

# HAVING PROBLEMS WITH **YOUR TEMPER?**

IF YOU ARE IN NEED OF  
SOME SUPPORT, THIS  
SELF-HELP BOOK CAN  
HELP YOU COPE BETTER  
WITH IRRITABILITY & ANGER.

A BETTER YOU, FOR A  
**BRIGHTER  
TOMORROW**

  
**wellbeing**  
services south glasgow

# ANGER & IRRITABILITY SELF-HELP BOOKLET

This self-help booklet is divided into nine sections which provide you with a better understanding of anger. It gives you the chance to find out what anger is, how it affects you and what keeps it going. Most importantly, it helps you to learn how to control your anger.

## CONTENTS

<b>Section 1:</b> · About anger	<b>3 - 6</b>	<b>Section 6:</b> · Problem solving	<b>34 - 37</b>
<b>Section 2:</b> · What triggers anger?	<b>7 - 11</b>	<b>Section 7:</b> · Communication	<b>38 - 42</b>
<b>Section 3:</b> · Anger and the body	<b>12 - 18</b>	<b>Section 8:</b> · Putting a lid on it	<b>43 - 44</b>
<b>Section 4:</b> · Anger and thinking	<b>19 - 26</b>	<b>Section 9:</b> · Wellbeing resources	<b>45 - 49</b>
<b>Section 5:</b> · Anger and behaviour	<b>27 - 33</b>		

This booklet aims to help you deal with your anger using techniques from a well-established psychological treatment known as Cognitive Behavioural Therapy (CBT).

There are various exercises throughout this booklet to help you understand your anger and to help you learn ways of controlling it. Like any new skill, it may take a bit of time and practice before you notice any changes in the way you feel.

The exercises are identified by 'Stop & Think'. To gain the most from these, it is important that you take some time to think about the questions asked and to complete the exercises.

It may be that it takes several readings before you start to write things down. That's OK, just take your time. It is helpful to read each section thoroughly before moving on to the next.

Praise yourself for every step you take.



## SECTION 1: ABOUT ANGER

### Do you have a problem with anger?

If you answer 'yes' to any of the questions below it is likely that you are experiencing problems with anger.

- Do you get wound up and annoyed by the slightest thing?
- Do you often lose your temper?
- Do you often say hurtful things to people you love?
- Are you physically aggressive towards objects or other people?
- Does anger cause you problems at home or work?
- Do you find it hard to let things go?
- Does it take you a long time to calm down after you become angry?
- Are you worried about your anger?
- Do you use alcohol or drugs to cope with your anger?
- Are others scared of you?
- Has someone else told you to do something about your anger?

This self-help booklet can help you to deal with your anger in a healthy and constructive way.

## WHAT IS ANGER?

Anger is one of the most basic human emotions which means that we all feel irritated, frustrated or angry from time to time. We can experience anger when we feel threatened or insulted. We can also get angry when things do not turn out the way we want, when we feel let down by someone or when we are denied something we believe we are entitled to. Sometimes, it is poor communication and misunderstandings which lead to outbursts of anger.

Anger is often accompanied by other emotions like guilt, shame, disappointment, resentment, frustration, sadness or anxiety. These emotions can be difficult to express, so often anger appears first. Anger can take many forms from simple irritation, to feeling furious and aggressive. We can express anger by making criticisms, swearing, screaming, shouting, destroying objects or even physically assaulting others. Sometimes, we are unsure how to communicate our anger and we keep quiet while seething inside.

### **Let's look at some examples.**

**Liz, 43.** Liz comes back tired from work to find her neighbours upstairs having a party. It continues through the night and they seem to be getting louder. Liz struggles to sleep and finds herself becoming agitated. She thinks to herself "*bunch of idiots, they are doing it on purpose*". She turns her TV on really loud and spends the rest of the night thinking of ways to get revenge.

**John, 65.** John is on the phone to his gas provider as he has received a final demand for a bill he has already paid. He is put on hold and when he finally gets through to someone he is very angry at having to wait so long and for being asked lots of questions. He starts to shout and the advisor tells him to calm down. John is so angry he bangs down the phone.

**Billy, 19.** Billy comes home and his girlfriend Megan asks to go along with him and his friends to the pub. Billy really loves his girlfriend but he also likes some time on his own with his mates and would rather spend time with her another night. He feels she is too clingy and is suffocating him. Billy says to Megan "*If you want to.*" and then spends the rest of the night in the pub in a bad mood. Megan does not know what she has done wrong.

**Julia, 34.** Julia is looking at pictures of her dad and his new family on Facebook. She thinks they look happy which is in stark contrast with her miserable childhood. She remembers how her dad was never like that with her and her mum. She feels unloved and angry at people she hasn't even met. "*I must have not been good enough*" she thinks, and throws the iPad across the room.



You will have your own triggers for feeling angry and learning what they are will be one of the aims of this booklet. Being in control of your anger and expressing it in a healthy way can be a useful means of saying how we feel about things.

## **CAN ANGER BE HELPFUL?**

Anger is a powerful emotion and if used in an inappropriate manner it can be a destructive force. However, anger can also be extremely useful, helping our survival and self-defence instincts. Anger can be a natural response to being threatened, attacked, treated unfairly or disrespected.

Anger which is expressed in a constructive way can help us find a solution to a problem and build something positive. People who cannot express their anger can find it difficult to stand up for themselves. Getting angry can motivate us to say no to things we do not accept and can help us to express our opinions. Anger can also be helpful when we look for support from others to back up a cause we believe in and it can motivate others to act.

