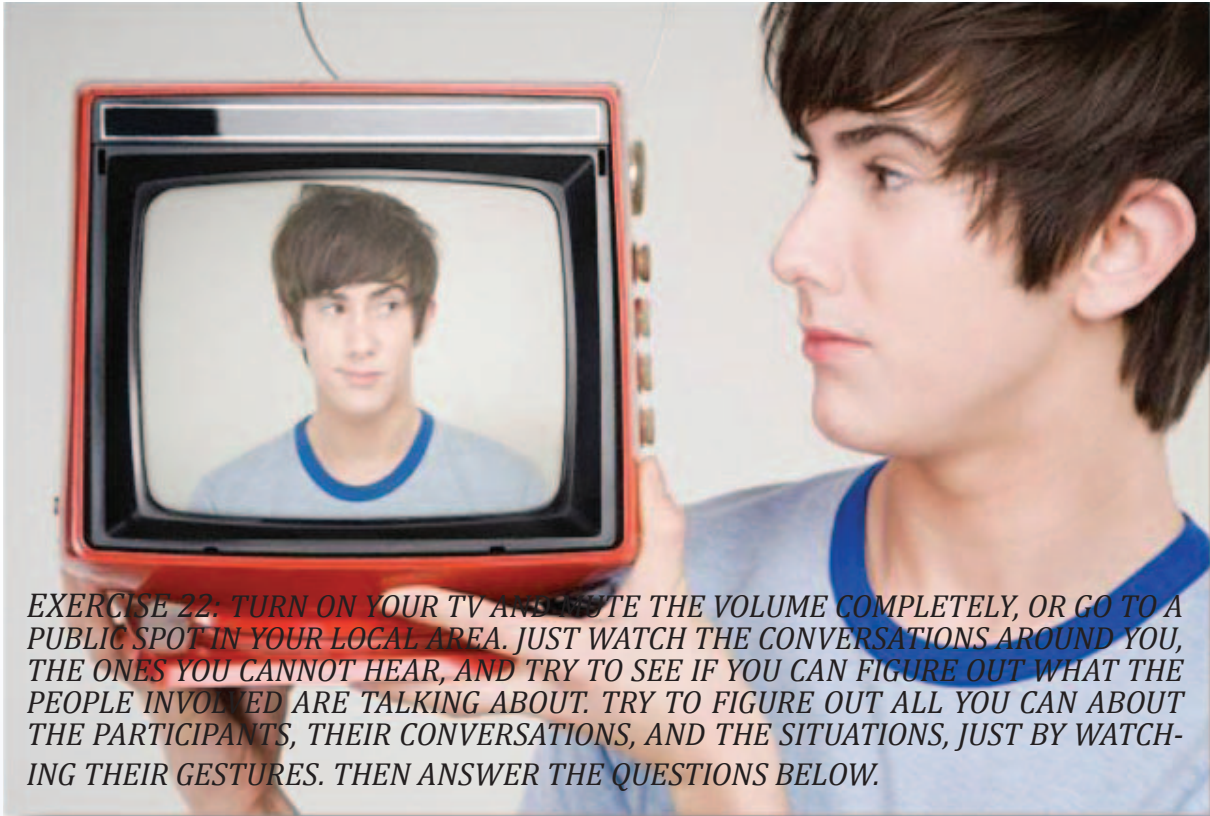
Gestures



Body gestures can speak clearer and louder than words. Have you ever watched people having a conversation from far away, or ever watched TV or a movie with the volume turned all the way down? It is shocking how much a person's gestures can tell you about what's going on in a conversation, or about the status of the relationship between the people involved in the discussion. You can tell, without needing to hear a single word, if people in a given conversation are strangers, friends, or boyfriend and girlfriend, just by watching their body gestures. These signs can inform you about the mood they are in, the seriousness of the conversation, and so much, much more.

Heads, necks, shoulders, arms, hands, hips, legs, even a person's feet can tell you everything you need to know about a conversation or situation. Many students of human behavior, such as learners of Psychology, will be required to go during their training to a busy public place, such as an airport, train station, or mall as part of an assignment. Their task will be to watch people's conversations from far away, and learn what they can from their gestures and other signs of body language. The students will then have to determine if they can figure out the situation or conversation just by watching gestures.





EXERCISE 22: TURN ON YOUR TV AND SET THE VOLUME COMPLETELY, OR GO TO A PUBLIC SPOT IN YOUR LOCAL AREA. JUST WATCH THE CONVERSATIONS AROUND YOU, THE ONES YOU CANNOT HEAR, AND TRY TO SEE IF YOU CAN FIGURE OUT WHAT THE PEOPLE INVOLVED ARE TALKING ABOUT. TRY TO FIGURE OUT ALL YOU CAN ABOUT THE PARTICIPANTS, THEIR CONVERSATIONS, AND THE SITUATIONS, JUST BY WATCHING THEIR GESTURES. THEN ANSWER THE QUESTIONS BELOW.

1. Did you find it to be easy or hard to figure out the conversations based on body gestures alone? Explain.

2. Did you notice that some people speak more using their body gestures than others?. For example, some people talk more with their hands than their mouths. Were some people more dramatic with their use of gestures than others? Did you find it was easier to understand the people who were theatrical with their gestures, than those who were not? Explain.



3. Did you find that the more you watched gestures, the clearer and louder they became? At any point were the gestures so clear that they could have been the same as words? Explain.



The way you sit, stand & carry yourself says so much about how you feel about a person or situation & your self-esteem

Posture

Your posture says a lot about you. The way you sit, stand, and carry yourself says so much about how you feel about a person or situation. Your posture also says a lot about your self-esteem, which is how you feel about yourself. If you stand up straight, you look confident, like you are ready to seize the day. Standing tall shows that you are interested in the conversation and the people involved in it. You are taken more seriously, and people will respect you more. If you slouch over, you give the impression of being bored and uninterested to people around you. It makes you seem as if you have no confidence in yourself nor in others. People will be less likely to approach you, because you will give off a vibe of being unapproachable. People may even think you are stuck up and not interested in anything.

Think of someone who makes you laugh. A friend, a family member, somebody you really enjoy talking to about everything. This person can always make you feel better and less stressed, and always helps you put things in perspective. This person listens to your problems, and shows interest in what you have to say. Do you have such a person in mind? Good, now think about his/her usual posture and how he/she carries him/herself, and write about it in the space provided.



Positioning and Movement

When you speak to people, do you face them or is your body usually turned away from them? Do you stand still and calm when you are having a conversation or do you become nervous and feel the need to pace, tap your foot, look at your watch, twirl your hair, or do some other movement or nervous tick?

When you face people, make eye contact, and remain calm and still when talking with them, you show that you are deeply sincere and interested in what they are telling you. You are showing them respect. When people pace, can't sit still, and move about during a conversation, in most cases, it's not because they are bored, uninterested, or being disrespectful. The most usual reason is because they are nervous. It can be hard for some people, especially those who are shy or have low self-esteem, to stand in front of others and look them in the eye. These type of people are unable to let their guards completely down, or become 100% involved in the conversation. As a result, they move and pace and fuss, and do everything they can to turn their bodies away and break eye contact.



Face the person, make eye contact & remain calm & still, to show you're sincere & interested

Think about a conversation you have had with someone who can't stay still. Did their nervousness and constant movement distract you? Did it make you nervous? Did it make you feel as if that person was bored or uninterested in what you had to say? Explain.



Negative Communication:

Most teenagers, especially those with anger issues, use this form of communication very often. We talked earlier about how communication is so important in connecting people, having healthy relationships, and resolving conflict. However, when you use negative communication, what you say or do, does not help you connect, nor build relationships. In the face of conflict, negative communication will hurt you more than it will help you resolve it. The only thing you can get out of negative communication is hurting yourself, and others around you. It will get you NOWHERE in life. This form of communication will hurt you more than it will ever help you achieve any of your goals in life.

Different Forms of Negative Communication



Some of the different examples of negative communication include:

- *Shouting*
- *Calling people names*
- *Slamming doors*
- *Punching walls and breaking things*
- *Hurtful and nasty texts, emails, and social networking (such as Cyber-Bullying)*
- *Giving someone the silent treatment*

Can you think of any other examples of Negative Communication? Try to come up with 5 more:

Example: Sticking your tongue out at people

- 1.
- 2.
- 3.
- 4.
- 5.



Great job! Let's breakdown some of these:

Shouting

Guess what shouting solves? Absolutely nothing! Shouting does not build relationships, does not improve communication, and it definitely doesn't resolve conflict. All that it does accomplish, really, is a sore throat, in the best of cases.

How do YOU feel when someone shouts at you?



Calling People Names

This is one of the most damaging things you can do to people. It is so hurtful. If you call your friends and family names when you're angry, even when you do so in a joking or sarcastic manner, you hurt them. They think "this person is my family member or close friend, and is supposed to love me and build me up. Not knock me down with mean remarks and name calling". If you call strangers you barely know mean names, you hurt them as well. What they'll think is "this person doesn't even know me, so why am I being called names?"

You know the rhyme "sticks and stones may break my bones, but words will never hurt me"? Nice try – but boy, is that wrong. There are people who shoot up schools because of name calling. There are people who hold grudges their entire lives because of name calling. There are also people who have been so affected by name calling that they turn to self-destructive behaviors, such as drugs and alcohol, unsafe sex with strangers, and self-harming, like cutting, or eating disorders. Name calling has even led some people to psychotic breaks. The worst is that name calling has led to harming others, school violence and shootings, and even committing suicide.

If you call someone names, you will eventually break that person. It hurts, and it is one of the worst things you can do to a fellow human being. Most people would rather be punched in the face because that would cause them less pain. Nothing good comes out of calling people names – ONLY bad things. Sadly, many people, especially teens, need to work on this destructive habit. However, with practice it CAN be accomplished.



EXERCISE 23: 2-PART EXERCISE

Part 1) How Do You Feel When Someone Calls You Names?

(Write The Truth, The Whole Truth, And Nothing But The Truth – No Room For Pride Or Ego’s Here)

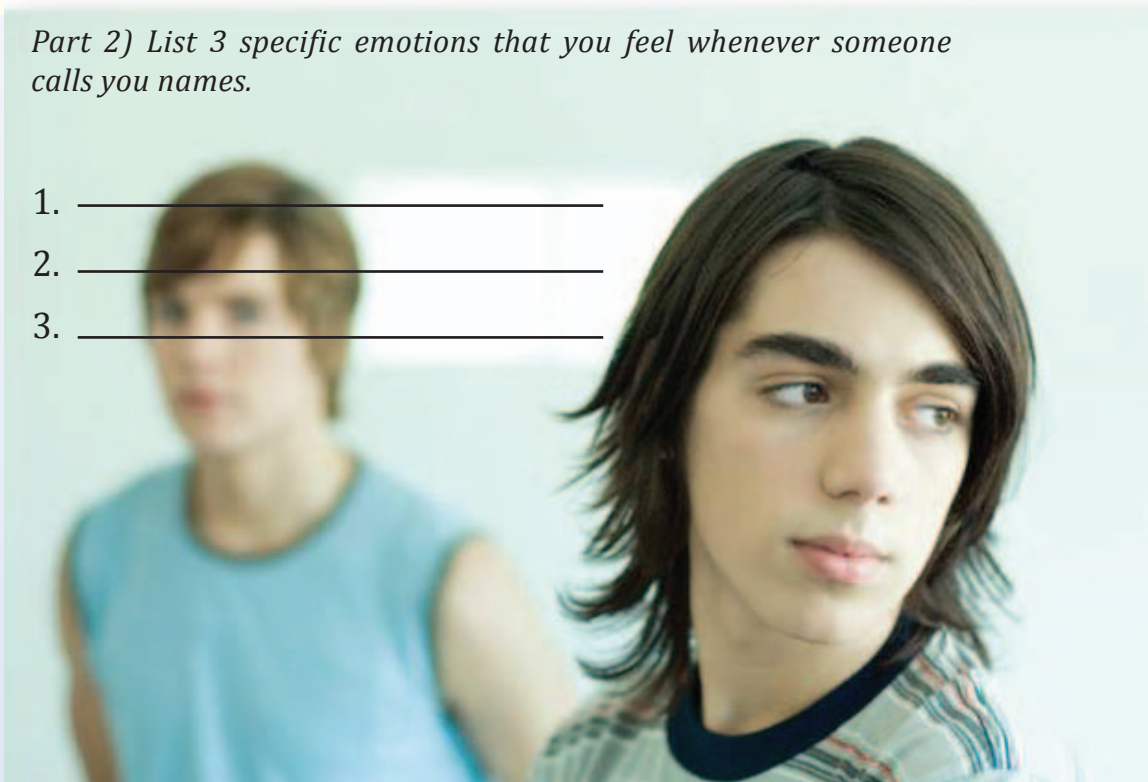


Calling People Names

*One of the most damaging things
you can do*

Part 2) List 3 specific emotions that you feel whenever someone calls you names.

1. _____
2. _____
3. _____





Slamming Doors

This is an age old favorite among kids and teenagers. You get mad, stomp to your room, and then BAM!!! You slam the door as loudly as possible. Once, a teen said that if she wasn't happy with the "loudness" of the door when she slammed it, she would open it again and slam it with even more force. If the second attempt didn't meet her expectations, she would do it again and again, again, until she was satisfied. When asked why she did this, and what she got out of it, she stated she did it so everyone would know just how mad she really was. She said the louder the noise the door made when it slammed, the madder she was, and she wanted EVERYONE to know. It may sound odd, but it made sense to her. She said it made her feel better. Slamming doors, just like breaking things and punching walls, are all signs of violence. Slamming doors is in a category of its own, though, because it's more annoying and disruptive than anything else – it's closely compared to a child throwing a temper tantrum. Chances are, people will start taking you more seriously once you stop.

Think about when you slammed doors (be honest, most of us have done it at least one time), has anything positive ever came from it? If you think yes, explain.

