**An-Najah National University**

**Department of English**

**Second Semester, 2019**

**Engl 113 Writing and Research**

**First Exam**

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**Instructions:**

* This exam is worth 20 percent of your final mark.
* The duration of this exam is one hour
* No dictionaries or mobiles are allowed in the exam
* No pencils are allowed
* The minimum language standards of the Department will be applied for evaluation (Language Descriptors)

**The Question:**

Anger replacement techniques are very important in the lives of people. Using evidence from the two articles below write a well-organized essay of 400 words (two pages).Include in-text citations, quotations and a reference list.

**Strategies for controlling your anger:**

Raymond W. Novaco

The American Psychological Association, 2011. Vol.30. Issue 9

Wrath, fury, rage — whatever you call it, anger is a powerful emotion. Unfortunately, it’s often an unhelpful one. Anger is a natural human experience, and sometimes there are valid reasons to get mad like feeling hurt by something someone said or did or experiencing frustration over a situation at work or home. But uncontrolled anger can be problematic for your personal relationships and for your health.

Fortunately, there are tools you can learn to help you keep your anger in check.

Understanding anger

Anger can take different forms. Some people feel angry much of the time, or can’t stop dwelling on an event that made them mad. Others get angry less often, but when they do it comes out as explosive bouts of rage.

Whatever shape it takes, uncontrolled anger can negatively affect physical health and emotional wellbeing. Research shows that anger and hostility can increase people's chances of developing coronary heart disease, and lead to worse outcomes in people who already have heart disease. Anger can also lead to stress-related problems including insomnia, digestive problems and headaches.

Anger can also contribute to violent and risky behaviors, including drug and alcohol use. And on top of all that, anger can significantly damage relationships with family, friends and colleagues.

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Strategies to keep anger at bay

Anger can be caused by internal and external events. You might feel mad at a person, an entity like the company you work for, or an event like a traffic jam or a political election. Wherever the feelings come from, you don’t have to let your anger get the better of you. Here are some techniques to help you stay calm.

**Check yourself.** It’s hard to make smart choices when you’re in the grips of a powerful negative emotion. Rather than trying to talk yourself down from a cliff, avoid climbing it in the first place. Try to identify warning signs that you’re starting to get annoyed. When you recognize the signs, step away from the situation or try relaxation techniques to prevent your irritation from escalating.

**Don’t dwell.** Some people have a tendency to keep rehashing the incident that made them mad. That’s an unproductive strategy, especially if you have already resolved the issue that angered you in the first place. Instead, try to let go of the past incident. One way to do that is to focus instead on things you appreciate about the person or the situation that made you angry.

**Change the way you think.** When you’re angry, it’s easy to feel like things are worse than they really are. Through a technique known as cognitive restructuring, you can replace unhelpful negative thoughts with more reasonable ones. Instead of thinking “Everything is ruined,” for example, tell yourself “This is frustrating, but it’s not the end of the world.”

Try these strategies to reframe your thinking:

* Avoid words like "never" or "always" when talking about yourself or others. Statements like "This never works" or "You're always forgetting things" make you feel your anger is justified. Such statements also alienate people who might otherwise be willing to work with you on a solution.
* Use logic. Even when it's justified, anger can quickly become irrational. Remind yourself that the world is not out to get you. Do this each time you start feeling angry, and you'll get a more balanced perspective.
* Translate expectations into desires. Angry people tend to demand things, whether it's fairness, appreciation, agreement or willingness to do things their way. Try to change your demands into requests. And if things don’t go your way, try not to let your disappointment turn into anger.

**Relax.** Simple relaxation strategies, such as deep breathing and relaxing imagery, can help soothe angry feelings. If you practice one or more of these strategies often, it will be easier to apply them when angry feelings strike.

* **Focused breathing.** Shallow breathing is angry breathing. Practice taking controlled, slow breaths that you picture coming up from your belly rather than your chest.
* **Use imagery.** Visualize a relaxing experience from your memory or your imagination.
* **Progressive muscle relaxation**. With this technique, you slowly tense then relax each muscle group one at a time. For example, you might start with your toes and slowly work your way up to your head and neck.