Importantly, anger can also become a problem. Unhealthy anger is over the top, lasts for too long and has a negative impact on our life. It can damage our relationships with others and even put others at risk. It can also cause serious problems at work affecting our performance. It often makes us feel bad about ourselves.

## **WHY AM I ANGRIER THAN OTHERS?**

It can be difficult to pinpoint the exact reason behind why some people are angrier than others. Very often, no easy answer exists. The way you respond to various situations is shaped by a number of complex factors such as your past experiences, your current environment and your unique genetic make-up.

### ***Early experiences***

It is possible that the way you were brought up made you more likely to react with anger to difficult situations. As children, we learn how to behave by observing and modelling people in our environment including our parents and carers. The messages we receive from others shape our behaviours later as adults. If, as a child, you witness aggression, or family members using their temper in response to stressful events, you might grow up thinking that this is a helpful way to deal with things.

### ***Associations***

Sometimes, it is a particular situation that can trigger feelings of anger in us. If you got angry in a specific situation in the past (e.g. at school, in a traffic jam, or in the supermarket) it is likely that next time you find yourself in a similar situation you will feel angry again. For example, imagine you are someone who has struggled with schoolwork and felt angry with teachers for correcting and criticising you in front of the whole class. It is quite likely that, every time you go to school now to speak to your child's teachers about their own difficulties, you will become agitated and angry about it because of your past experiences.

### ***Vicious circle***

It may also be that getting angry on a daily basis helps you to achieve your goals. For example, you might have learnt at some point that yelling at your staff makes them scared of losing their job and makes them work more effectively. Or, you might have discovered that shouting at your children when they misbehave makes them quiet and obedient. In both of these situations your anger is being rewarded as you achieve your goals. Importantly, this does not mean that your anger is helpful.

### ***Fight or flight***

When we feel stressed or threatened, our body undergoes a series of changes as a result of the 'fight or flight' response. 'Fight or flight' is an old survival mechanism that helps us to prepare ourselves for action. Our heart starts beating faster, our breathing rate goes up, our muscles tense and we sweat excessively. Our bodies are preparing to fight or flee. We do not always find this helpful in modern-day situations and may need to learn to calm our bodies down.

Rather than dwelling on why you are the way you are, it can be more helpful to focus on ways to communicate and manage your emotions in a healthy way.



## SECTION 2: WHAT TRIGGERS ANGER?

### What triggers your anger?

Things that we get angry about often happen in day to day life. It can be a traffic jam that we are stuck in on Monday mornings, or having to wait in a long queue. Situations that we might get angry about include:

- frustrating situations (e.g. running late, your partner leaving dirty plates)
- stress (e.g. work overload, moving house)
- financial problems (e.g. gas bill going up)
- problems with others (e.g. your child being stubborn)
- practical problems (e.g. not having enough time to do things)
- injustice (e.g. being treated unfairly)
- abuse (e.g. physical, emotional or financial)

We can also get angry about the things that come from inside us, such as the way we think about ourselves (our self-esteem), worries about personal problems or memories from the past that are difficult to accept and provoke angry feelings in you.

Some of these situations you might be able to manage better by forward planning or problem solving (e.g. leaving the house earlier, or prioritising urgent tasks).

If you want to deal with your anger better, you can start by identifying what triggers your anger and noticing when you become angry.



### STOP & THINK

What triggers your anger? Every time you feel angry, try to identify the situation that triggered it and write it down in the box below.

#### THINGS HAPPENING OUTSIDE

#### THINGS HAPPENING INSIDE US e.g. thoughts, worries, memories

--	--

### EARLY WARNING SIGNS

Knowing the early warning signs can also be helpful. These may include:

- tension in your body
- shallow breathing
- racing heart
- feeling a 'red mist'
- becoming very angry in a short period of time
- "sizing up" another person
- losing sense of humour
- raising your voice



### STOP & THINK

Think about warning signs for your anger.



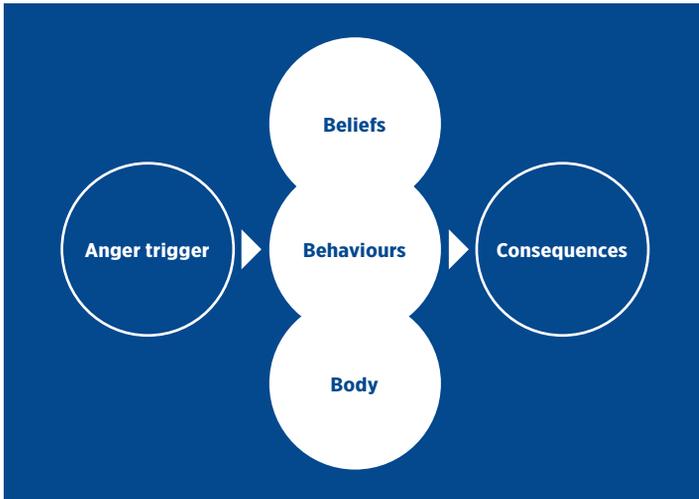
## WHAT KEEPS ANGER GOING?

Look at the picture below, it illustrates the ABC model of anger.