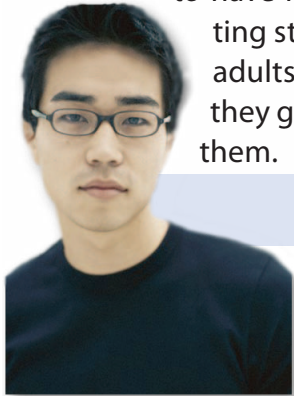
If your answer is no, also explain why you believe nothing good can ever come from slamming doors.





Punching Walls and Breaking Things

Breaking things and punching walls, like slamming doors, are violent behaviors, but to a more serious degree. Slamming doors is more childish, like a tantrum. Breaking things and punching walls can cause people to fear you. There is also a possibility of harming yourself, or others. Teen boys do this a lot - much more than girls, who seem to be more attracted to slamming doors than putting their fists through them. However, boys do have a tendency to punch and break things when they are upset. A mother of 5 teen boys once joked about not being able to have anything nice in her home, because her boys would break everything by either messing around for fun, or breaking them when they are angry. This mother joked about it, but can you imagine how frustrating that must have been for her? Teenage boys are usually closer to their mothers than to their fathers. However, these 5 boys were disrespecting their mom in more ways than one. They weren't allowing her to have nice things, they disrupted her home, and they were probably putting stressing their mom a lot, unnecessarily. Teens, and sometimes grown adults, punch holes in walls, or break the closest breakable thing when they get mad, without thinking about what they are doing to those around them.



"It's better to hit the wall...I could be hitting people"

Have you ever heard someone say something like this? Hitting walls is not better than hitting people. When people say that walls are better, it sounds as if deep down they knew that their reactions were wrong, and they are just trying to justify them. There is NO justification for being destructive. The moment you start making excuses, is the moment your destructive behavior has become seriously out of hand. We all get angry on a daily basis, but not everyone destroys things. In addition, punching walls can easily escalate into punching people – it just takes a little push over the edge.

Punching walls and breaking things are violent and destructive behaviors, and they scare people who witness them. Chances are, you don't want to go through life having everyone afraid of you. That would be a very lonely existence. So start changing this behavior TODAY. Whenever you get mad, use one of the calming techniques we will talk about a bit later on, or do anything that gets your aggression out in a different, non-aggressive way. Play video games, hit baseballs, take your aggression out on a punching bag even – whatever you choose, do your best NOT to take it out on a wall or your mom's glass figurines!

Teens: If you have made a habit out of breaking and punching things when you are angry, then, it is absolutely necessary that you get help about your problems controlling your anger. That rage will escalate. It's a good thing you are here, working through this workbook. You are exactly where you need to be. With persistence, hard work, practice, and learning to control your anger and other emotions, then you will become the person you wish to be.



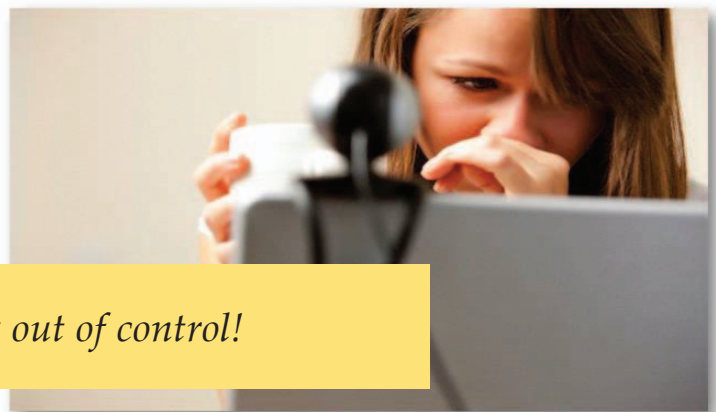


Have you ever broken something, or punched something out of anger? If so, how many times did you feel you had to do it? One? Two? Too many to count? How did you feel afterwards? If other people witnessed it, how did they respond to your behavior?

Hurtful and nasty texts, emails, and social networking

Cyber bullying, as you most likely know, is completely out of control. You want to know why? Because people use spoofing software, anonymous tags and ghost IP's to say **WHAT-EVER** they want to **ANYONE** they want, without being traced. These people hide behind a phone or a computer screen, and say things they don't have the guts to say to anyone's face. Most teens these days have had some kind of experience with cyber bullying, whether they were the ones who started the abuse, went along with it, were the ones being bullied or knew someone who was being a victim of this type of violence. Most kids don't think of cyber bullying as "real" because it's done through texting or online tools, but it is without a doubt very **REAL** bullying . It's so real, that it has caused millions of teens to hurt in a way that feels unfixable. Some people think it's funny. That is, until they are the ones on the receiving end.

Cyber bullying is toxic. There is evidence of teens having turned to drugs and alcohol because of it. Some started cutting and self-harming themselves. Cyber bullying has also been known to lead teens to eating disorders, as well as hospitalization for other psychiatric reasons. Sadly, there have also been a number of cases where the teens being bullied have committed suicide because of the pain, humiliation, and loneliness became



Cyber bullying is completely out of control!



too much for them to handle. Unfortunately, they didn't tell their parents nor anyone else about how they were feeling.

Have you ever been a victim of cyber bullying? If yes, explain when and how you felt about being bullied through texts, emails, or online:

The Silent Treatment

All you teenage girls, listen up! We know that you have this one down. You probably learned it at an early age from your mom. All women use this one. This is not meant to offend anyone – especially the moms out there – but let's face it. It's a proven social norm – girls go silent, boys break and punch things!

Giving someone the silent treatment is one of the most aggravating forms of negative communication. If you have ever been given the silent treatment – then you know exactly what we're talking about here. To be ignored is one of the most frustrating things one can feel. This is especially true when you have something you want or need to say to the person giving you the silent treatment.

To all of you teens who have ever given or have been given the silent treatment, think back to that moment...

- *What was the point?*
- *Did anything good come out of it?*
- *Did it accomplish anything?*
- *Did differences get settled?*



Your answer to all the above questions is probably "NO," right? Your issues with that person didn't actually get fixed until what???

TALKING AND COMMUNICATION BEGAN!!!

No conflict can ever be resolved if one, or more, of the people involved in the conflict, refuse to communicate.

The best way to end a silent treatment is to communicate in a positive way. If you con-



tinue with the silent treatment, this negative form of communication continues, will only escalate into worse behaviors. Especially, when the person who is being given the silent treatment has issues dealing with their anger. Being ignored is a GIGANTIC anger trigger.

Have you ever given someone the silent treatment? Did your problems get resolved thanks to it? Were there consequences for giving someone the silent treatment?



The best way to end the silent treatment is to communicate in a positive way

Have you ever been GIVEN the silent treatment? If yes, how did it make you feel? What was the end result? Were your issues resolved?

There are many more forms of Negative Communication. When you really break it down, all negative communication does, is lead to even more issues and conflict. It doesn't solve anything. Using the above examples of negative communication should be viewed as bad habits which need to be urgently broken. If you keep using them, all that's going to happen is that they will end up breaking you, along with hurting everyone around you. Do want to learn how to fight negative communication habits? It's done by using something called Positive Communication. Let's learn a bit about it, shall we?



Positive Communication

Unlike negative communication, which will get you nowhere in life, Positive Communication will get you ANYWHERE you want to go! Using positive communication ensures that you can say what you need to say, in a healthy and productive way that won't hurt yourself, nor anyone around you.

Teens that use positive communication in their daily lives have very strong and trusting relationships with their moms and dads, brothers and sisters, friends, teachers and coaches, and everyone else they come in contact with.

What do you think are some examples of Positive Communication? Try to come up with five.

1. _____
2. _____
3. _____
4. _____
5. _____



Positive Communication

Gets you EVERYWHERE you want to go!

Ensures what you say is done in a healthy & productive way

Does not hurt you or those around you

Provides very strong & trusting relationships

How did you do? Do you find it harder or easier to come up with negative or positive communication habits? Circle One:

HARDER

EASIER

Why do you think that it was harder, or easier, for you to come up with those examples of communication?



Brag Bite #2

For this Brag Bite, write about a time when you used positive communication to get your point across. How did people react to your positive communication? Were your needs met? Did you convey your point in the end?





What is Positive Communication?

Positive Communication means communicating your ideas, feelings, dreams, concerns, and opinions in a way that is healthy and constructive. It also involves communicating in a way that gets results, builds trusting relationships, connects you with people, and resolves conflict.

There is nothing that cannot be accomplished when you use positive forms of communication .

Look at the following example of positive communication:

Billy and Eric each wanted to build themselves a skateboard. They sat down together and created the plans. They drew designs, and figured out their skateboards' construction from beginning to end. After pooling their money, they determined that together they had \$43. Keeping how much money they had in mind, they then created the list of materials they needed. They budgeted:

- \$7.00 – (2) 12' long 2x8's
- \$5.00 – Box of 2½" screws
- \$7.00 – Wood glue
- \$3.00 – (2) Sanding stones or Sand paper
- \$5.00 – (1) Pint of paint
- \$2.00 – (2) Paint brushes
- \$8.00 – (8) skateboard wheels
- \$2.00 – Really cool stencils and stickers

Total Cost \$39.00



They were excited because they even had enough left over to get soda at the corner store. So they took off and walked to the hardware store. When they got there, they began to gather the materials they needed for their skateboards. When they got to the wheels, they realized that they had mistakenly left them out of their budget. They had calculated 8 wheels for \$1.00 each, when the skateboard tiles are actually \$2.00 per wheel. They didn't have enough money!

Billy told Eric not to worry. He told him that they could forget about the sodas – that would give them an extra \$4.00. Billy then added that they could skip the stencils and stickers altogether, and have \$2.00 more. He next thought that they could get one paintbrush instead of two, for an extra \$1.00. Billy looked at Eric and told him, "Okay, we now have \$7.00 dollars to put towards the wheels. We just have to come up with one extra dollar". He then asked Eric if he had any ideas about what they could do to get the extra



dollar they needed. Eric, being a very angry teen, threw the hand basket of materials to the ground, and told Billy not to be such an idiot. Eric shouted at his friend that they either got all of the stuff on their list, or he wasn't making anything. Billy answered, politely, that the skateboards would still be awesome. He said that they could do without the stickers and stencils, and kindly joked that they couldn't do without the wheels. Billy kept trying to come up with kind, light-hearted jokes and options for making their budget work. Eric, however, kept taking all of Billy's ideas and beating the heck out of them. He kept calling Billy's ideas stupid and ridiculing him. That didn't stop Billy, though. He kept trying to cheer Eric up and come up with a solution he thought his friend would like. Eric did not budge. He shouted at Billy one last time, telling him that the whole idea was stupid and to figure it out on his own. Eric then stormed out the door, making as much noise and causing as much disruption as he possibly could.



Billy & Eric forgot to include wheels in their skateboard budget & began arguing

Once Eric was gone, Billy decided to take his own advice. He put back the items they really didn't need. He found the other dollar they needed by buying a cheaper brand of wood glue and he paid for the materials. He then went home and built himself and Eric the most awesome skateboards EVER!

So, in this story, which boy was communicating using Positive Communication?

Which boy was using Negative Communication?

Which boy would you have agreed with?

The difference between Positive and Negative communication is that positive communication gets results. It gets ideas moving, and helps get them accomplished.

Billy used positive communication the entire time, and he was the one who ended up completing the project and feeling good about his accomplishment.



Eric used negative communication. What did he accomplish? Absolutely nothing, right? He made a fool of himself, hurt his friend's feelings, and didn't achieve his goal of making a skateboard. Not only that, but now he is probably full of shame, and regrets the way he acted. He also knows he owes Billy an apology. He will end up feeling guilty when he finds out Billy made him a skateboard even though he acted like a complete jerk! By using negative communication, Eric only made things worse for himself. Who knows if Billy will even want to hang out with him again? So on top of everything else, it seems Eric might have lost a pretty great friend as well.



Billy returned unnecessary items, bought a cheaper brand of glue, paid for the materials & built two awesome skateboards

Examples of Positive Communication

Active Listening: Not only listening to people when they speak to you, but actively taking part of the conversation. You listen actively when you show interest, by asking important questions and involving yourself in the dialogue.

Using Positive Language and Appropriate Tones of Voice: People react to the tone of other people's voices almost before anything else a person says or does. Scientists (Sorry, here we go again!) have proved this, time and time again. Let's take babies, for example. Small children relax when they hear soft voices, like their moms', or other female, soft-spoken voices. When they hear a deep male's commanding voice, their little ears and faces perk up and come to attention, like soldiers in the army. Whenever babies hear people shouting, or sounding mean, they get scared, and begin to cry.

People of all ages do this, we are just using babies as an example of the amazing effect tones of voice can have on even the youngest people. Teens, you know what your mom and dad's voices sound like when they are mad, sad, happy, giddy, and so on. You know them so well that just hearing them say "hello" is enough for you to know whether or not it's a good time to ask to go on a road trip with your friends. On the other hand, you don't



really need to know someone well to tell that person's mood or opinion, you can know just by the tone of voice he/she uses to communicate. You easily distinguish between an angry, a sad, and a sarcastic tone. You also know the tone of someone who is happy, nervous or in love. You can gauge how people are feeling just by their tone of voice. So, when you use positive communication, you use a tone that tells people you are happy and interested in communicating and connecting, and that you are open to discuss thoughts and opinions.

Positive Language is just what it sounds. It's also about talking with positive phrases and words, using language that will inspire people to do their best and be their best. Using positive language is telling your bests friends, before a big game, that you believe in them, and that you know they're going to kill it on the field. This way, you are inspiring and encouraging your friends. You are saying that you believe in them, and that you support them, and because of that, they will probably play their hearts out. You inspired your friends to be their best on the field, and because of your positive words – they will.

Assumptions make a ... (you know!): Another part of using positive communication is NEVER assuming that you know what someone else is going to say, or how they feel. Never jump the gun. It's bad manners. Let people express themselves, and communicate what they feel without having to worry about you jumping in.