**Improve your communication skills.** People often jump to conclusions when they’re angry, and they can say the first (often unkind) thing that pops into their heads. Try to stop and listen before reacting. Then take time to think carefully about how you want to reply. If you need to step away to cool down before continuing the conversation, make a promise to come back later to finish the discussion.

**Get active.** Regular physical exercise can help you decompress, burn off extra tension and reduce stress that can fuel angry outbursts.

**Recognize (and avoid) your triggers**. Give some thought to the things that make you mad. If you know you always get angry driving downtown at rush hour, take the bus or try to adjust your schedule to make the trip at a less busy time. If you always argue with your spouse at night, avoid bringing up contentious topics when you’re both tired. If you’re constantly annoyed that your child hasn’t cleaned his room, shut the door so you don’t have to look at the mess.

You can’t completely eliminate angry feelings. But you can make changes to the way those events affect you, and the ways in which you respond. By making the effort to keep your anger in check, you and the people close to you will be happier for the long run.

How a psychologist can help

If you continue to feel overwhelmed, [consult with a psychologist](https://www.apa.org/helpcenter/understanding-anger)

or other licensed mental health professional who can help you learn how to control your anger. He or she can help you identify problem areas and then develop an action plan for changing them.

**Controlling anger before it controls you**

Raymond DiGiuseppe

Journal of Psychological Behavior. 2009. Vol. 22. Issue 5

Simple relaxation tools, such as deep breathing and relaxing imagery, can help calm down angry feelings. There are books and courses that can teach you relaxation techniques, and once you learn the techniques, you can call upon them in any situation. If you are involved in a relationship where both partners are hot-tempered, it might be a good idea for both of you to learn these techniques.

**Some simple steps you can try:**

Breathe deeply, from your diaphragm; breathing from your chest won't relax you. Picture your breath coming up from your "gut." Slowly repeat a calm word or phrase such as "relax," "take it easy." Repeat it to yourself while breathing deeply. Use imagery; visualize a relaxing experience, from either your memory or your imagination. Nonstrenuous, slow yoga-like exercises can relax your muscles and make you feel much calmer.

Practice these techniques daily. Learn to use them automatically when you're in a tense situation.

**Cognitive Restructuring**

Simply put, this means changing the way you think. Angry people tend to curse, swear, or speak in highly colorful terms that reflect their inner thoughts. When you're angry, your thinking can get very exaggerated and overly dramatic. Try replacing these thoughts with more rational ones. For instance, instead of telling yourself, "oh, it's awful, it's terrible, everything's ruined," tell yourself, "it's frustrating, and it's understandable that I'm upset about it, but it's not the end of the world and getting angry is not going to fix it anyhow."

Be careful of words like "never" or "always" when talking about yourself or someone else. "This !&\*%@ machine never works," or "you're always forgetting things" are not just inaccurate, they also serve to make you feel that your anger is justified and that there's no way to solve the problem. They also alienate and humiliate people who might otherwise be willing to work with you on a solution.

Remind yourself that getting angry is not going to fix anything, that it won't make you feel better (and may actually make you feel worse).

Logic defeats anger, because anger, even when it's justified, can quickly become irrational. So use cold hard logic on yourself. Remind yourself that the world is "not out to get you," you're just experiencing some of the rough spots of daily life. Do this each time you feel anger getting the best of you, and it'll help you get a more balanced perspective. Angry people tend to demand things: fairness, appreciation, agreement, willingness to do things their way. Everyone wants these things, and we are all hurt and disappointed when we don't get them, but angry people demand them, and when their demands aren't met, their disappointment becomes anger. As part of their cognitive restructuring, angry people need to become aware of their demanding nature and translate their expectations into desires. In other words, saying, "I would like" something is healthier than saying, "I demand" or "I must have" something. When you're unable to get what you want, you will experience the normal reactions—frustration, disappointment, hurt—but not anger. Some angry people use this anger as a way to avoid feeling hurt, but that doesn't mean the hurt goes away.

**Problem Solving**

Sometimes, our anger and frustration are caused by very real and inescapable problems in our lives. Not all anger is misplaced, and often it's a healthy, natural response to these difficulties. There is also a cultural belief that every problem has a solution, and it adds to our frustration to find out that this isn't always the case. The best attitude to bring to such a situation, then, is not to focus on finding the solution, but rather on how you handle and face the problem.