**A** stands for anger trigger – something that sets your anger off.

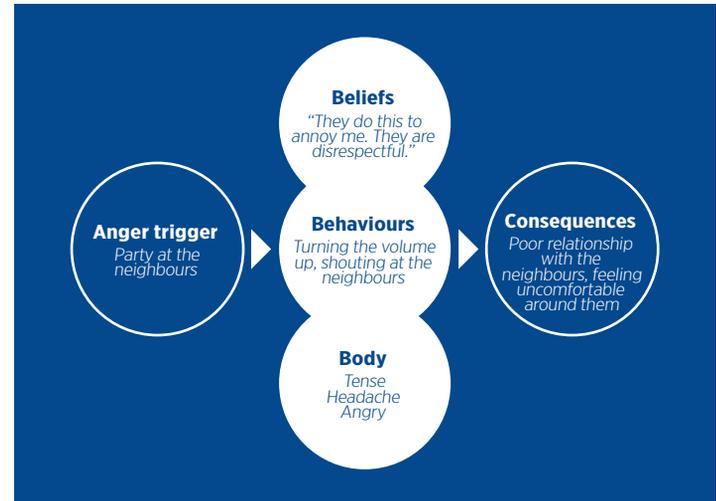
**B** stands for your beliefs about anger and getting angry, bodily sensations including your feelings, and behaviours when you are angry.

**C** stands for consequences – things that happen as a result of your behaviours. Importantly, beliefs, body sensations and behaviours are closely connected and can affect each other keeping anger going.



### Let's look at Liz's example.

Liz comes back home after all day at work to find that her upstairs neighbours are having a loud party. She decides to have a relaxing bath before going to bed, but all she can hear are beats of the music and loud voices. Liz believes her neighbours are playing loud music to annoy her. She feels disrespected and gets frustrated. She finds herself tensing and can feel her heart beating faster. As she can't fall asleep she decides to take revenge and turn on TV at full volume. She soon realises that it doesn't solve the situation. She now has a headache and can't sleep. Next morning, she sees and shouts at her neighbours on the street and threatens them with the police.



Liz got angry as her neighbours were playing loud music which kept her awake. While it is understandable that Liz got annoyed about the noise, it is important to notice that dwelling on it and seeking revenge made her feel worse and affected the relationship with her neighbours. A more helpful thing to do for Liz would be to try to stay calm and come up with solutions that would make her feel better and allow her to sleep e.g. she could use a pair of earplugs that night or she could talk to her neighbours and ask them to turn the music down.

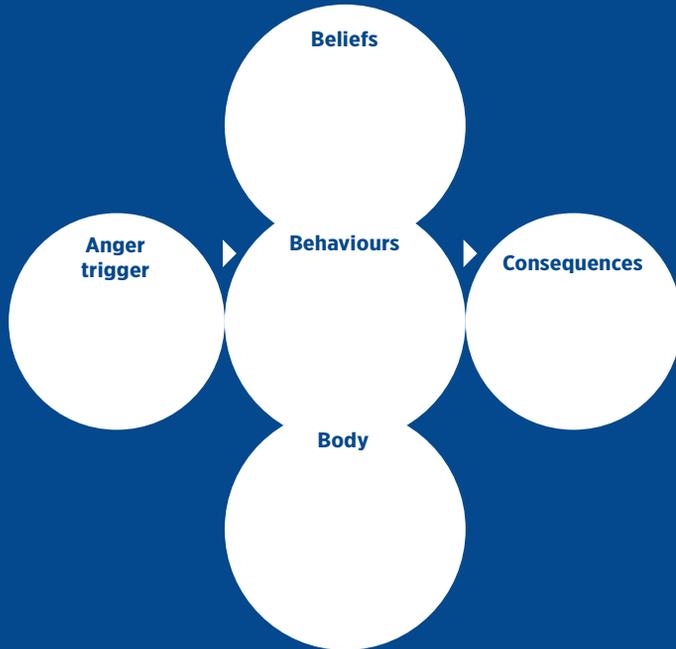
It is important to note that it is not others or outside events that cause our anger, it is our interpretation of the events that makes us feel angry. In order to keep us on the right track our brain constantly weighs up situations to see if they are good or bad, safe or unsafe. How we see situations has an impact on how we feel. For example, if we think a situation is dangerous we are likely to feel afraid. If we think we have been treated unfairly or with no respect we are likely to get angry. One way to deal with anger better is to learn how to interpret stressful situations in a more helpful way.





## STOP & THINK

Try to figure out your own cycle of anger. Think about a specific situation that triggered your angry thoughts, bodily changes and behaviours. Write it down.



## SECTION 3: ANGER AND THE BODY

Anger is an emotion which triggers a release of adrenaline - a hormone that turns on the 'fight or flight' response. 'Fight or flight' helps to prepare our body to fight back or run away from physical threats. It does this by starting a number of bodily changes including rapid breathing and the heart beating faster.

The changes we experience in our body are meant to be protective and help us to deal with a threat. In the past, such response was useful when we needed to protect ourselves from predators we encountered during hunting or gathering food. In modern days, situations we see as threatening are quite different and include things like work overload, relationship difficulties or financial problems. Bodily changes that occur as a result of 'fight or flight' can be unhelpful in dealing with these situations, making us angrier and steering us away from a good solution.



## BODILY CHANGES



### STOP & THINK

There are number of changes that happen in your body when you angry. Think about the changes you experience and tick the right boxes.