Setting Guidelines and Rules: This is a big one. Let's use family meetings, school meetings, or any type of meeting as examples. Maybe you have seen one in person, or on TV. Have you noticed that whenever there is a group of people communicating, there's always a "Leader"? And also, that leaders are always in charge of an object, which can be anything; from a ball, to a stick, or a stuffed animal – anything at all? The rule is that only the person holding the object is allowed to talk. This way any Communication Speed Bumps, such as interrupting or dominating the conversation, are avoided. Using the object improves chances of keeping communication and conversation positive and under control.



Using “I” Statements: Saying “I” instead of “You”

Another very important part of using positive communication is learning how to use “I” statements. If you use “I” when communicating, others feel you take responsibility for your own thoughts, opinions, and actions without placing the blame on them. If you say “I want to start learning more about you because I want to be a better friend”, the listener will be more likely to connect with what you’re saying and really understand the point you are trying to make.

EXERCISE 24: THINK OF FIVE PEOPLE YOU WOULD LIKE TO SAY SOMETHING TO AND WRITE THEIR NAMES IN THE SPACES PROVIDED. THEY CAN BE ANYONE: MOM, DAD, BROTHERS/SISTERS, FRIENDS, TEACHERS, COACHES, ANYONE. WRITE WHAT YOU NEED TO SAY TO THEM USING “I” STATEMENTS.



EXAMPLE: (TO A FRIEND):

Lisa, I Know That My Anger Has Gotten Out Of Control And That Only I Can Change It.”

| |
|---|
| <p>Name: _____</p> <p>Statement: _____</p> <p>_____</p> |
|---|



Name: _____

Statement: _____

Name: _____

Statement: _____

Name: _____

Statement: _____

Name: _____

Statement: _____



“I” statements will help you to really connect with others in a way that actually works. People will understand you better and they will really hear you. When you make statements such as, “You don’t listen to me when I talk because you are always too busy”, you make the listener feel accused of something, people feel like they are being judged for doing something wrong. So, instead of listening and understanding what you’re trying to convey, they are pushed off to their own world, thinking they are being blamed for something. Do you see how using “I” instead of “You” is a better way to begin and continue any conversation?

Also, don’t worry! Using “I” statements doesn’t necessarily mean YOU are taking the blame, or admitting you’re wrong. It just shows the listener that you understand the part YOU played in the situation and that you are taking responsibility for it. Let the listener take responsibility for their own actions.

EXERCISE 25: REWRITE THE FOLLOWING STATEMENTS, CHANGING THEM INTO “I” STATEMENTS.

1. You make me feel so alone, all of the time:

2. You never listen to me:

3. You are lying to me:

4. You are always blaming me for everything! You need to back off and stop nagging!

5. You flaked out on me again. You were supposed to meet me at the mall 3 hours ago:

6. You really hurt my feelings:

7. You need to be a better friend:

8. You need to mind your own business and stop butting into mine:





9. All you do is text. You need to stop and talk to me!

10. You embarrass me all of the time. You need to stop acting like such a freak!

Great job! So, do you now kind of see how saying “I” instead of “You” will solve problems quicker and help you build stronger relationships? It is very important to learn how to talk things out with people without sounding like you are blaming, or judging them? When you use I statements, you are saying that you too need to work to fix the issue, you are also telling others that you are willing to meet them in the middle, and resolve any conflict. Learning to do this can take you EVERYWHERE!

Building Successful Communication Skills

Now, you will read about several things you can practice every time you communicate, that will help you adopt communication skills to get wherever you want to be in life, and in your relationships. Let’s look at a few of them.

Get to the Point: When speaking to someone, use clear, precise, easy-to-understand information. Do not keep jumping from subject to subject. Talk about the points that matter, points that mean something. Leave all the unnecessary and unimportant junk out it. Do not confuse the listener with information that isn’t important nor relevant.

Improve your language skills: The more you know about how to effectively express yourself in your mother tongue, the better you will be at communicating with others. English is the hardest language out of all to learn to speak and write. There are words that sound the same but are spelled differently, such as “Bear” and “Bare”. There are words that are spelled the same and sound the same or similar, but mean different things, such as “Present” (like in past, present, and future), “Present” (as in, “I am here, I am present”), and “Present” (meaning birthday present or gift). There are so many little tricks that make up our language that can make it difficult to communicate if you do not know it well and know how to use it. You should always work on your knowledge of your first language, and practice it to get better. You may think it’s lame to have reading and language comprehension every year in school, but it will only benefit you in the long run. Promise!



Learn how to deal with objections and people who disagree with you: This is an



important one. You know that everyone has an opinion, and that everyone is entitled to one, but the worst possible thing you can do, is to lose control when people disagree with you. Keeping your cool takes a lot of practice. It can be hard to hear someone disagree with you, and it can be even harder to let it slide, but doing so is an important part of communicating in an effective way. People are going to disagree with you. It's a fact of life. How you handle those disagreements is what matters. Practice the following next time someone disagrees with something you say. Smile and say, "I respect your opinion" or "thanks for the input". The more you practice, the easier it will become to control yourself when in these situations.



Have you ever had a conversation with people who always think they're right? People who act as if their opinions were the ONLY ones that mattered? How frustrating was it for you to be a part of that conversation? How did those people react if you disagreed with them?

It is important to never assume that you are right, and that everyone else is wrong. There is a fine line between being confident and being cocky, and it will show through your attitude and words. So never walk into a conversation thinking that you know everything. Believe in yourself and stand up for what you believe is right, but also, welcome objections and opinions – it will make you a funnier and more interesting person to communicate with.

Learn to control your emotions: This is another big one, and one that also takes a ton of practice. Learning to control your emotions can be tough, but it is absolutely necessary to communicate effectively. When you lose control of your emotions, you also lose control of the conversation, and it is at this point when things are done and said, that are later regretted. If during a conversation you feel you're getting heated, do everything you need to do to calm yourself. Take deep breaths, count to 10, or take a break if you need to. Do whatever it takes to gain control of your emotions. During conflict, focus on gaining common ground and compromising with the other person. If you are focused on finding a



solution, you will be less focused on becoming angry and fighting. The angrier and more combative you become, the angrier and more combative the other person will become.

Learn to rule your body language: Like you learned a while ago, body language can often speak clearer and louder than words. This is why it is important to control your body language during conversations. Learn how to master your hand and body gestures, your posture, eye contact and facial expressions. Learn to control the tone and volume of your voice. Having control of your body language will help you get your point across. Additionally, your body language will match your words, and this will be less distracting for the listener. Learning to master your body language will help you become a very good communicator.

Be a good listener: The other half of learning to communicate well is being a great listener. If you listen attentively and actively, the person talking will feel better understood and “heard”. People tend to focus more on what they are going to say next, than on listening to what is being said to them. When listeners act like this, they’re off in their own little world trying to figure out something to say. While the one who is speaking is busily talking away, deep down he/she knows that they are not being fully listened, and that the listener is not concentrated on their words. This can be very frustrating for the speaker. Have you ever been in a conversation where the other person was obviously not paying attention nor listening to you? It can be a very annoying feeling, and it is so rude. Learning to listen actively and showing speakers that you are not only hearing them, but understanding them, will go a long, long way in helping you become a better communicator. Practice this. The next time you are in a conversation with someone, seek to listen with your whole self. Really listen and try to understand what the speaker is telling you. If you feel you’re fading away, or that you start to get distracted, or have other thoughts, reel yourself back in. It’ll take time and practice, but you will eventually get it!



Steps to being an active listener

The following steps will help you improve your listening skills. Put them into practice as much as you can. Apply them when speaking to your parents, your brothers and sisters, teachers, friends, and whoever speaks to you. Once you know how to really listen, you will be a better person in all of your relationships. Those who care about will feel they can trust in you, and you will be more connected to them as a result.

Step 1: Stop Talking! It is extremely important that you hush up and listen up! Don't interrupt, don't speak – be silent. Do it even if something the speaker says makes you feel like you are going to explode from the inside out if you don't speak your peace! Just breathe, make a quick mental note, and move on, you will have your chance to react to what was said, but until then - just listen!

Step 2: Use non-verbal communication skills to show the speaker you are listening, and to encourage them to continue: Use eye contact, facial expressions, and gestures to show people you are following along and that you understand what they are saying to you. Nod your head, use facial expressions that show interest, and encourage them to continue.



Step 3: Step out of your shoes and in to theirs: Not literally though – that would be a little weird! One thing we often forget as listeners is to try and gauge the speaker's feelings. To understand the emotions and feelings behind the words is very important. Imagine you are in the other person's shoes, and try to figure out how the speaker must be feeling about the words they are saying. Show that you are not only interested in the words, but also in how they feel about them.

Step 4: Practice paraphrasing and offering positive feedback: When you summarize the speaker's words and repeat them back in a way that proves you were really listening, the speaker knows that you truly understood all they said. Don't repeat everything, word for word, just the main points. Then, take those points and offer the speaker positive feedback.

Step 5: Ask questions that make sense: How would you feel if you were talking to someone about something you considered very important – let's say Thursday's Math test- when all of a sudden the person who is supposed to be listening to you interrupts with a question about last week's Degrassi episode? That would be really annoying, right? Another aspect of being a good listener is asking questions, but make sure that you stay on topic!



Step 6: Be patient and be attentive: Show that you are present and ready to listen for as long as needed. Listen not only with your ears, but with your emotions as well. Openly accept what the speaker says and do all you can to connect to that.



Step 7: Avoid using Communication Speed-Bumps: Basically, use good manners. Don't interrupt, don't change the subject, don't interrogate, don't criticize, accuse or judge. Keep listening at all times. You will eventually have your turn to talk.

EXERCISE 26: PULLOUT YOUR IPODS, MP3 PLAYERS, STEREOS, LAPTOPS OR WHATEVER YOU USE TO LISTEN TO MUSIC. PICK A SONG THAT IS NEW TO YOU. ONE THAT YOU HAVEN'T HEARD BEFORE, OR HAVE ONLY HEARD ONCE OR TWICE. THEN FOLLOW THE INSTRUCTIONS BELOW.

Song Lyrics Listening Activity

Instructions: Choose a song that is new to you, one that you have never heard before, or one you have heard only one or two times. Consider the following when choosing a song:



Choose a Singer with a clear, easy-to-understand voice. It's probably best to avoid rap or fast beat songs.



Choose a song that is neither too long, nor too short. Pick an average radio song, of about 2 to 3 minutes.

Play your chosen song one time through, listening as closely as you can. Listen to it a second time if you are really stuck, and then answer the following questions.

- 1. Practice paraphrasing what the song was about by writing down its most important points.***
- 2. List the characters in the song, if any.***
- 3. What do you think the meaning behind the song was?***





4. *What do you think the singer was feeling while singing this song?*
5. *What feelings arouse from listening to this song?*
6. *Was it easy for you to concentrate on the words, or did you keep becoming distracted?*



Improve your listening skills!!

*Conflict
Styles*

puzzle
piece #3





Puzzle Piece #3: Conflict Styles

What is conflict?

Conflict happens when people disagree about something or they have a difficult time getting along with one another. Conflict is a normal part of life! We all have different values, goals, opinions, beliefs, and such, that are bound to make heads knock every once in a while. What's important is that you learn to react to conflict with a healthy and positive attitude.

We learned a little about conflict earlier in the course. You read about the difference between good and bad conflict and that conflict can happen anywhere, at any time. You also learned about the benefits that come from resolving conflict, how it can help you become more confident in your daily life, and how much better you feel when you solve a problem, than when you run away from it or ignore it. Now, you are going to find out about different ways that will teach you to manage and resolve conflict in a healthy and positive way.

You are going to learn how to approach and resolve conflict using positive communication skills which you have already trained in the last section. You will also learn different problem solving-skills that will help you work through any type of conflict. You will learn how to compromise and communicate so that the other person or people involved in the conflict feel "heard". By the time you are through with this section, you will be equipped with the tools needed to solve any type of conflict that comes your way. Of course, it will take practice, but being a teenager you are surrounded by conflict all the time, so you will have plenty of opportunities to practice improving your conflict resolution and problem-solving skills. Let's jump in, shall we?



Conflict

When people disagree about something or they have a difficult time getting along with one another



Using interaction styles to kick conflict

Did you know that the way people interact with each other can be broken down into three different styles? It seems like there should be more than three, doesn't it? Every action, every attitude, every state of mind, every conversation can be categorized into one of these three main styles. Crazy, huh?!

The three known styles of interaction are:



Which of the above styles do you think is the one that deals with managing and resolving conflict? Explain why.

Conflict is a normal part of life!

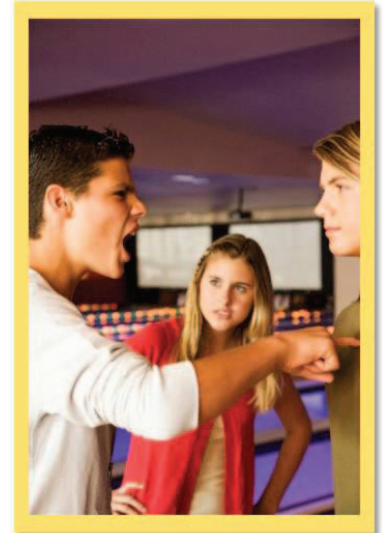


If you think it's the Assertive Style, you are absolutely correct! Let's break down these three different styles so that together we can understand why the Assertive Style is the one we should use to deal with conflict.

The Aggressive-Style:

We all know this type of people – we have all been this person at one time or another. Aggressive people put themselves ahead of the pack. They have a "me first" type of attitude and rarely show concern for others.

Aggressive people are usually considered rude and pushy. They are also often bullies, as they like to push people around, are intimidating and will get in right in your face to try and overpower or scare you. They will go to great lengths to get what they want, even if it means hurting other people in the process. They tend to be forceful, quick-tempered, and they usually don't fight fair. They don't hesitate to use and take advantage of others if it means they can get ahead in some way.



