



Anger Expression Scale

- 10 = murder**
- 9 = physical wounding**
- 8 = physical contact**
- 7 = shrieking, cursing, name calling, expressions of contempt**
- 6 = yelling**
- 5 = loud voice with a risk of moving to 6**
- 4 = controlled intensity with a sense of self control internally**
- 3 = true assertion, calm delivery, use of "I" messages**
- 2 = internal need to control expression but it's very easy**
- 1 = mild irritation of frustration**

We don't want anything over a 4. Anytime anyone or myself gets over a 4, we have to STOP and calm down. Anyone might need to use a time-out. Avoid Zingers which are particularly hurtful words and phrases that are very hard to recover from.

Steps to Dealing with an Angry Person

1. Calm down first
2. Echo or repeat what the angry person is saying with good listening demeanor.
3. Validate by saying: "I can see how you...."
4. Empathize: "You feel...."

When dealing with angry people, repeat calming, echoing what they have said, then empathizing, and then validating their feeling. They usually will calm down even if you go through this process a few times.

Statute of Limitations: Agree not to punish for behavior committed more than 6 months ago. You don't punish someone twice for the same crime. If something else surfaces that is not resolved from the past, resolve it another time, but try and stick to the topic of the current issue that caused anger.

Resources:

Boundaries or Boundaries in Marriage or Boundaries with Kids – Townsend and Cloud
Love is a Choice by Minirth and Meijer for people from dysfunctional families
The Heart of Commitment by Scott Stanley