

PROBLEM-SOLVING WORKSHEET

① Define the problem, specifically and objectively:

② Write down your goals, specifically and objectively:

③ List as many solutions as you can without judging them:	④ List positive and negative outcomes for each solution:	
	Positives	Negatives

⑤ Select the best solution and describe how to carry it out, with specific behaviors:

⑥ Carry out the solution and record the outcome here:



How to Take a Time Out from Anger



1. Recognize when you are becoming angry.

- Physical symptoms of anger, such as muscle tension and increased heart rate, can be a tipoff that your anger is rising.

2. Excuse yourself from the situation.

- Try to be honest about why. Tell the other person that you'd like some time to cool off and that you'll continue the discussion after you return.
- Let the other person know where you're going and how long you plan on being gone.
- Remember, this time out is to help you calm down, not to punish the other person. Try not to yell, stomp, or slam doors as you leave.

3. Head somewhere you can relax.

- For short time outs, this can be heading to another room or taking a step outside.
- For longer time outs, this can be a short trip, like going to the mall or a bowling alley.

4. Use your time away to help yourself.

- Engage in soothing or distracting activities to calm down.
- Gather your thoughts and problem solve to prepare yourself.

5. Reenter the anger-provoking situation.

- This step is essential.
- Now that you are calmer and have had time to think, you have a better chance of handling the situation positively.

Establish a family rule ahead of time that anyone can take a time out as long as they follow the steps listed here. This will help prevent anger blow outs and will lead to more receptiveness and understanding when someone wants a time out.

Assertive Statement Script

Ask permission:

“Do you have a minute to talk?”

“I feel - when” statement:

“I feel/felt [emotion word] when [objective description of situation].”

-or-

“When [objective description of situation], I feel/felt [emotion word].”

“I would like” statement:

“I would like [specific behavior change -or- objective description of goal].”

Acknowledge the other person’s perspective and why he or she might not want to help:

“I understand that this may be difficult for you because [reasons they may not want to help].”

Ask for help:

“I would really appreciate your help with this.”

Actively listen to what others have to say and be willing to compromise.

Assertive Non-Verbal Tips

Voice:

- Conversational volume
- Calm, but firm tone
- Avoid sarcastic or whining tones
- Avoid speaking too quickly

Body:

- Stand/sit up straight
- Don’t stand too close or too far away
- Avoid hunching shoulders
- Use appropriate gestures

Face:

- Use appropriate facial expressions
- Maintain good eye contact

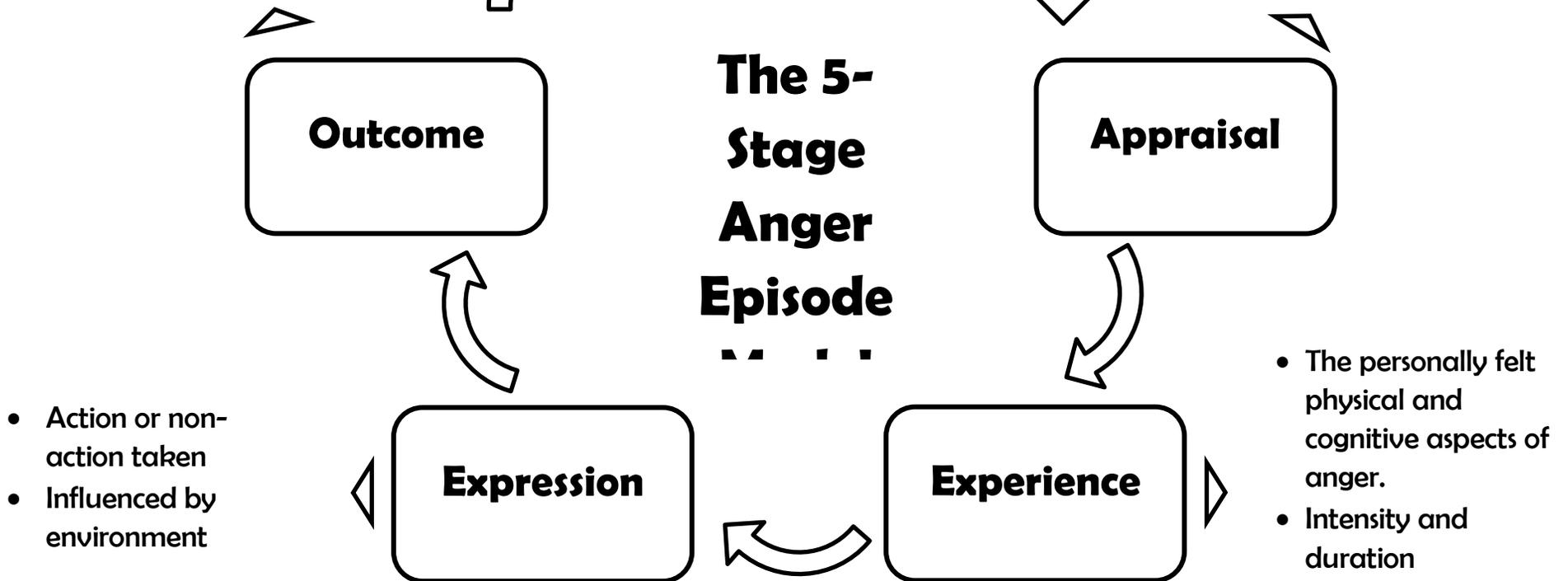
Non-Verbal Tips for Listening:

- Maintain good eye contact
- Face the speaker
- Nod when appropriate
- Avoid crossing arms and other “closed” body language
- Avoid critical facial expressions, like eye-rolling or smirking

- The trigger sets the stage for anger
- Anything can be a trigger
- Unwanted behavior of others is the most common trigger

- What happens as a result of your pattern of expression
- Short-term / long-term
- Positive / negative

- What you think about the trigger
- Differences in thoughts yield differences in emotional reactions



- Action or non-action taken
- Influenced by environment

- The personally felt physical and cognitive aspects of anger.
- Intensity and duration