Some aggressive people come across as considerate and empathetic. They can be very charming, but it is usually a ploy to get what they want out of other people. The truth is, aggressive people are rarely concerned with anybody's welfare but their own. They are more frequently emotionally and verbally abusive, but they have no problem swinging their fists if they get heated enough.

Typical thoughts people with an Aggressive-Style have:





Common actions and behaviors of Aggressive-Style people:

- They will jump to conclusions and act on assumptions instead of facts.
- They want to be treated better than everyone else. If they feel they are being treated the same as everyone else in the room – be ready for an explosion of anger and disgust.
- They will attack you, take advantage of you, cheat on you, play you, humiliate you, hurt you, insult you or anyone on purpose without giving it a second thought. They can do any of these things just for the fun of it, as a way to win or entertain themselves.
- They will only be friends with people they can control or people who act as if they were unworthy to be in their presence. They like to be admired and worshipped.
- They are always on the offence and ready to attack at any given moment. If someone offends them even a little bit, they retaliate by doing something that is 20 times more evil.
- They are quick to start gossiping and spreading nasty rumors about people. The worse and more hurtful the rumor, the better. They find joy in ridiculing and humiliating people. This is why many of them are bullies.

Remember that people may have varying degrees of Aggressive-Style. Some may just show one or two of the most common behaviors, while others can display each and every one of them. Either way, if you are in this mindset, you won't be able to manage nor resolve conflict. Also remember that some people act aggressively in order to protect themselves. Maybe they have been hurt before, so they have become used to taking that hurt out on others, or acting aggressively so that no one can ever hurt them again. They may feel very insecure and scared, but act tough so it doesn't show. Keep in mind that there may be a reason for their aggression.

Do you know anyone who is constantly acting like this, or shows any of the above behaviors? How does being around this person make you feel?

Have you ever found yourself interacting with the Aggressive-Style because of your anger? How did you feel afterwards?



The Submissive-Style

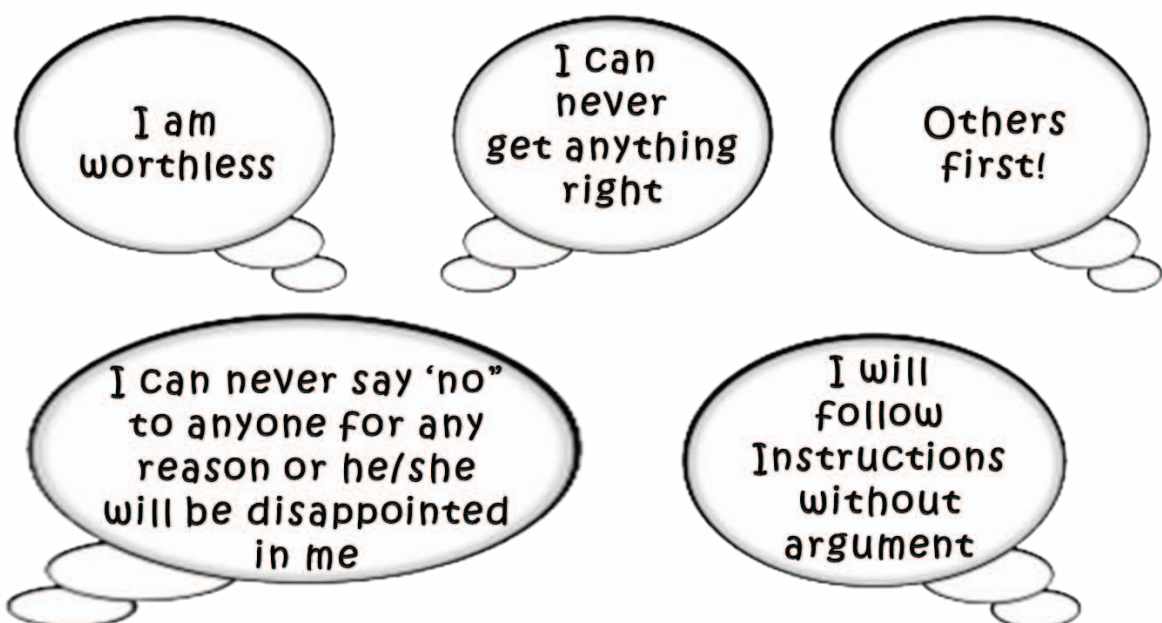
We all know about this style of interaction as well. We have all acted this way at some point in our lives. Submissive-Style people are the ones we tend to feel sorry for, or who we want to stand up for, because they seem unable to do it for themselves. Have you ever seen old movies where women had to act very submissive to her men? They had to jump whenever a man said “jump”. They could only speak if they had been spoken to. They had to make sure everything was done according to their men’s rules. Sitting through one of these movies can be frustrating for teenage girls and women of today’s society. They want to get mad and scream at the women on TV to grow a back-bone and stop being a doormat!!! They want to shake those women and wake them up! Yet, many people still interact like this today, and not only women, but men as well.



A Submissive-Style person usually has low self-esteem and feels very insecure. This kind of people are often dependent on others, such as their parents, friends, boyfriends, or girlfriends. They are not self-starter types. Everyone knows they can take advantage of them, and to top things up, Agressive-styles often seek the company of Submissive-Style people because they know they will be allowed to take advantage of them. Submissive people know when people are using them and taking advantage of them, but they let it slide, every time, because they are not the type to create any waves. They will easily take the weight, the blame, the ridicule, the humiliation, and everything else just so they can avoid creating or being a part of any type of conflict.

Submissive people are quick to put themselves down, and they often say they are sorry for everything, even when they are not to blame. They are constantly seeking the approval of others. Submissive people prefer to stand off in the background while others take credit for their accomplishments.

Common thoughts of Submissive-Style people:





Common actions and behaviors of Submissive-Style people:

- They won't stand up for themselves, nor know how to do it. They will not speak their minds nor offer up their opinions in the fear that they will annoy or disappoint someone.
- They allow themselves to be controlled by other people, and let them, use, humiliate, and belittle them. They often end up in abusive relationships that consist of one Aggressive-Style person and themselves, the Submissive-Style person.
- In the face of conflict, they immediately give in and let others have their way. They will never fight for what they want because they do not want to inconvenience anyone or hurt other people's feelings.
- They will do anything they are told without question or argument. Sometimes they will do something they are told even if it goes against something they believe in.
- They are desperate for approval so they will go out of their way to please others, without ever asking for anything in return.

Remember, Submissive-Style people constantly look for reassurance and approval. It is very rare to find yourself in a conflict with a submissive person. People with this conflict style try to avoid creating conflict, and if it does arise, they are quick to back down and give in. They are overly concerned with pleasing everyone. Aggressive-Style people love this submissive behavior. If you ever find yourself around an Aggressive-Style person, look and listen closely! You are sure to find a Submissive-Style person very close by.

Do you know anyone who has a Submissive-Style personality? How do you feel about them and their behavior? Have you ever had a conversation with someone who is submissive? What happened during the exchange? Have you ever acted submissively? Explain.



The Assertive-Style

This is the style you have been waiting for! This is the best style to manage and resolve conflict, and the one you want to learn to behave by. It is important not to confuse assertiveness with aggression. They are completely different.

Assertive people go after their goals and dreams without needing nor wanting to hurt other people, like the Aggressive Style people do. Assertive-Style people can stand up for themselves and others, especially for submissive people, and are able to keep their cool and control their emotions while at it. They are direct about their opinions and feelings, and state them with confidence, but they constantly keep aware and stay considerate of the feelings of others. They will stand up for what they believe in, and know their rights, but they always remain aware and respectful of the beliefs and the rights of others.

They face any type of conflict head on, focusing on the end goal of compromise. They feel a conflict is not resolved unless all parties come to an agreement that satisfies everyone. At the same time, they realize that not every conflict can be settled in a way that makes everyone happy, because some people are not open to resolving conflict. They walk away from that situation with their heads held high, knowing that at least they gave it their all.



Commons thoughts of Assertive-Style people:

Everyone has the right to ask me for things. I have the right to say 'yes' or 'no' & vice versa

I know what I need & what I want. I am able to confidently communicate that to others whenever I choose.

Everyone, including myself, should be treated equally as important. Everyone deserves to be heard & respected.

If I don't understand something, I will ask questions until I understand completely. I have the right to ask questions.



Typical actions and Behaviors of Assertive-Style people:

- Assertive people usually seek out friends who are also assertive. They stand up TO Aggressive-Style people and FOR Submissive-Style people.
- When they don't understand instructions, or need help figuring something out, they ask questions until they feel confident they got it. They know they don't need to apologize for needing clarification.
- Assertive people communicate in an open and honest way. They state their needs, wants, beliefs, opinions, dreams, and goals confidently. They respect other people's wants, needs, and beliefs just as much as they value their own.
- They believe that everyone should be treated equally and be given the same chances and opportunities to accomplish things. They believe that competition should be fair and just, and that everyone deserves a winning chance.
- They encourage others to express their opinions and beliefs. They never judge nor ridicule other people's arguments, but they do offer honest feedback, and are always respectful of everyone's feelings and beliefs.

Who do you know that has an Assertive-Style personality?

What do think about the way they communicate and deal with conflict?

Now that you have learned more specific information about each of the 3 existing interaction styles, try to explain in your own words why you think assertive people are better at managing and resolving conflict than aggressive or submissive people. List 5 reasons why this style is better at compromising and resolving conflict than the other two.



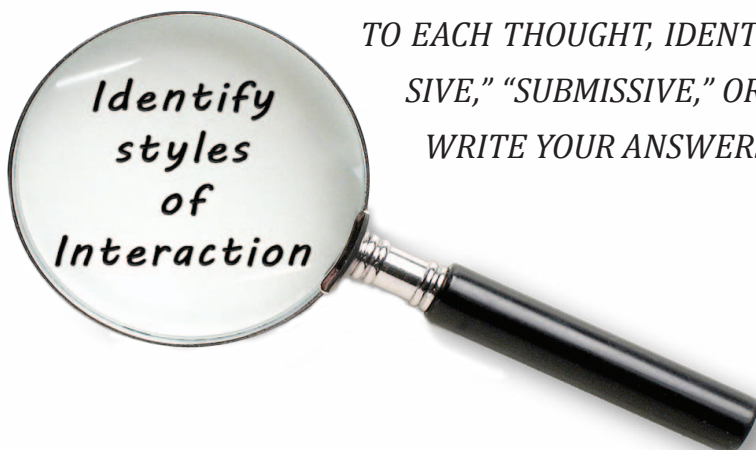
Brag Bite #3:

For this Brag Bite, explain which is the interaction style you use most of the time. After reading the differences between the different styles, did you relate to some, if any, of the information? Explain.



Identifying interaction styles

EXERCISE 27: TAKE A LOOK AT THE FOLLOWING SCENARIOS. NEXT TO EACH THOUGHT, IDENTIFY WHETHER IT IS AN "AGGRESSIVE," "SUBMISSIVE," OR "ASSERTIVE" WAY OF THINKING. WRITE YOUR ANSWERS IN THE SPACES PROVIDED.





Anna and Becky:

Anna and Becky were at Anna's house getting ready to go to a school dance. Becky noticed the necklace that Anna had on and said, "OMG, give me your necklace. It will be perfect with my dress!" The necklace was Anna's great-great grandmother's. It was her most prized possession.

Anna's thoughts before making a move were:

_____ "This was my great-great grandmother's. It is too valuable to let anyone borrow it, and I am going to tell her absolutely NO. There are other amazing necklaces in my jewelry box. Becky can have her pick of those."

_____ "This necklace means the world to me, but if I tell Becky no, she will be mad at me. I don't want her to be mean to me and call me names like last time."

_____ "I'm going to tell Becky she is hallucinating if she thinks I am going to let her borrow this necklace. She is nuts for even asking, and I am going to tell her what a moron she is."

Brad and Jacob:

Jacob told Brad that he really liked Brad's girlfriend, Amber. He added that he planned on asking Amber out, next time he saw her, as long as Brad was cool with it.

Brad's thoughts before answering were:

_____ "Are you seriously stupid? Amber is my girlfriend! If you even breathe in her direction I will destroy you, you jerk face!"

_____ "Dude, that's not cool. You should know better than to ask out a girl your friend is dating. I like you, Jacob, and I respect you – we have been friends for ever, but I am totally not okay with you asking Amber out and if you go ahead and do it, you will be disrespecting both me and our friendship."

_____ "Oh man! This is a tough one. I really like Amber, and I would hate to see her date someone else, especially one of my own friends. But, if I don't tell Jacob yes, he will be very disappointed and won't want to be my friend anymore."



Jasmine and Craig:

Jasmine and Craig have been dating for 2 months now, and Craig has doted on her. He has bought her lots of things, has given her money, and has even done her homework for her. Craig will do anything for Jasmine. The two are at the mall, when Jasmine sees a shirt she really wants. She begs Craig for it, but he says, "Jas, we spent the last of my money on those boots for you in the last store. I am broke." Jasmine looks at Craig with a sad look in her eyes and motions flirtatiously for him to steal the shirt for her. She wants Craig to shoplift!

Craig's thoughts are:

_____ "I know it's wrong, but Jasmine is one of the most popular and prettiest girls at school. If I tell her no, she will go back to making fun of me and calling me names, like "geek" or "loser." I just want to make her happy and I don't her to hate me."

_____ "That's it! I do everything for you! Now you want me to break the law by stealing some stupid shirt that won't even look good on you! You are a psycho! I'm outta here, you freak!"

_____ "I don't mind doing things for you. You're my girlfriend, and you deserve to be treated well, but I am really offended that you think it only takes some flirting to make me break the law for you. I will never shoplift for you, nor for anyone, so either you understand and respect that, or find a different boyfriend."

Find the assertive YOU!

Everyone is capable of being assertive. Assertiveness is learned through practicing in everyday situations. Remember, though, that there is a fine line between being assertive and being aggressive. You want to be direct, but not rude.

