Jennifer Alfonso, MBA, MSW, LCSW-C is a nationally recognized expert and speaker on anger and stress management, conflict resolution, effective communication, and time management. As a trained mediator and a psychotherapist with a business background, Ms. Alfonso provides organizational development services to both private and public organizations. Ms. Alfonso has served as an individual trainer and coach to top executives in several Fortune 500 companies. Ms. Alfonso is a dynamic and engaging trainer who acts as a national consultant to both public and private organizations. She has presented over 2,000 workshops to various organizations, including the Department of Justice, American College of Cardiology, and the Center for Disease Control.

Main Topics

- Discuss the five natural emotions of humans
- Discuss the effects anger has on the brain
- Identify triggers and expressions of anger
- Provide tips on effectively managing anger
“For every minute you remain angry, you give up sixty seconds of peace of mind.”
Ralph Waldo Emerson

Five Natural Emotions

Love  Envy
Grief  Fear
ANGER
Poll

How often in the course of a week do you find yourself getting angry?
A. Rarely
B. Once a day
C. Every other day
D. Too often to count

Why Are We So Angry?

"Road Rage" is commonly defined as a societal condition where motorists lose their temper in reaction to a traffic disturbance.

Quote

"Anger is a wind which blows out the lamp of the mind."
Robert Green Ingersoll
20 Minutes…

The average amount of time it takes an individual to calm down and return to their rational and logical thoughts.

Our Brain and Emotions

Cerebral Functions: Thinking and Feeling

Differences in Cerebral Functions

- Cognitive Abilities
  - Neocortex – Thinking Brain
- Emotional Competencies
  - Amygdala
### Effects of an Amygdala Attack

- Cognitive thinking stops
- Rationality is out the door, and impulsive feelings take over
- Experience feelings such as anxiety, frustration, and anger
- Involuntary impulse reactions are triggered
- “Short tempered”

### Amygdala Attack Triggers

- Belief that something will hurt you
- Intense overreactions
- Negative events from your past resurface
- Extreme dislikes

### Quote

“If anger were mileage, I’d be a very frequent flyer, right up there in First Class.”
- Gina Barreca
Question

What if we're constantly activated by triggers?

Answer

Acetylcholine may not be produced

Poll

Where does your anger frequently derive from?

A. Road rage
B. Workplace disputes
C. Family disputes
D. Financial pressures
E. None of the above
Is Anger Healthy?

Statistics show:

- **Aggressive personalities**: More susceptible to heart attacks and clogged arteries
- **Short Fusers**: More likely to smoke and drink and 2.7 times more likely to have a heart attack than someone with a calmer disposition
- **Violent Tempers/Outbursts in Men**: Twice as likely to suffer a stroke than men who have a calmer disposition
- **Angry/Aggressive Women**: Frequently have higher cholesterol levels than those with a calmer disposition
- **Bottled up anger and resentment**: Can lead to depression, cancer, self-harm, and substance misuse

What Triggers Our Anger?

- **Defense mechanisms** (due to low self-esteem)
- **Fear**
- **Loss**
- **Sadness**

- Upsetting event or action from another
- Personal event such as financial strain

Our **EMOTIONAL** Expressions of Anger

- Feelings of being sad, overwhelmed, impatient, or irritated
- Churning or knots in your stomach
Our **PHYSICAL** Expressions of Anger

- Teeth grinding
- Fists clenching
- Flushing
- Paling
- Prickly sensations
- Numbness
- Sweating
- Muscle tensions
- Temperature changes

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**Quote**

“When anger rises, think of the consequences.”

Confucius

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**ANGER MANAGEMENT ???**
Managing Your Anger

• Don’t pretend to not be angry (it’s ok to get angry)
• Practice using “emotional control”
• Resolve underlying issues

Suggestions for helping to resolve underlying issues:
• EAP
• Individual therapy
• Parenting groups
• Anger management groups
• Domestic violence groups
• Look at what is upsetting you
• Journaling
• Use your support system
• Identify coping skills

Identify any patterns in the triggers
• When does this happen?
• What’s going on just before?
ANGER…

…serves a purpose and allows us to identify a conflict or conflicting situation (like an alarm system). But anger outbursts and aggressive angry reactions are not healthy for the person who is angry or anyone involved. Even though we get angry and want to act on it in an aggressive or hostile way, it does not serve us any good—it drains our energy, produces an unhealthy physiological reaction (i.e. a physical toll), and can in the end cause inadvertent and sometimes irreversible consequences.

Thank You for Joining Us!

Questions?

Works Cited