PHYSICAL SENSATIONS	YES	NO
Fast heartbeat		
Tingling/numbness		
Looking pale		
Breathlessness		
Dizziness		
Blurry vision		
Feeling sick		
Dry mouth		
Sweating		
Muscle tension		
Shaking/trembling		

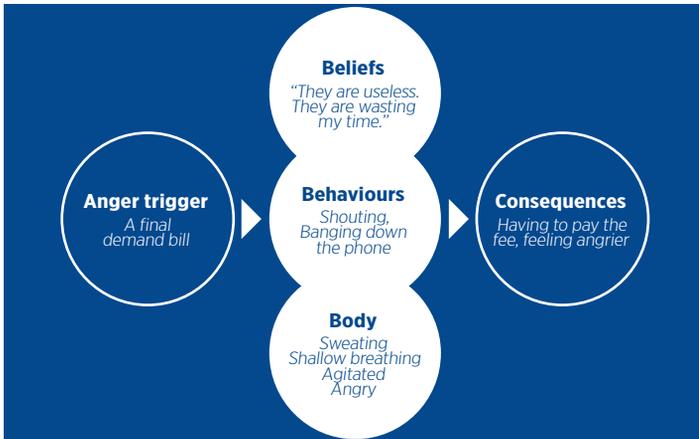
The 'fight or flight' response is common to everyone and this is why most of us experience some physical sensations when we get angry. Let's look at the explanation behind some of the physical symptoms of anger.

- **Heart beating stronger and faster** – The heart is pumping more blood to the muscles in arms and legs which are important if you want to fight or flee. More blood carries more oxygen which allows muscles to work harder. Blood pressure increases.
- **Tingling and hot flushes** – The blood supply is limited where it is not needed e.g. in toes or fingers. This is why our skin looks pale, feels cold and our fingers and toes experience tingling or numbness. We might also experience hot flushes as our bodies are working hard and our body temperature increases.
- **Rapid and shallow breathing** – Rapid breathing helps us to take in more oxygen which helps our muscles to work harder. However, when our body is at rest and our breathing becomes rapid, we end up breathing in more oxygen than our body needs. This can cause breathlessness, a sensation of choking and even pains or tightness in the chest.
- **Dizziness** – Rapid breathing means that less oxygen reaches your head. While this is not dangerous, it produces unpleasant symptoms such as dizziness and confusion.
- **Muscle tension/headache** – Muscles tense up in preparation for fight or flight which results in feelings of tension, aches, trembling and shaking.
- **Nausea & dry mouth** – The digestive system shuts down meaning your stomach becomes less active causing nausea and a heavy feeling. You also produce less saliva which causes a dry mouth.
- **Sweating** – Your body works hard to prepare you to attack or run away which causes your body to heat up. Sweating helps you to cool down.



### Let's look at John's example.

John receives a bill from his gas company informing him of a late payment fee if he doesn't pay the bill within next seven days. John gets a bit annoyed as he has sent them a cheque about a week ago. Speaking aloud to himself about how useless the company is, he calls the helpline and he is put on hold. He can see himself getting agitated and starts sweating. His breathing becomes shallow. After about 15 minutes John finally gets to speak to an advisor who asks him lots of questions. John gets so angry he starts shouting at the advisor for being unhelpful and taking up his time and money. The conversation isn't going anywhere and John bangs down the phone. What John does not know is that his cheque got lost in the post. He decides not to call them ever again. Next week, he receives another bill with the added late payment fee.



The physical symptoms John experienced, intensified his feeling of anger and made him more likely to respond in an aggressive way. This is why it can be helpful to learn techniques which can help you to manage the physical symptoms of anger and feel more relaxed. The techniques explained below will allow you to react to your bodily changes as soon as you spot them.

### CONTROLLED BREATHING

Anger can change the way you breathe. You might start taking quicker and shallower breaths. You might find yourself out of breath or might feel you need to gulp air. You might think you are not getting enough air and that you are at risk of suffocating.

Taking quick and shallow breaths often leads to overbreathing (also called hyperventilation). Overbreathing simply means you are taking in too much oxygen for your own needs. Too much oxygen in your body leads to many uncomfortable symptoms such as dizziness, a feeling of choking and chest pains. As a result you might feel very tense.

When you find yourself breathing too quickly you need to follow the steps below. They will help you to calm down and control your breathing. If you want be able to use this technique when you feel angry you would need to practise these steps on a daily basis.

#### Steps to calm down your breathing

- Sit in a comfy chair and relax as much as you can.
- Breathe in through your nose and count 1 2 3
- Allow your breathing to slow down
- Breathe out through your nose and count 1 2 3
- To help you focus, imagine the numbers in your mind's eye.
- Use slow normal breathing (10-12 breaths per minute).
- Repeat for at least 5 minutes.
- Practise twice daily.

#### TIPS FOR PRACTICE

- If possible, breathe in through your nose and breathe out through your nose.
- If you breathe out through your mouth, pucker or 'purse' your lips as if you are about to whistle.
- Use your belly rather than your chest to breathe. Imagine you have a balloon in your belly; as you breathe in, fill the balloon with air, as you breathe out let the air go.
- At first, you might find this exercise easier when lying down.



## PROGRESSIVE MUSCULAR RELAXATION

A strategy that can help you to ease tension in your muscles is called progressive muscle relaxation. It involves tensing specific muscles in your body for about 5 seconds and then relaxing them. Muscle relaxation can help you to lower the overall tension in your body which can make your anger worse.

Sit or lie down. You can work from your head to toes or toes to head. Take your time, tense each muscle group for about 5 seconds. If you begin to notice your mind wandering, bring attention back to your body. Practise it daily.