Most people are made up of a mixture of all three interaction styles. It is nearly impossible for someone to be 100% Assertive, Aggressive, or Submissive, all the time, and in every situation. Most people bounce from style to style depending on the situation, the topic of the conversation, the people involved, and other factors. The goal is to try to be more assertive than not. Try to spend more time being assertive in conversations than being aggressive or submissive.



Assertive people are self-aware. They respect and believe in themselves and their abilities. Their confidence and self-control show through in the way they interact with others. They control their feelings and emotions. They don't ever lose control of themselves or the conversation. They are open, honest, and respectful in the way they speak to others, and they are always calm and even-tempered.

Assertive people are very encouraging of themselves and those around them. They know that inspiring themselves is just as important as motivating others. They are always working to better themselves in some way – not because they have low self-esteem, but because they believe that there is always room for improvement in everyone.

There are assertive workshops available all over the country, and millions of people attend to try to learn how to be assertive. These workshops are usually very inspiring and motivating. They give people the drive they need to become more assertive – even though it usually wears off after the workshop has ended. Most people return to the style they know and are comfortable with. It takes more than a weekend seminar to become assertive, it takes practice each and every day. However, these workshops usually thrive on inspirational stories, quotes and activities. The following quote is very frequently used in assertiveness workshops. It was said by a man who inspired the world. Maybe you've heard of this guy – his name was Gandhi?! Leaders of assertiveness workshops love to quote him. This one quote of his that relates to being assertive goes like:

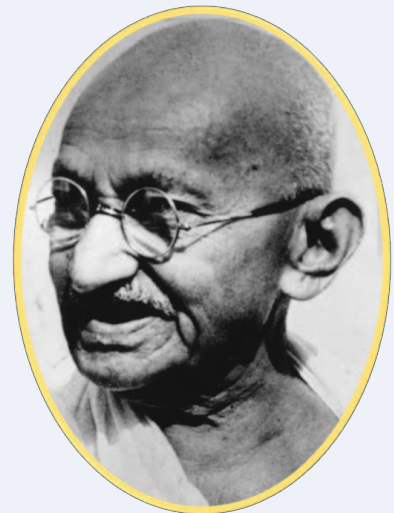
Keep your thoughts positive because your thoughts become your words.

Keep your words positive because your words become your behavior.

Keep your behavior positive because your behavior becomes your habits.

Keep your habits positive because your habits become your values.

Keep your values positive because your values become your destiny.



Ghandi



Techniques to practice how to be assertive

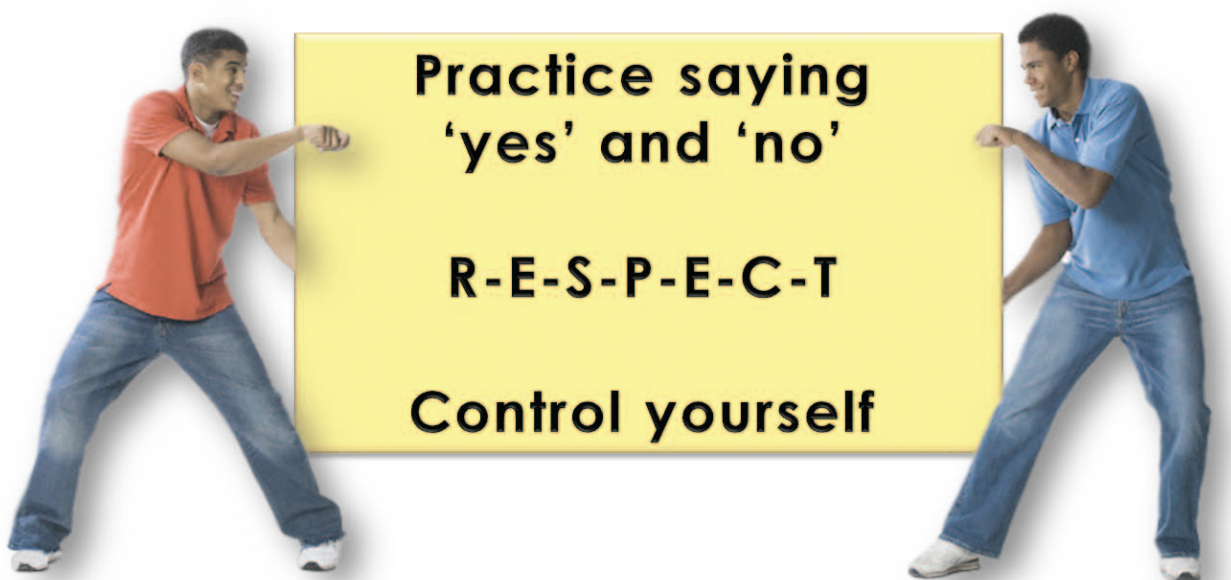
Those are some very famous words to live by. To keep aware and in control of yourself, your behavior, words, and actions is so important. With practice, you can learn to be an Assertive-Style person and manage and resolve any type of conflict that comes your way!

Let's go over some techniques, which you can practice every day in order to become a more assertive person.

1. Saying "Yes" and "No": Practice in the mirror, practice with your pets, role-play and practice with your parents, friends, brothers, and sisters. Be sure to fill them in on what you are doing, or else they may look at you weirdly! Practice saying "NO" especially hard, saying Yes is easy – saying NO – not so much. So practice until you are able to say no without feeling bad or embarrassed. That is a big turning point! Then keep on practicing some more!

2. R-E-S-P-E-C-T: Learn why respect is such an important value in being assertive. Learn and try to understand why it is essential to respect both yourself and others, equally and at all times. Practice being respectful in everyday situations. Learn to respect yourself, to respect your thoughts, beliefs, and opinions. Practice respecting other people and their opinions and beliefs. Ask your parents to give you a bigger part in family decision-making, in order to gain self-respect and respect for your family. Practice daily different ways to show respect to yourself and others.

3. Control Yourself! Practice remaining calm and collected during your interactions. Try controlling your emotions, your body language, and not losing control of yourself or the situation. This will help squash conflict before it even gets a chance to unfold into something crazy and ugly.

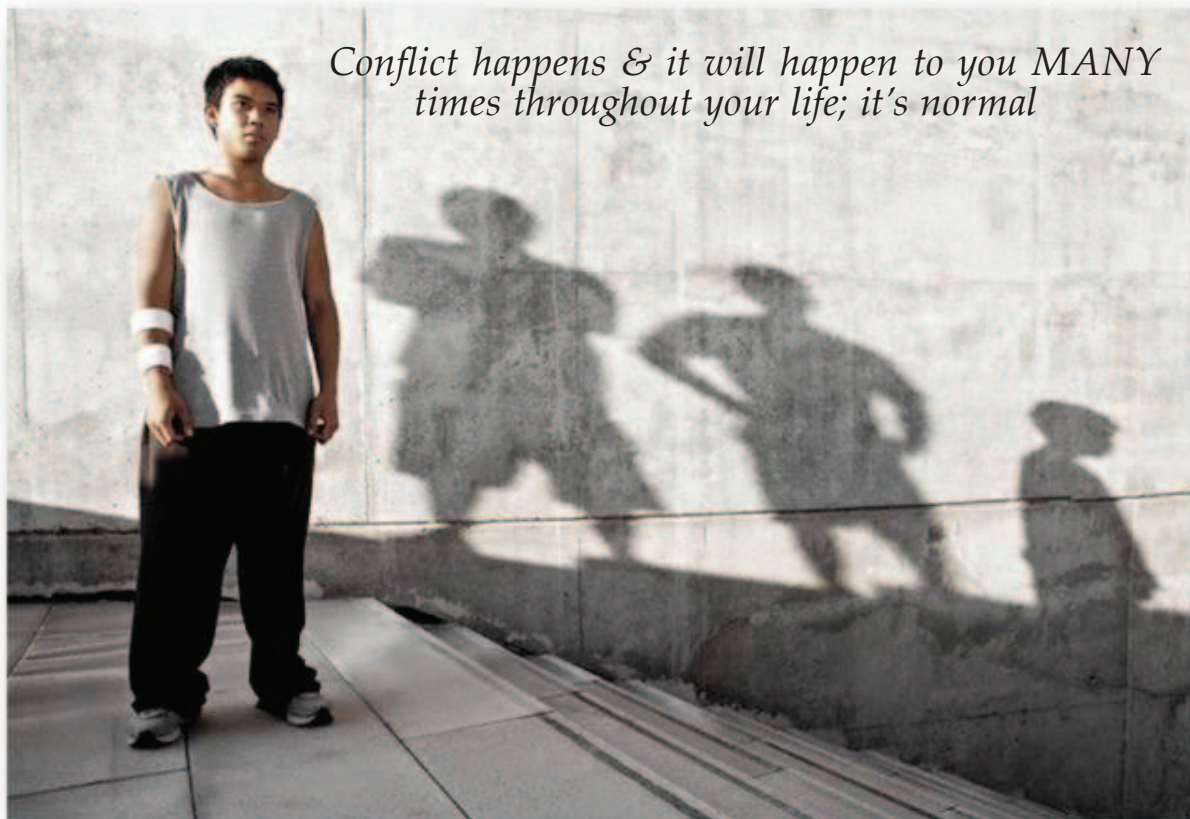




These are just a few ways you can practice to improve your assertiveness. Even the most Aggressive and most Submissive-Style people can learn to use an Assertive-Style. Remember, neither being aggressive nor submissive will help you at all in fixing conflicts that pop up in your life. Take the time to learn getting things done the Assertive-Style!

Conflict is everywhere!

Remember earlier, when you learned that conflict can happen anywhere and at any time? Even in the craziest places? Conflict happens, and it will happen to you! It will crop up on you MANY times throughout your life. Conflict is normal, just like your anger is normal. You learned earlier that your anger becomes destructive if it is out of control and not managed, right? Well, conflict can be just as damaging and destructive if it is not handled and worked out in a healthy way.



There are three main types of conflict every teenager should know about. Take a look at table 1 on the next page. It breaks conflict up into three different sections and explains each of them in a way that is super easy to understand.



Types of Conflict

| The Lose/Lose | The Win/Lose | The Win/Win |
|---|---|--|
| <i>Both parties get their feelings hurt, or they physically injure their bodies</i> | <i>One person gets his/her way – The other person gets hurt</i> | <i>Compromise is reached. Both parties feel happy about the result, no one gets hurt</i> |

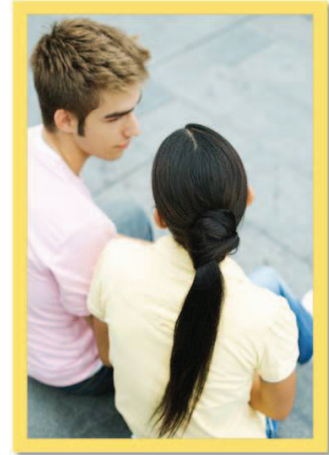
| | | |
|--|---|---|
| <p>The Scene: <i>All people involved attack one another. Verbal abuse and maybe physical abuse take place.</i></p> | <p>The Scene: <i>One person overpowers and attacks the other person. Verbal abuse, as well as, physical abuse may take place.</i></p> | <p>The Scene: <i>No attacking takes place. No verbal nor physical abuse happens. When one person speaks, the other listens, and then they switch. Both compromise in some way to settle the conflict.</i></p> |
|--|---|---|

| | | |
|---|--|--|
| <p>The Outcome: <i>Things end up worse than when they began. All the involved disrespected themselves, didn't show each other respect, and weren't respected in turn. No resolution is reached.</i></p> | <p>The Outcome: <i>One person unfairly gets his/her way. Nevertheless, the conflict is far from settled. All people involved disrespected both themselves and each other. No real resolution is reached.</i></p> | <p>The Outcome: <i>The conflict is resolved! Everyone involved is happy with the agreement reached. The people involved respected themselves and each other.</i></p> |
|---|--|--|



Using “I” statements to resolve conflict:

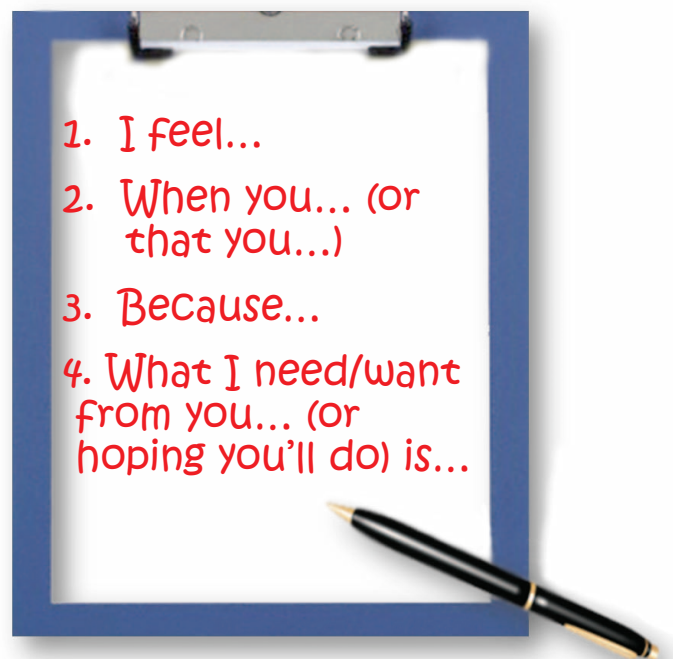
Remember how using “I” statements is an effective part of using positive communication? Well, they also work awesomely when it comes to conflict resolution. When you use “I” statements during conflict resolution, you show the other person or people involved, that you are taking responsibility for your actions. This is very different from attacking the other person or people. You are not placing the blame on them nor causing anyone to feel hurt, angry, or defensive. Using “I” statements during any kind of conflict will more often than not help you settle the problem quickly and positively, and in a way that makes everyone involved feel happy and respected.