Make a plan, and check your progress along the way. Resolve to give it your best, but also not to punish yourself if an answer doesn't come right away. If you can approach it with your best intentions and efforts and make a serious attempt to face it head-on, you will be less likely to lose patience and fall into all-or-nothing thinking, even if the problem does not get solved right away.

**Better Communication**

Angry people tend to jump to—and act on—conclusions, and some of those conclusions can be very inaccurate. The first thing to do if you're in a heated discussion is slow down and think through your responses. Don't say the first thing that comes into your head, but slow down and think carefully about what you want to say. At the same time, listen carefully to what the other person is saying and take your time before answering.

Listen, too, to what is underlying the anger. For instance, you like a certain amount of freedom and personal space, and your "significant other" wants more connection and closeness. If he or she starts complaining about your activities, don't retaliate by painting your partner as a jailer, a warden, or an albatross around your neck.

It's natural to get defensive when you're criticized, but don't fight back. Instead, listen to what's underlying the words: the message that this person might feel neglected and unloved. It may take a lot of patient questioning on your part, and it may require some breathing space, but don't let your anger—or a partner's—let a discussion spin out of control. Keeping your cool can keep the situation from becoming a disastrous one.

**Using Humor**

"Silly humor" can help defuse rage in a number of ways. For one thing, it can help you get a more balanced perspective. When you get angry and call someone a name or refer to them in some imaginative phrase, stop and picture what that word would literally look like. If you're at work and you think of a coworker as a "dirtbag" or a "single-cell life form," for example, picture a large bag full of dirt (or an amoeba) sitting at your colleague's desk, talking on the phone, going to meetings. Do this whenever a name comes into your head about another person. If you can, draw a picture of what the actual thing might look like. This will take a lot of the edge off your fury; and humor can always be relied on to help unknot a tense situation.

The underlying message of highly angry people, Dr. Deffenbacher says, is "things oughta go my way!" Angry people tend to feel that they are morally right, that any blocking or changing of their plans is an unbearable indignity and that they should NOT have to suffer this way. Maybe other people do, but not them!

When you feel that urge, he suggests, picture yourself as a god or goddess, a supreme ruler, who owns the streets and stores and office space, striding alone and having your way in all situations while others defer to you. The more detail you can get into your imaginary scenes, the more chances you have to realize that maybe you are being unreasonable; you'll also realize how unimportant the things you're angry about really are. There are two cautions in using humor. First, don't try to just "laugh off" your problems; rather, use humor to help yourself face them more constructively. Second, don't give in to harsh, sarcastic humor; that's just another form of unhealthy anger expression.

What these techniques have in common is a refusal to take yourself too seriously. Anger is a serious emotion, but it's often accompanied by ideas that, if examined, can make you laugh.

**Changing Your Environment**

Sometimes it's our immediate surroundings that give us cause for irritation and fury. Problems and responsibilities can weigh on you and make you feel angry at the "trap" you seem to have fallen into and all the people and things that form that trap.

Give yourself a break. Make sure you have some "personal time" scheduled for times of the day that you know are particularly stressful. One example is the working mother who has a standing rule that when she comes home from work, for the first 15 minutes "nobody talks to Mom unless the house is on fire." After this brief quiet time, she feels better prepared to handle demands from her kids without blowing up at them.

**Some Other Tips for Easing Up on Yourself**

Timing: If you and your spouse tend to fight when you discuss things at night—perhaps you're tired, or distracted, or maybe it's just habit—try changing the times when you talk about important matters so these talks don't turn into arguments.

Avoidance: If your child's chaotic room makes you furious every time you walk by it, shut the door. Don't make yourself look at what infuriates you. Don't say, "well, my child should clean up the room so I won't have to be angry!" That's not the point. The point is to keep yourself calm.

Finding alternatives: If your daily commute through traffic leaves you in a state of rage and frustration, give yourself a project—learn or map out a different route, one that's less congested or more scenic. Or find another alternative, such as a bus or commuter train.