### Steps to relax your muscles

- Make sure you are comfortable. Drop your shoulders.
- Start by raising your eyebrows as high as you can and hold them in that position for about 5 seconds. **Notice the tension. Then, release and notice the relaxation.**
- Shut your eyes as tightly as you can. **Notice the tension. Relax.**
- Open your jaw as widely as you can and make a grimace. **Notice the tension. Relax.**
- Now, bring your shoulders to your ears. **Notice the tension. Relax.**
- Bend, first your right, then your left elbow tensing the muscles in your arms. **Notice the tension. Relax.**
- Make a fist with your left and right hand. **Notice the tension. Relax.**
- Squeeze the muscles in your upper and then lower back. **Notice the tension. Relax.**
- Suck your stomach in. **Notice the tension. Relax.**
- Tighten your buttocks by pulling them together. **Notice the tension. Relax.**
- Push your thighs against each other. **Notice the tension. Relax.**
- Tense the muscles in your calves by pulling your toes towards you. **Notice the tension. Relax.**
- Finally, curl your toes. **Notice the tension. Relax.**

You might want to practise the controlled breathing and progressive muscular relaxation techniques using a relaxation track. Download a free relaxation audio file from our website [www.wellbeing-glasgow.org.uk](http://www.wellbeing-glasgow.org.uk)

## DISTRACTION

When you feel overwhelmed with your angry feelings you can also use distraction which can be helpful in managing your feelings by giving you some time to calm down. Below you will find several distraction techniques you can use when you feel angry.

**Counting** - Count backwards from 10-1. You can also count all the things around you that start with a letter a, then b, then c etc.

**Focusing on something or someone else** – Take the focus off your anger and bring your attention to what is going around you. What and who can you see? What can you smell? What can you hear? What are others doing? Take 5 minutes to notice things around you.

**Imagining pleasant scenes** - Shut your eyes and use your imagination to take yourself to a nice, safe, relaxing place where you have been in the past or you would like to go to in the future. Use all your senses to picture the place. Try to notice any sounds, smells and sights around you. Stay in there for some time and try to enjoy it.

**Time out** - Take yourself out of the environment where you feel angry. Go and sit down in a different room or go for a stroll. Take a bath.

## OTHER WAYS OF RELAXING

**Exercise** - Exercise has great benefits for both your mental and physical health. It is a healthy way to relieve stress and physical tension. It can boost your mood and increase your confidence. It is recommended that you are active for at least 30 minutes a day, 5 days a week. It can be helpful to join a gym or you might want to try walking, cycling or jogging.

**Hobbies** - Taking your mind off daily problems can have a calming effect on your mind. You can rediscover old hobbies or find new ones. Listening to music, reading books, watching films, knitting, gardening, taking up a new sport – find something for you. Doing things you enjoy every day is very important – it boosts your mood and helps you to relax.



## SECTION 4: ANGER AND THINKING

Our thoughts have an impact on our mood and our behaviour. Many of those thoughts can be negative or unhelpful which can make us feel bad.

It is very important to remember that our thoughts are not always true. Very often, they are based on wrong assumptions and there is no evidence to support them. Our unhelpful thoughts can keep our feelings of anger going and that is why challenging these thoughts can improve our mood and help us to control our anger better.

Our thoughts are automatic which means that, very often we do not notice them just as we do not notice the way we walk or speak. When we feel angry we are often unaware of our angry thoughts. Importantly, in order to challenge our thinking patterns we need first to learn to recognise our unhelpful thoughts better.

Unhelpful thoughts can refer to yourself, others and also to the anger itself. It is common for people to experience the same thoughts again and again. Let's look at some examples.

*"I should have a say."*

*"I can't stand this any longer."*

*"She disrespects me."*

*"She always does this."*

*"He is the one to be blamed, not me."*

*"Everyone wants to provoke me."*

*"They are making a fool of me."*

*"He is lazy."*

*"I have a right to be angry."*

*"I do not need to change who I am."*

*"She is so irritating."*

*"He should know..."*



### STOP & THINK

Practise recognising your unhelpful thoughts. Start with noticing changes in your mood. Whenever you notice your mood changing, write down what is going through your head at the time.

SITUATION	FEELINGS & BODILY SENSATIONS	THOUGHTS
e.g. queuing in the supermarket	Irritated, frustrated, tense, fidgety	<i>"If she only did her job right and hurried up. She is useless."</i>



Thoughts we experience when we feel angry often fall under unhelpful thinking styles.

## UNHELPFUL THINKING STYLES

### **Taking things personally**

People who are angry often expect criticism from others and they take things to heart. They can be overly sensitive and read too much into what others say or do. For example, if someone they know doesn't say hello to them in the street, they might think *"That was so cheeky. He thinks I'm not worth knowing."*, whereas in fact, the person might have not even noticed them.

### **Focusing on the negative**

When we get angry we tend to focus on negative aspects of the situation and ignore all the positives. For example, imagine Jim who went to a meeting during which his manager thanks him for putting a lot of hard work into the project, but also suggests some space for improvement. Jim can feel himself getting upset and angry. For the rest of the day he thinks to himself *"I have put so much effort into the project and he criticised me for it. I hate my job."*

### **'Shoulding' & 'musting'**

We can also get angry when we feel disappointed with ourselves or others. Feelings of disappointment are greater if we believe in rigid rules which tell us what we or others should do. For example, *"I must always look good."* or *"My friends should always support my views"*. When we, or others, do not meet the expectations we set we often become disappointed, hurt and angry.

### **'All or nothing' thinking**

People who get angry often use words like *"always"* or *"never"*, or see things in black and white. For example, *"I never do a good job in my work"*. When it comes to solving a problem they see only one way forward. For example, *"I will never speak to you again unless you apologise to me."*

### **Labelling**

People who get angry often judge and label themselves, or others, on the basis of one isolated event. Imagine you go to a job interview but you are not offered the job. You might think to yourself *"I will never get a job. I am too stupid"*. Or, you ask your friend to pick up a parcel for you from the post office. Two days later you find out she forgot to do it. You think *"I can't possibly rely on her. She is useless"*. Labelling ourselves and others is unhelpful. It not only affects our mood and confidence at the time but also stops us from keeping a fair mind in the future.