Learning to use the “I” formula in conflict resolution

The formula itself is simple to learn, but it can be hard to put it into play in real life situations. It is important to practice, practice, and keep on practicing how to use this formula. Do it wherever and whenever you feel safe and comfortable. Write your “I” formula statements down on paper, practice in front of the mirror, with your stuffed animals or action figures, practice with family and friends. The more you rehearse, the more confident you will feel when using it in your daily conflicts. Using the “I” formula takes courage, but it WILL help you resolve every day conflicts in a way that is beneficial to all involved.

Here’s the formula:





For Example: *"I feel sad when you yell because it scares me. What I am hoping you'll do is try not to yell so much"*

Remember, it takes courage to use the "I" formula, because you are opening yourself, your feelings, and your emotions to others. You don't know how the person will react to your feelings, and that can be a scary and intimidating thing. You are aware that you'll be opening yourself up to insults, put downs, and other forms of humiliation. You can only hope that the person who reads your feelings will respect them – but you can never know for sure, and this is why using the formula takes real courage. To blame others in conflicts is an easy way out. It is very tempting to say "you" instead of "I", but you will respect yourself more in the end if you stick to your "I's."

Using the "I" formula during conflict can also be an excellent way to practice being assertive.

Different strategies to use in conflict resolution

There are several strategies you can use when trying to manage and resolve conflict. These are all very important parts of conflict resolution, and are used daily in the world of conflict management. You can put the following strategies into practice at home, at school, at church, with your friends, at softball, basketball, football, soccer, and all other practices. You will find they make reaching an agreement or resolution that much easier.

Strategy #1: It is very frustrating when something is upsetting you and you want and need people to listen to you, but no one will. In fact, this is one of the most annoying and upsetting feelings ever. Everyone wants to be "heard". When one of the people involved in a conflict refuses listen to the other person, this attitude can make resolving the conflict impossible. It even creates more conflict between the people involved. One of the most important parts of resolving conflict is having the ability to SHUT UP and JUST LISTEN! You need to show that you are interested, you need to be respectful and act sincerely and not talk – no matter how much you want to argue a point or say something! You will have your own turn and you want the other person to offer you the same respect and listening ear that you offered them.

Strategy #2: This is a biggie. In impossible situations, where it seems there is no answer, the only thing you can do is compromise. To compromise means that each person involved gets a piece of the end results. It also implies that even though some sacrifices had to be made by everyone involved – an agreement was reached and all involved are satisfied and feel heard and respected. For example: Your twin sister and you just got your driver's license! Your mom wants you to





run to the store for her. Both of you want to drive. A conflict begins. You and sister start to come up with ways to solve the problem that make both of you happy because each will have a turn driving. The two reach a compromise. You get to drive to the store, your sister gets to drive home from the store. So even though each of you had to sacrifice a little driving time, you were able to reach a fair agreement.



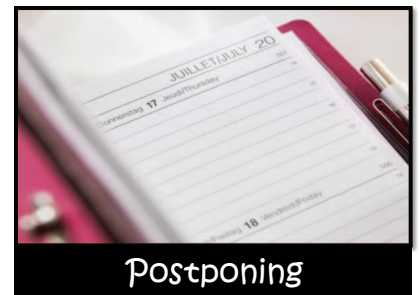
Compromising

Strategy #3: While this isn't the ideal solution, sometimes tempers become so flared that it is necessary to step away from the conflict and take a break. There are a few things that can actually make a conflict even worse, especially if it is taking too a very long time to reach a compromise. Sometimes it is best to take a breather if anyone involved is hungry, tired, or so angry to be even ready to throw down. There is no shame in saying, "let's take an hour or two

to eat, or to take a nap or calm down". It is just vital if you do take a break to come back to the conflict when everyone involved is rested, full, and calm. Don't use breaks as excuses to cut out or ignore the conflict, because the problem will still be there, no matter how hard you work at taking no notice of it. It will stay right there – biting at your ankles until you finally work on resolving the problem.

Strategy #4: It may sound too easy, but sometimes just saying you're sorry and owning up to your mistakes is all that's needed to resolve conflict. It's important to really mean it and be sincere about it, though. It won't work if you say you're sorry just to get the other person off your back, and stop nagging you. If you have done something to make the other person upset or angry then you should own up to it, but, only if you do know you're in the wrong.

If you say you're sorry just to give in and resolve the conflict, that may be fine for the person, but where does that leave you? Why would you take the submissive approach and let others get their way when you did nothing wrong in the first place? You need to respect yourself, for example, by standing up for yourself and for the truth as you know it to be. Work on reaching a compromise – there is always a compromise for every situation if all the people involved are willing to work together to figure one out!



Postponing



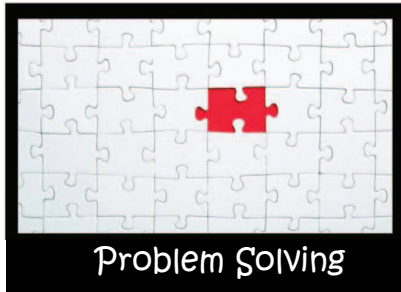
Saying you're sorry and showing regret

Strategy #5: This strategy involves using all of the other strategies together to work on resolving the conflict. You must use active listening to show others you are sincere and are interested in what they have to say. You should remain calm and quiet until it is your turn to speak. You should also listen without judgment, argument, or interruption even if you feel like your feet are on fire. When it is your turn to talk, use the "I" formula to keep from sounding like you are accusing or placing blame on the other person. Make sure that

the people involved come together to a solution or compromise. Attack the problem, not each



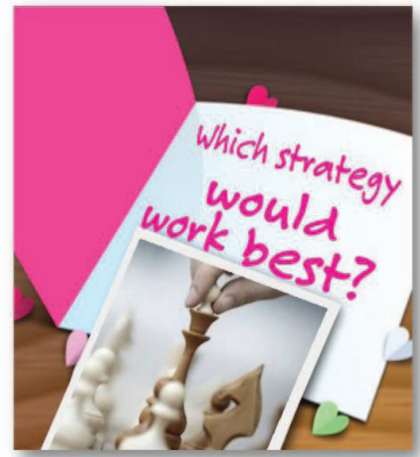
other! Brainstorm together and try to come up with a solution that works for everyone involved. If you can't come up with way out that satisfies all, work together to come up with a compromise. Be willing to sacrifice a little in order to reach an arrangement. If things get too heated, take a break and come back at a later, agreed-upon time. A solution or compromise will take place when everyone involved feels cared for, respected, "heard", and is satisfied with the compromise or solution chosen.



EXERCISE 28: LOOK AT THE FOLLOWING CONFLICT SCENARIOS AND DECIDE WHICH STRATEGY WOULD WORK BEST TO HELP RESOLVE THE CONFLICT. WRITE YOUR ANSWERS AND EXPLAIN WHY YOU CHOSE THAT STRATEGY IN THE SPACES PROVIDED.

Ella and Stacy

Ella is sitting in class, when Stacy reaches over and asks to borrow a pencil for the 25th time. Ella always lets her borrow her pencils, but Stacy never gives them back. Ella decides to tell her no this time and Stacy starts yelling at her.



If you were either Ella or Stacy, what strategy would you use to solve this conflict?



Amy and Kevin:

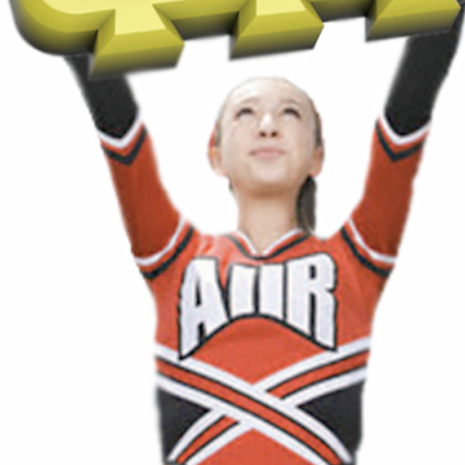
Amy and Kevin have been best friends since Kindergarten. They made plans last week to go to the skate park together on Friday. Amy has been so excited and anxious for Friday to come, because she loves the skate park. When Amy gets to school on Friday morning, Kevin walks up and tells her that they will have to go to the skate park another time, because his friend just got the newest Grand Theft Auto game, and he prefers to hang out with him after school. Amy becomes very upset. She'd made this plan with Kevin last week, and now she's being ditched for a stupid video game!

If you were Amy or Kevin, what strategy would you use to resolve this conflict?

Do you see how the best strategy, the one that helps resolve the conflict best, is different, depending on the situation? There are many techniques and strategies you can practice to improve the way you handle and react to conflict. With both practice and persistence, you will find which are the problem solving skills and conflict resolution techniques that work best for you. Once again, it just takes time and practice!



*The Art of Negotiation
- Bargaining Chips*





Puzzle Piece #4: The Art of Negotiation – Bargaining Chips

What is Negotiation?

People use something we call Negotiation to try to settle their differences. In a negotiation, everyone involved in a conflict comes together to decide on a solution that pleases every party as much as possible. People bargain with each other to find a way to solve their conflict.

Every one of us has been a negotiator at some point in our lives. Teenagers are some of the best negotiators out there. They know what they want, and they know how to convince people to give it to them. Maybe you want those new shoes you saw in the mall. Or maybe you want a new hockey stick. You may wish for the lead in the school play, a later curfew or more freedom. Negotiating is a part of our everyday lives. You probably negotiate without even realizing it! Negotiation is everywhere!

Negotiation is working with someone else in order to come to a compromise or agreement. When people are able to work together to solve a problem, and come up with a way to satisfy everyone involved.

A great example of negotiation is buying your first car. You find a car you really love and have to have. You sit down with the car salesperson to discuss monthly payments. You say “I want my payments to be \$175.00 per month”. The salesperson writes that offer down on a piece of paper. He then walks away in a dramatic march towards an office in a corner, where he shows a mysterious man (probably the dealership manager or the finance manager) your offer. The salesperson comes back over to you with a counter offer of \$225.00 per month and says “this is the best we can do for you”.

So what? That’s that? Do you now get up and walk out of the dealership because the



Negotiation

A great example of negotiation is buying your first car.



car is out of your budget? NO WAY! Let the negotiating begin! You counter-attack by saying "I will go up to \$180.00 per month, but not a penny more!" The salesperson looks at you like he is really trying hard to get you that car but you are being SO difficult. He sighs and says, "I'll do my best" and off he goes to visit Mr. Mysterious once again. He comes back with an offer of \$220.00 per month. You say "No way, \$180.00, or I am walking out the door!". The offers go back and forth, back and forth – sometimes for hours, until, most of the times, it gets down to an amount you are happy with. Let's say you settled on \$190.00 per month. Buying a car is like playing a game – a game of negotiating!

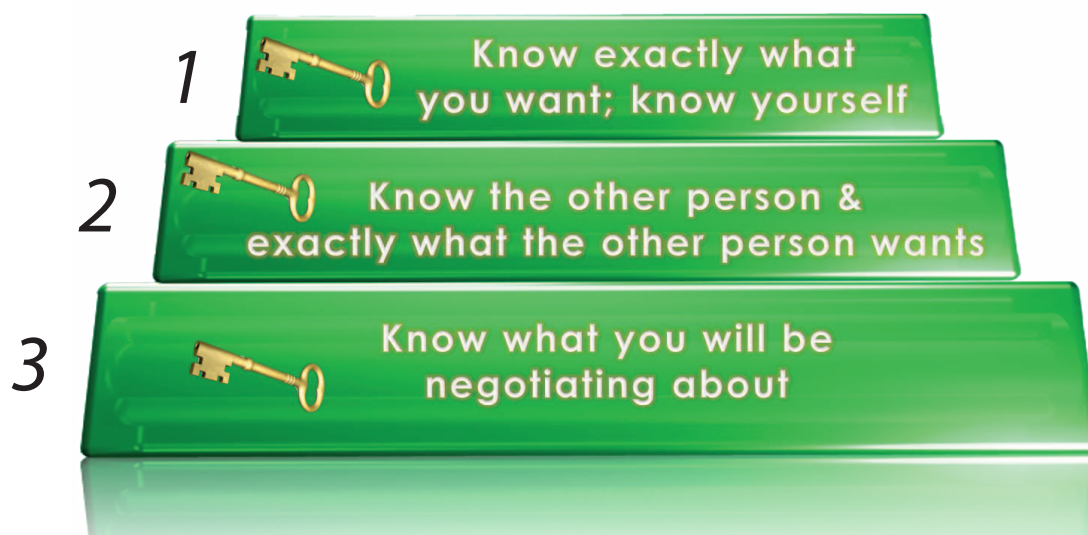
Why is knowing how to negotiate so important?

Having good negotiation skills will give you a better chance of getting what you want, and where you want to be in life. If you have poor negotiation skills, you are less likely to achieve your goals. One of the best ways to get what you want out of life, is constantly working at improving your negotiation skills. Being good at negotiating will also do wonders for your self-esteem. You will be confident in going after what you want. If you are equipped with great negotiation skills, as well as amazing communication skills, you will be unstoppable!

Having good negotiation skills is a vital asset in resolving conflict. To negotiate is working together with someone else, in order to tackle a problem and find a solution that makes everyone happy. It involves a little back and forth, a little give and take. However, if both people are good at negotiating, and show themselves willing to do so, they can most definitely find a win-win compromise.

Key factors in negotiation

There are several important things you need to know to be prepared for any type of conflict negotiation. The core of any negotiation could be described as follows:





Let's break these down.

Know what you want. Know yourself: In negotiation, if you know exactly what you want, why you want it, and what you are going to do to get it, your confidence will shine through during the process. When you walk into a negotiation, standing tall and glowing with confidence, it can actually be intimidating to the other person. It may make the negotiation swing in your favor, or help you achieve the compromise you are hoping for. Set goals and set limits so you know exactly what you are shooting for when going in, and you will be clear about the minimum you will be okay walking away with.

Another part of negotiating confidently and successfully, is knowing yourself. Not just what you want and why you want it, but really knowing yourself from the inside out. There are several factors that you should know about yourself that will help you have amazing negotiation skills. These include knowing:

Your Skills: Knowing your skills means knowing what you are great at, as well as understanding your weaknesses. If you are great at listening – then use that to your advantage. If you are excellent at controlling your body language, use it to help you negotiate better. As far as your weaknesses, it is important to know what they are, and practice improving them, so that they will not hold you back during a negotiation process. Let's say you have a bad habit of interrupting. Interrupting can destroy negotiation tactics.

Your goals: When negotiating, it is important to know your end game. You need to really think and decide what you want to get out of the negotiation, as well as consider how the results will impact your life if you win. Will getting what you want have a positive or negative impact on your life? Is what you are going after, REALLY what you want? The more sure you are about your own goals, the better you will be at negotiating to get them.

Know when you are at your best: The choice of when to negotiate should be built around the time of the day that you know you will be at your best, and ready to give it your all. If you are not a morning person, and it takes you a long time to shed that sluggish morning feeling, then it's probably best not to try and negotiate in the early hours. If you are not at your best when you are hungry, plan negotiating right after you've had something to eat, when you feel full and ready to go. Only you know when your mind and body are at their very best, so plan on only negotiating during those times. If you are not at your greatest and ready to jump into the negotiation with determination and confidence, then DON'T JUMP IN! If you negotiate when you are not at your best, you will only end up hurting both yourself and your chances of getting what you want.



*Know What You Want;
Know Yourself*





Know the other people involved and what they want: It takes 2 to negotiate. So just as it is important for you to know yourself, it is equally important to know the other people you will be negotiating with, and what exactly they want to get out of the negotiation. It is important to know what their end game is as well. What are they looking for? What will they do to get it? Knowing the people involved will make you a much better negotiator.

Here's an example: What do you think boxers do as soon as they learn who they will be fighting against in the ring? They study their opponents. They research and watch them fight. They learn their moves and study their strengths and weaknesses in the ring. Finally, when fight night comes around, the boxers that have studied enter the ring with confidence, ready to give it everything they've got, because they know themselves, and their own skills and abilities. They are even more confident because they also know their opponents' very well, and know what to expect from them.

It's important to learn how the other person negotiates. Do they prefer long, drawn out negotiations, or quick, short, and to-the-point negotiations? The more you know about the way the other person negotiates, the better off you will be during the negotiation.

Also, getting to know the person, and recognizing things you both have in common will help the negotiation go smoother – bringing up things you have in common is an excellent ice-breaker, and a great way to get the ball rolling.

Know the topic of negotiation: Before you walk into a negotiation, it is important to do your research. The more you can learn about the topic of the negotiation, the better. Brainstorm beforehand arguments you can use to convince the other people involved to see things your way. Again, the more background information you can find about these people, the more tricks you will be able to carry in your pocket during the actual bargaining. If you feel yourself losing control of what you wanted to get out of a negotiation, you can use the other people's tactics to regain control.

Always go for a win-win negotiation: This is probably the best outcome you can hope for in any negotiation. A win-win is a situation where all involved in the negotiation walk away feeling a winner. In order for such an outcome to work, it is important for you to believe that everyone deserves to walk away happy. A win-win outcome requires putting everyone's heads together and coming up with a solution that makes every person happy with the results.

*Know the Others
Involved & What
They Want*



*Know the topic
& go for a win-win
outcome*



Brag Bite #4:

Think of a situation similar to one you have been part of, in which everyone has different opinions, beliefs, and point of views, but an agreement must be reached by anyway (For example: you are on the cheerleading squad at school, and your coach decides to let the squad choose the new uniforms. Every squad member has a different opinion. You all have to negotiate to come up with a uniform style you all like and are happy with). When you have a situation in mind, think about what happened. Did you voice your opinions? Did you feel heard by the other people involved? Did they voice their opinions? Did you listen to them sincerely? What was the outcome? Were you and all involved able to reach a win-win negotiation outcome? Explain your experience in the space provided below.



Journey Journal #7

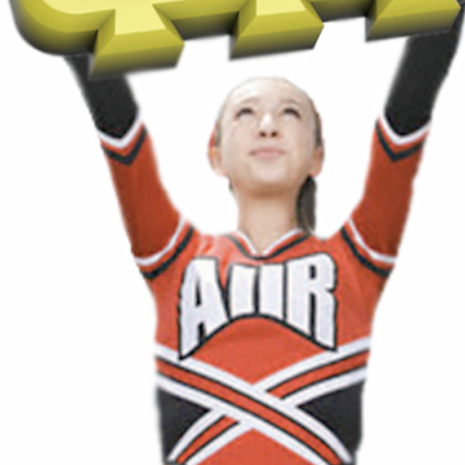
For this journal entry, write down all the steps you can think of with which you could improve your negotiating skills. Explain how you plan to act the next time you find

yourself in a situation that requires negotiating.





Chill Out!
Get a Handle on Stress





Puzzle Piece #5: Chill Out! Get a Handle on Stress

What is Stress?

Teenagers deal with stress every single day of their lives. Most people do, but teens have it especially hard. You, as a teen, are going through so many changes, internally and externally, that any little thing can seem like the end of the world.

Stress is what happens when your body is faced with changes. When your mind and body do not react well to stress, you begin to have nasty physical and emotional symptoms. Through stress management, you will learn to have more control over your mind and body's reactions to stress.

Any change that jolts your body out of its normal routine, can be stressful. These changes can involve anything and anyone. Something different at home, at school, alterations in the relationships with your friends, changes within yourself, such as the ones your body goes through during puberty, any of above has the power to shake your body to the core.

Think about changes that have happened to you in the past, or changes that are currently taking place in your life that cause you stress. How does your body react to them? Are these changes stressing you out? How does being stressed make you feel? Are you able to calm yourself down? Explain.



Stress

What happens when your body is faced with changes



What are stressors?

Stressors are things that can trigger stress. Remember learning about your anger triggers? Well, stressors work in the same way. Certain things that happen in life cause stress. Some common stressors can be:

- Moving to a new school
- Teachers and homework, or taking tests
- Problems at home
- Parents getting separated, divorced or remarried to someone new
- Winning an award
- Fighting with friends or your boyfriend/girlfriend
- Learning how to drive
- The death of a friend or family member

EXERCISE 29: 2-Part exercise



Part 1) Think of 5 stressors that have happened to you recently.

Part 2) Explain how they made you feel. How did you react to them at the moment they happened? Write your answers in the spaces below:

Part 1)

1. _____
2. _____
3. _____
4. _____
5. _____



Part 2)

Stress is not all bad

Stress comes in many different forms. When you hear people talking about being stressed out, they are usually thinking about the negative forms of stress, such as being sick or not having enough money for something.

Stress can also be good! Winning the school's spelling bee, and having to step on stage in front of a bunch of people to accept your award – that is a good kind of stress. You see, stress can make you feel happy, excited, and can bring some spice into our lives. We need stress. Without it, life would be SO incredibly boring. We can use good stress to help challenge ourselves and we can use bad stress to practice and learn different techniques to manage and control our reactions to negative stressors.



EXERCISE 30: IN THE SPACES OF THE LEFT COLUMN, LIST 10 EXAMPLES OF “GOOD” STRESS, AND NEXT TO EACH EXAMPLE, EXPLAIN WHY YOU THINK THAT TYPE OF STRESS IS GOOD.

| | | |
|----|-------|-------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |
| 3. | _____ | _____ |
| 4. | _____ | _____ |
| 5. | _____ | _____ |



Good Stressors vs. Bad Stressors

When you feel happy, excited, good nervous, good anxious, or surprised about certain situations and events, what trigger these are known as good stressors.

When you feel angry, scared, sad, bad anxious, panicky, or hurt, the type of events that caused you to feel that way are known as bad stressors.



EXERCISE 31: NAME 5 OF YOUR GOOD STRESSORS.

NEXT, NAME 5 OF YOUR BAD STRESSORS:

1. _____
2. _____
3. _____
4. _____
5. _____





1. _____
2. _____
3. _____
4. _____
5. _____



How much stress is TOO much?

Stress is, again, a very normal and a constant part of life, but if there is too much of it in your life, it can turn into something destructive. If you do not manage your stress, or try to use different techniques to diffuse it from your life, stress will eventually knock you down like a peg.

Listen to your body! Your mind and your body will always signal when there is too much stress in your life; they do so by creating different physical, emotional, and mental symptoms. When you begin to feel these warning signs creeping up, it's important to counter-attack them by attacking the stress. Learning to manage stress so it doesn't overwhelm you, will make your life so much easier!

Symptoms of stress

All symptoms that stress creates within our minds and bodies can be broken up into 3 main categories:

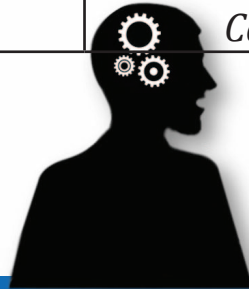
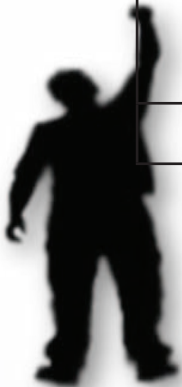
- ***Physical Symptoms (affect your Body)***
- ***Mental Symptoms (affect your Mind)***
- ***Emotional Symptoms (affect your Feelings)***

Let's look at some examples of symptoms from each of the categories:



Symptoms of stress

| <i>Physical symptoms</i> | <i>Mental symptoms</i> | <i>Emotional symptoms</i> |
|--------------------------|---|--------------------------------------|
| <i>Stomach ache</i> | <i>Forgetfulness</i> | <i>Withdrawing yourself</i> |
| <i>Headache</i> | <i>Poor performance at school/home</i> | <i>Picking fights/acting violent</i> |
| <i>Sweating</i> | <i>Inability to focus</i> | <i>Feeling scared</i> |
| <i>Anxiousness</i> | <i>Inability to concentrate at school</i> | <i>Anger/Angry outbursts</i> |
| <i>Clumsiness</i> | <i>Inability to get mind to rest</i> | <i>Emotional meltdowns</i> |
| <i>Panicky behavior</i> | <i>Inability to forget and think happy thoughts</i> | <i>Feeling sad or depressed</i> |
| <i>Nervousness</i> | <i>Carelessness</i> | <i>Having nightmares</i> |



EXERCISE 32:

Which of these symptoms do you feel when you get stressed?

How do you deal with them?





Learning how to manage stress

Learn to listen to your body. Pay attention and be aware of the signals it sends when you are beginning to become overwhelmed with stress. Once you are able to catch stress on time, and you apply different techniques to manage it as it comes your way, you'll be able to stop it in its tracks before it becomes destructive!

Ways to combat stress

- Count to 10 and practice deep-breathing techniques
- Think positive – if you catch yourself thinking negatively, reel yourself back in.
- Read a funny book, inspirational quotes, or watch a feel-good movie
- Take a break and chill out!
- Exercise or lift weights. Go for a run or take it out on a punching bag.
- Talk about how you feel with people you trust
- Always remember to make time for fun, every day!
- Try scream or laugh therapy
- Focus on the good things in life
- Set clear and realistic goals
- Stop worrying about everything!

EXERCISE 33:

Come up with 5 more ways you think would help you manage your stress:

1. _____
2. _____
3. _____
4. _____
5. _____

Great job! Now you have a long list of things you can do to feel better when your stress gets out of control.



You should be so proud of yourself! You have worked so incredibly hard throughout this course. You have opened up and have been honest with yourself. You have learned more about your own anger and the things that make you angry. You have incorporated some wonderful skills that will help you get anywhere you want in life. You have acquired new ways to communicate, like how to face conflict confidently, and what to do to work towards a resolution. You have trained negotiation skills, and discovered different conflict styles. You have learned to manage stress and what you can do when the tension becomes too tough!

You are now equipped with all the basic skills you need to be able to improve yourself and become the person you want to be. You have learned about self-awareness, Emotional Awareness, empathy, and many other skill sets that will get you anywhere you want to go in life!

There is just one more topic you should know about at least a bit. It has to do with learning to be resilient. Take a look!



*Learning Resilience:
If at First You Don't Succeed,
Try, Try Again*





Puzzle Piece #6: Learning Resilience - If at First You Don't Succeed, Try, Try Again

What is Resilience?

Resilience means being able to bounce back and regain composure after something tragic or life changing happens. It's being capable of adapting to tough times.

Resilience is something that can be learned, practiced, and improved. Even those who have the most difficult time adjusting to change, and bouncing back after a difficult situation, can learn to be resilient!

Why is resilience such a big deal?

As teenagers, you have to adjust to change every day. Changes in your body, and within your little corner of the world, happen more in a single day than anyone would care to put up with. Given that you are able to deal with so much change, all of the time, there's no doubt you already have some resilience.

Having resilience makes you stronger, more confident and less stressed-out. It gives us the strength to face any of life's problems, and deal with them head on. Being resilient helps us to get through hard times. Have you ever noticed how resilient little kids are? Kids can go through some of the most horrifying of situations and can come through them with a smile on their faces, bouncing in their step. They come through tragic situations stronger than most adults would!

Young people, however, have differing views on what is considered to be a "tragic situation." For some teens, this could be the death of a parent, a violent situation, such



Resilience

Adapting to tough times




as a rape, or a kidnapping, and so on. For other teens – it’s failing a test, or not getting asked to the prom. Then, there are teens who think it’s the end of the world if they run out of their favorite cereal, or if they have to stop texting for five minutes. The point is, the word “tragic” can mean something different to every teen, and it doesn’t really matter if it’s the death of a parent or an empty cereal box, if it is tragic in a teen’s eyes – it’s considered a tragic situation. The circumstances themselves don’t matter, all that counts is how you choose to react to the situation. How you allow the situation to effect you. Will you take the tragic situation and learn from it? Turn what happened into something positive? Will you walk away from the situation stronger, better, and more emotionally aware than before? Or will you let it control you? Will you fall victim to what you consider tragic situations? Will you come out of them broken and resentful?