## STOP & THINK

Which of the unhelpful thinking styles reflect your way of thinking? Think about a recent situation when you thought this way.

UNHELPFUL THINKING STYLE	MY EXAMPLE

## THOUGHT CHALLENGING

Now, that you know what unhelpful thoughts are and you have practised recognising them, you can start challenging them.



### Let's look at Billy's example..

**Billy, 19.** Billy comes home and his girlfriend Megan asks to go along with him and his friends to the pub. Billy really loves his girlfriend but he also likes some time on his own with his mates and would rather spend time with her another night. He feels she never leaves him alone and that she is too clingy. He gets really annoyed and tense. Billy says "If you want to." and then spends the rest of the night in the pub in a bad mood. Megan does not know what she has done wrong. She feels guilty and upset.



Billy got annoyed about his girlfriend wanting to come along to the pub with him and his mates. How could Billy manage his irritation at this point? Rather than continue with his unhelpful thinking, he could have chosen to take a step back and to challenge his thoughts. He could have done that by questioning his unhelpful thoughts using the following questions.

**Billy's unhelpful thought:** "She always does it. She is too clingy."

### Is there any evidence that supports the unhelpful thought?

Megan wants to come to the pub. She has been out with Billy's friends on several occasions.

### Is there any evidence suggesting that the thought might not be true?

Megan has a free evening and would like to spend some time with Billy and his friends. She has not been out with Billy's friends since Christmas. She is unaware of how Billy feels about this.

### What unhelpful thinking styles do Billy's thoughts fall under?

**All or nothing thinking** - "She never leaves me alone."

**Labelling** - "She is too clingy."

### Am I expecting too much?

It looks like Billy is expecting Megan to read his mind and know he does not want her to come. Billy seems to think that Megan should leave him alone when he wants to be with his friends.

### What would you say to a friend in a similar situation?

Billy could advise his friend to speak to his girlfriend about how he feels about the situation. It can be helpful to let the other person know how you feel and also to hear other's person point of view.

### What are the consequences of thinking this way?

Billy got irritated and huffy for the rest of the night. It spoils his fun.

### Is there another way of looking at this situation?

Megan has not seen Billy's friends since Christmas and she would like to spend some time with them. The night might turn out a bit different than expected, but it doesn't mean it won't be a good night. The fact that Megan wants to have some fun today, doesn't mean she is clingy.

### How will you feel about this in 5 years time?

Most likely, Billy won't remember about this situation as it doesn't really matter that much.

### Can I do something about the situation?

If Billy's girlfriend wants to come along and he'd prefer if she didn't, he can explain this to her. It is likely that she will understand. Or, he can agree for her to come but also tell her that on some nights he would like to go out by himself.

You can use the same questions to challenge your own thoughts. Once you have reflected on your thoughts using these questions, try to come up with a more accurate and balanced thought. Once your way of thinking becomes more realistic, you will find it easier to manage your anger. Remember, you need to practise noticing and challenging your thoughts to become good at this. Over the next few weeks use this table to write down and challenge your thoughts.



ANGRY THOUGHT	EVIDENCE FOR	EVIDENCE AGAINST	BALANCED THOUGHT
e.g. "She always does it. She is too clingy."	Megan wants to come to the pub. She has been out with Billy's friends on several occasions.	Megan has a free evening and would like to spend some time with Billy and his friends. She has not been out with Billy's friends since Christmas and she does not always join them. Last time she came along, it turned out to be a great night. She is unaware of how Billy feels about this.	Megan has not seen Billy's friends since Christmas and she would like to spend some time with them. The night might turn out a bit different than expected, but it doesn't mean it won't be a good night. The fact that Megan wants to have some fun today, doesn't mean she is clingy. If Billy prefers to go on his own, he can talk to her about this.

## UNHELPFUL BELIEFS ABOUT ANGER

Sometimes it is our beliefs about anger which stop us dealing with a problem.

### Common beliefs about anger include:

#### ***This is just who I am. Everyone in my family has a temper and that's the way it has to be.***

While it is true that biology can play a role in how you experience and express anger, it is never too late to learn how to manage it. The bottom line is, that if you have problems with your anger, you can do something about it.

#### ***I have a right to be angry and I have to let it out.***

While all of us experience anger from time to time, we can choose how to communicate our anger to the world. As we have seen from previous examples, expressing anger in an unhelpful way often leads to feeling worse and it can have negative consequences. A healthier option would be to learn how to control your anger and how to express your angry feelings in an open way. Expressing your anger in a calm, yet firm manner makes you feel in control.

#### ***My anger makes others respect me.***

It may be that anger has worked for you in the past, e.g. you have got people to do what you wanted. However there is a risk that people may feel threatened and label you as a "bully", or someone may become as angry as you and this could lead to a greater conflict. You are more likely to gain others' respect by behaving assertively rather than aggressively.



## SECTION 5: ANGER AND BEHAVIOUR

Things we do when we are angry are often very unhelpful and can have damaging consequences on our personal and professional life.

### What do we do when we get angry?

#### ***Doing nothing at all***

Sometimes, people who get angry do nothing at all and avoid dealing with the problem. They do not know how to express their anger so they decide to keep quiet even though they are seething inside. They get annoyed when others try to discuss it with them. Usually, the angry feelings get bottled up inside and come out two-fold another time, often accompanied by other feelings such as resentment or blame.

#### ***Blocking it out***

Some people put a lot of effort in blocking their angry thoughts and feelings. Busy lifestyle, substance abuse, and working long hours are often used to help them forget and think about something else. Eventually, they might become so frustrated that they stop caring what happens to them and start playing with risk. They might self-harm to cope with their feelings.

#### ***Sulking/Huffing***

When people do not get what they want, or when someone does not agree with them they often get sulky or they go in a huff. They might withdraw, become silent and resentful. They might stay in their house in a sulk, or they might walk off in a huff. Some people can become cynical and criticise everything and everyone, but still do not express their anger openly. It is not uncommon for these people to get frustrated with their inability to express anger, which can then lead to low mood.

#### ***Getting aggressive***

Some people deal with anger by becoming aggressive. They might get verbally abusive by swearing, shouting, yelling and threatening others. They often use dramatic words and exaggerate the impact someone's action had on them. They might also get physically aggressive - throw and kick things or assault others. Very often, people who are being attacked also get angry. It is worth remembering that anger fuels anger and makes things worse. Walking away from the situation and allowing things to calm down can be much better option.

#### ***Drinking/drugs***

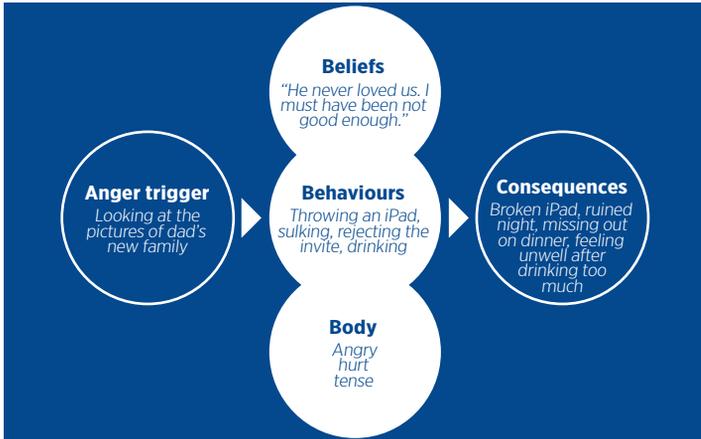
Using alcohol to deal with difficult situations can have a damaging effect on your life. Alcohol can make you less likely to cope and control your angry behaviours. It can also have a negative effect on your feelings and it can lead to low mood and anxiety. Some people believe that alcohol helps them to sleep. In fact, alcohol can affect the quality of your sleep leaving you feeling groggy the next day. Drinking too much and too often can lead to addiction.

Using drugs to cope with stress makes you less likely to face your problems and look for a helpful solution. Drugs also affect your mood and sleep. They can damage your personal life and physical health. Drugs are addictive and once you become dependent on them they can be very difficult to quit due to mental and physical cravings. Importantly, alcohol and drugs can heighten the physical symptoms of anger making you even angrier.

If you have practised the techniques explained in the previous sections it is likely that you have already noticed positive changes in your behaviour. Let's see what else you can do to manage your anger behaviour.



In order to understand how unhelpful angry behaviours can be, let's look again at Julia's example. Julia is looking at pictures of her dad and his new family on Facebook. She thinks they look happy which is in stark contrast with her miserable childhood. She remembers how her dad was never like that with her and her mum. She feels unloved and angry at people she hasn't even met. She feels hurt and starts tensing up. *"I must have not been good enough"* she thinks and throws the iPad across the room. Her friend invites her for a dinner but Julia chooses instead to open a bottle of wine and spends her evening sulking in the room.



Julia's behaviour has not only made her feel worse, but also ruined the rest of her night. She now regrets not accepting her friend's invite and talking things through with her. Julia realises that, while it is understandable how she feels about her past, the things she does when she feels angry are not going to make her feel better.

## CHANGING ANGRY BEHAVIOURS

If you want to change your angry behaviours into more helpful ones consider following the steps below.

### STEP 1

First of all, it is important that you know what it is you do when you get angry. In order to become more aware of your behaviours, fill in the diary below over the next week. If you need more space to write on, find a spare sheet.

WHAT STARTED IT?	THOUGHTS & FEELINGS	WHAT DID I DO	WHAT HAPPENED AFTERWARDS
e.g. Julia, Sunday, 14th July, looking at the pictures of dad's new family	<i>"He never loved us. I must have been not good enough."</i> Feeling hurt, angry, tense	Threw iPad, rejected an invite to a dinner, drank bottle of wine, sulked	Had to pay for the iPad getting fixed, felt physically and mentally worse
e.g. John, Friday, 18th March, calling a gas provider after receiving a bill he thinks he has already paid	<i>"They are useless."</i> Getting angry, sweating, shallow breathing	Shouted at an advisor, banged the phone down	Felt angrier, had to pay the late payment fee

Once you have completed your diary, reflect on each one of your behaviours using these questions:

- What was unhelpful about what you did?
- Did the behaviour make the anger worse?
- Did the behaviour keep the anger going?
- What were the consequences of what you did?



## STEP 2

Think about all of the other things you could do to respond to one of the situations you recorded in the diary in a healthy manner. How would you like to behave next time you come across a similar situation? Make a list of other possible behaviours and choose the best option for the future.

Let's look at Julia's example from the diary above. Instead of throwing her iPad and sulking, Julia could:

- notice her physical symptoms and feelings and reflect on the impact they have on her behaviour
- think about the consequences of throwing her iPad and drinking a bottle of wine by herself
- do something enjoyable e.g. go for a walk
- go to see to her friend and talk about how she feels
- practise controlled breathing & muscle relaxation
- talk to her dad about her childhood
- try to think about the situation in a different way

Julia could go for a walk and then call her friend to tell her how she has been feeling.