Teens - you CANNOT control what hardships you will face in life, but you CAN BE in control of yourself, and of how you choose to react to tough times! You have to decide how you are going to handle them. Are you going to beat the tragic situations, or are you going to allow them to beat you?

Being able to come through tough times feeling strong, confident, and in control is totally worth the journey you have to take in order to learn how to be resilient.

Teens are hit with so many hard-hitting issues every day, issues that would bring a grown adult to their knees. Teens are living in a confusing, unpredictable, pressure-cooker of a world, and under constant examination. They are told to choose the right path, know right from wrong, keep their heads up, and their eyes on the goal. Sounds sort of black and white, doesn’t it? Well, black and white don’t work too well in a world filled with a thousand shades of gray. Chances are, every teen out there has been either directly affected (issues they themselves have faced) or indirectly affected (issues someone they know has faced) by one of the following teen issues:

- 
- Sex/Teen Pregnancy**
 - Physical/Emotional/Sexual Abuse**
 - Eating Disorders**
 - Self-Harming (e.g., Cutting)/**
 - Suicide**
 - Gang Involvement**
 - Mental Illness & Depression**
 - Addiction**
 - Family Money Issues/Homelessness**
 - Dating Violence or Rape**
 - Bullying/Cyber-Bullying**



CHALLENGE: Try to come up with 6 more issues that teens face!
You teens deal with so many internal and external changes every day, you're probably been notably resilient, given you go through so much without even knowing it. Let's put it to the test!

Exercise 34: 2-Part exercise

Part 1) List 5 events or situations that have taken place in your life that you considered tragic. They can be anything at all - anything that happened or changed in your life that upset you, that you had to adapt or react to.

Part 2) Next, in the space below, describe how you reacted to the situation. Looking back now, do you wish you had reacted differently?

Part 1: Events/Situations

1. _____
2. _____
3. _____
4. _____
5. _____



Part 2: Reaction to Event/Situation

1. _____

2. _____





3. _____

4. _____

5. _____

The top 10 ways to build resilience

1. STOP BEING NEGATIVE!!! Negative thoughts will destroy any chance of coming out of tough times stronger and more determined than before. Remember this: A negative outlook will only bring on negative situations – that is no way to live a peaceful and happy life.

2. Accept change as it happens, and reward yourself when you are able to accept change in a positive way.

3. Set clear, attainable goals. Start small, then reach for harder goals.

4. When conflict happens, take action immediately to solve it.

5. Learn to take responsibility for your own words, thoughts, and actions.

6. Be confident in yourself and in your ability to solve problems!

7. Don't be a drama queen! Don't turn small problems into huge ones!

8. Trust your gut! Your instincts are more powerful than you know. So listen to those gut feelings.

9. Take care of yourself! If you are tired, rest. If you are stressed, take a break. If you are hungry, eat something! You can't be resilient if you don't take good care of yourself!

10. Be persistent! Never give up trying to be the best person you can!



Building resilience by volunteering and helping others

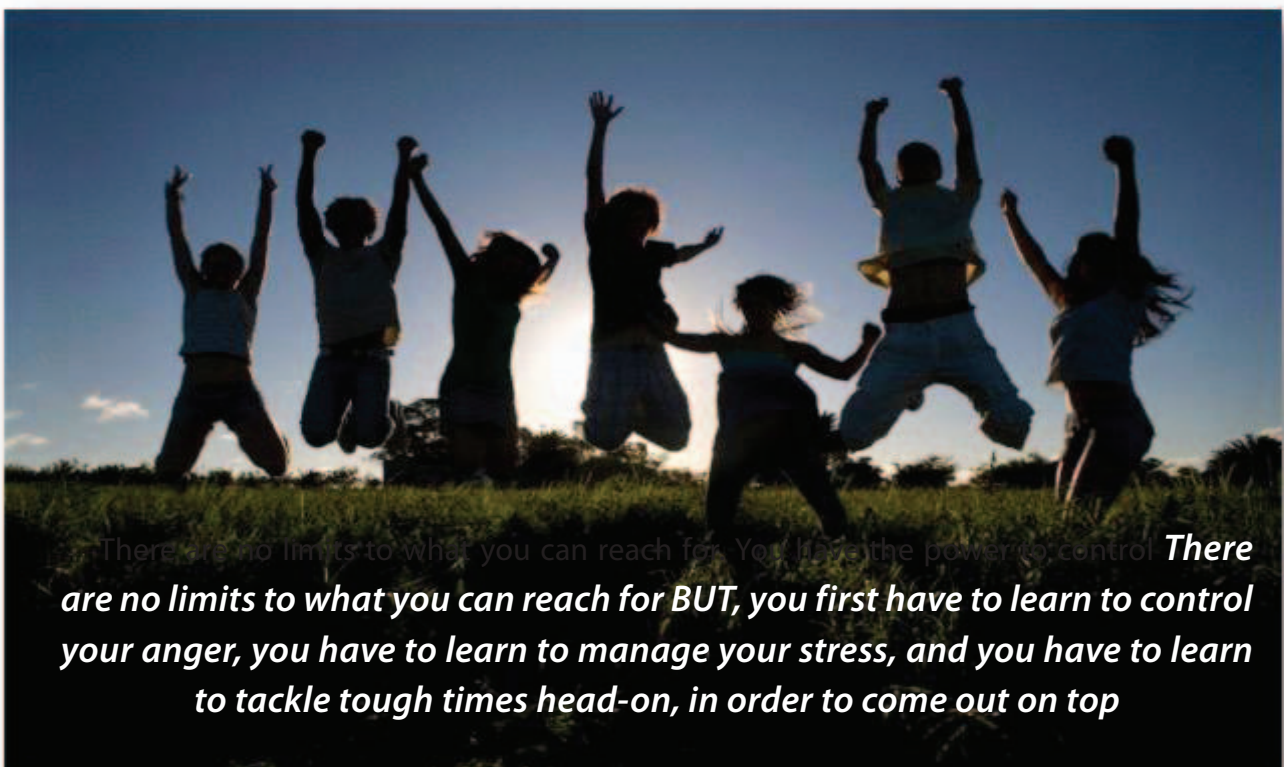
You can learn to be very resilient. Do you know which is one of the best ways to develop resilience? By volunteering! When teens go out into the world, and volunteer in soup kitchens, where they help feed the hungry and homeless, or at children's hospitals, reading and playing with sick kids, they are able to see that, maybe, they don't have it as bad as they thought. They realize that they are NOT alone, and that there are many people who have it much worse off. The experience helps teens become a little more appreciative of their lives, and everything in them, they suddenly take tough times and life changes with less resistance and more acceptance. It also has a way of changing a teen's opinion on what is really considered a "tragic" change or event. Frequently, a teen that used to think being out of his/her favorite cereal was a tragic blow – probably will change tunes after working with people who have it so much worse than them.

Volunteering is a healthy and wonderful way for teens to build resilience and become more aware of all that is taking place in the world around them.

Teens, you CAN become all that you want, and hope to be in life.



Again, the worst move you can make, is falling victim to life changes and events. You cannot run away from them, you cannot hide from them, and you cannot ignore them.



*There are no limits to what you can reach for. You have the power to control **There are no limits to what you can reach for BUT, you first have to learn to control your anger, you have to learn to manage your stress, and you have to learn to tackle tough times head-on, in order to come out on top***



You have to face them, and deal with them. Can you do that?

A great way to train resilience in the face of tragedy, or change, is to plan in advance how you'll react. Make a conscious plan of what you are going to do when hard times strike. Prepare your moves, so that you have the upper hand! Why not start now?! On the next page, you will find a worksheet called "Hope to Cope". Fill out the worksheet and keep it with you. Then, when change or bad times come along, you will have with you a step-by-step plan of what to do to bounce back!



Hope to Cope: Resilience Plan

Name:

1. Choose 2 people who you can turn to for support and advice during tough times:

2. Pick a "Safe Place" where you can go to in order to be alone and practice your coping skills. Write down your "safe place" in the space provided:

3. Name 2 skills you can use, automatically, at the onset of change and tragedy which you think will help see you through. Explain why you believe these 2 skills will be of aid:

Skill #1:

Skill #2:

4. In which 3 hypothetical future situations can you use your coping skills?

Situation #1:

Situation #2:

Situation #3:





Congratulations! You've made it!

Great Job! You are amazing! Trying to fix ourselves, can be very tough, but you stuck with it and you are now at the end of the course, but... you are FAR from done! Now it's time to go out into the world and practice all the awesome and helpful information you've learned in this book! Remember, if you ever get stuck or feel lost, just flip through this book again, for a little refreshing. You can achieve whatever you set your mind to do, so get out there and make history!



On the next few pages, there is an Anger Chart. The challenge, if you can handle it (wink!) is to mark every day you go without losing your temper. This is a 9 week challenge! Sounds like a long time, we know – but, we also know that you've TOTALLY got this!

This is what the challenge asks you to do. Every night, before you go to bed, place a check mark, an "X", a sticker, a piece of hewed up gum (yuck!), or whatever you want, to mark every day in which you kept your cool. Weeks will be filling up before you know it! There is also an area at the bottom of each chart to write something inspiring. Write a motivational phrase, or something you feel will keep you going. You can write anything you want. Also, remember to keep journaling throughout this challenge. It will help you get your feelings out of your body without getting angry. Take it out on paper, NOT ON PEOPLE! Work with your parents, grandparents, anyone! to come up with an award system. Reward yourself at the end of every week that you go without losing your cool. The prize can be anything! From a new CD or video game, to a new shirt, or a new poster for your room. However, rewards don't necessarily have to cost a dime. Your weekly gift could be an extra hour on your curfew for one night, having friends come over for a pool party or movie night, or a chance to sleep in as late as you want on a Saturday without being nagged by your parents. Again, the reward can be ANYTHING! The point is, that you deserve it! Also, think about how you want to reward yourself if you are able to go an entire 9 weeks without losing your temper! This can be a bigger reward, I'm sure your parents will be happy to go along – they've had 9 weeks of an anger-free household! Good luck!



I KEPT MY COOL TODAY!



Week 1

Week 2

Week 3

| | | | | | |
|--------------------------|-----------|--------------------------|-----------|--------------------------|-----------|
| Monday | | Monday | | Monday | |
| Journal Entry | Yes No | Journal Entry | Yes No | Journal Entry | Yes No |
| Tuesday | | Tuesday | | Tuesday | |
| Journal Entry | Yes No | Journal Entry | Yes No | Journal Entry | Yes No |
| Wednesday | | Wednesday | | Wednesday | |
| Journal Entry | Yes No | Journal Entry | Yes No | Journal Entry | Yes No |
| Thursday | | Thursday | | Thursday | |
| Journal Entry | Yes No | Journal Entry | Yes No | Journal Entry | Yes No |
| Friday | | Friday | | Friday | |
| Journal Entry | Yes No | Journal Entry | Yes No | Journal Entry | Yes No |
| Saturday | | Saturday | | Saturday | |
| Journal Entry | Yes No | Journal Entry | Yes No | Journal Entry | Yes No |
| Sunday | | Sunday | | Sunday | |
| Journal Entry | Yes No | Journal Entry | Yes No | Journal Entry | Yes No |
| <i>Reward for Week 1</i> | | <i>Reward for Week 2</i> | | <i>Reward for Week 3</i> | |



I KEPT MY COOL TODAY!

Week 4

Week 5

Week 6

| | | | | | |
|--------------------------|-----------|--------------------------|-----------|--------------------------|-----------|
| Monday | | Monday | | Monday | |
| Journal Entry | Yes No | Journal Entry | Yes No | Journal Entry | Yes No |
| Tuesday | | Tuesday | | Tuesday | |
| Journal Entry | Yes No | Journal Entry | Yes No | Journal Entry | Yes No |
| Wednesday | | Wednesday | | Wednesday | |
| Journal Entry | Yes No | Journal Entry | Yes No | Journal Entry | Yes No |
| Thursday | | Thursday | | Thursday | |
| Journal Entry | Yes No | Journal Entry | Yes No | Journal Entry | Yes No |
| Friday | | Friday | | Friday | |
| Journal Entry | Yes No | Journal Entry | Yes No | Journal Entry | Yes No |
| Saturday | | Saturday | | Saturday | |
| Journal Entry | Yes No | Journal Entry | Yes No | Journal Entry | Yes No |
| Sunday | | Sunday | | Sunday | |
| Journal Entry | Yes No | Journal Entry | Yes No | Journal Entry | Yes No |
| <i>Reward for Week 4</i> | | <i>Reward for Week 5</i> | | <i>Reward for Week 6</i> | |



I KEPT MY COOL TODAY!



Week 7

Week 8

Week 9

| | | | | | |
|--------------------------|-----------|--------------------------|-----------|--------------------------|-----------|
| Monday | | Monday | | Monday | |
| Journal Entry | Yes No | Journal Entry | Yes No | Journal Entry | Yes No |
| Tuesday | | Tuesday | | Tuesday | |
| Journal Entry | Yes No | Journal Entry | Yes No | Journal Entry | Yes No |
| Wednesday | | Wednesday | | Wednesday | |
| Journal Entry | Yes No | Journal Entry | Yes No | Journal Entry | Yes No |
| Thursday | | Thursday | | Thursday | |
| Journal Entry | Yes No | Journal Entry | Yes No | Journal Entry | Yes No |
| Friday | | Friday | | Friday | |
| Journal Entry | Yes No | Journal Entry | Yes No | Journal Entry | Yes No |
| Saturday | | Saturday | | Saturday | |
| Journal Entry | Yes No | Journal Entry | Yes No | Journal Entry | Yes No |
| Sunday | | Sunday | | Sunday | |
| Journal Entry | Yes No | Journal Entry | Yes No | Journal Entry | Yes No |
| <i>Reward for Week 7</i> | | <i>Reward for Week 8</i> | | <i>Reward for Week 9</i> | |



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