Now, let's look at John's example. Instead of shouting and hanging up on the advisor, he could:

- notice his early warning signs & relax
- deal with the problem later - once he is calmer
- take some time out and go for a bath
- focus on things that well went that day
- challenge his thoughts and think about the situation in a different way
- ask the company to call him back

John could calm down before making the phone call and then ask the advisor to call him back.

Now make your own list of different responses for each of the angry behaviours you noted down in your diary and choose the response you want to try out next time you become angry.

## *Behaviour 1.*

## *Behaviour 2.*

## *Behaviour 3.*



### STEP 3

It is time to try the new behaviour. After you do this, reflect on how it went and whether you found it helpful or unhelpful. Note your observations down in the diary. Look at Julia's example.

WHAT STARTED IT?	THOUGHTS & FEELINGS	WHAT DID I DO	WHAT HAPPENED AFTERWARDS
e.g. Julia, Sunday, 14th July, looking at the pictures of dad's new family	<i>"He never loved us. I must have been not good enough."</i> Feeling hurt, angry, tense	Tried new behaviour. Went for a walk and called a friend.	Going for a walk cheered Julia up and helped her to see things a bit differently. Talking to a friend made her feel less alone and angry.

Adopting the new behaviour will not be easy. Practise as often as you can to get better at it. If one day you go back to your old habits, do not beat yourself up, it can happen. You can stop the unhelpful behaviours by using the techniques from this booklet.

## SECTION 6: PROBLEM SOLVING

You might find it more difficult to cope when you are faced with lots of issues that do not seem to get any easier with time. Struggling with ongoing problems can make us feel worse. When we do not know how to tackle our problems, we end up worrying about it which affects our mood.

Situations in your life that you get angry about can be often resolved by using problem solving techniques. It can be helpful to know how to work through a problem in a structured way. Use the steps below to work through your problems.



### 1) Identify your problem.

Identify the problem you have. Put it into words. Try to be as specific as you can.

e.g. "My friend has borrowed £50 from me and she hasn't paid it back."

### 2) What are the consequences of not solving the problem?

Think about what would happen if you do not solve the problem. How would it affect you?

- I will get angrier.
- I will not be able to stop thinking about it.
- I might never get my money back.
- I might end up with no extra cash when I need it.
- I might stop talking to my friend.
- I might fall out with her.

### 3) What are the benefits of solving the problem?

Think about why it would be good to solve the problem. What will you gain?

- I will have one less worry.
- I will feel less angry.
- Our friendship won't be affected.
- I will have my money back.
- I will know for the future that problems can be solved.

### 4) Come up with possible solutions.

Now, think about how you could solve the problem. Write down as many solutions as you can, no matter how good or bad they might seem at the time. How did you solve the problem in the past? How would you like it to be solved? Ask your friends or family members for their ideas.

- I can forget the whole thing; I don't want to fall out with her.
- I can talk to my friend about this and find out what's the problem.
- I can borrow £50 from her and never give it back.
- I can call her, accuse her of stealing and make her feel guilty.
- I can ask my friend to pay me back over the course of 3 months.

### 5) Choose the best solution.

Reflect on each solution and choose the best one. Think about reasons 'for' and 'against' each idea. Decide which option is the best. You could use a couple of ideas in order to solve your problem.

- I will give my friend a call and ask her to give me the money back. I will ask her if there is anything specific that keeps her from giving it back. If she is struggling financially, she could pay me back in smaller amounts.

### 6) Plan your action.

Now you need to plan and carry out the chosen solution. In order to do that, you need to break it down and think about steps you need to take. This will help you to put the solution into practice. Make sure your steps are clear and manageable.

- I will call my friend on Saturday as we are both off work that day.
- I will ask her for my money and I can ask her if there is anything stopping her from giving it back to me.
- If she tells me she is struggling financially I will offer her the option to pay me back in smaller amounts.
- I will explain to her that I was getting a bit worried, but I don't want that to affect our friendship

### 7) Put it into action.

Carry out your plan step by step allowing yourself enough time to do it. Stick to the plan and give yourself a pat on the back for completing each step. You can do it.

### 8) Review

Reflect on how good or bad your solution was. Did it work? You might need to adjust it or choose a different solution altogether. Talk to your friends if you feel stuck.

*"I called my friend on Saturday as planned. I felt slightly uncomfortable asking about the money, but the feeling passed as soon as we started talking about it. It turns out, she is trying to make ends meet and she was embarrassed to tell me this. We agreed on her paying me back in smaller amounts. It was good to get this off my chest and we both seemed relieved at the end of the call. We decided to meet for coffee now that is resolved."*



You can use the same steps to help you get started on the other problems you are struggling with. Importantly, not all problems can be solved using the above approach. If some of your problems are beyond your control try not to worry about them. Worrying about the problems that we cannot do anything about makes us feel worse. It is always better to focus on things you can do something about and then do it.



### STOP & THINK

Think about a problem in your life that you could do something about. Make it as specific as you can. Follow the problem-solving steps and come up with the best solution.

## SECTION 7: COMMUNICATION

Often, when we feel angry we express our feelings by saying or doing something we regret shortly afterwards. Good communication skills can be really helpful in getting your message across in a calm manner.



## TIPS FOR GOOD COMMUNICATION

### **Listen**

Careful listening to what the other person has to say is a big part of successful communication. Give the speaker your full attention and make sure you understand what they are trying to say and why they are saying it to you. Do not mind-read, but rather ask questions to check that you do understand. If someone criticises you or says something you disagree with, try not to become defensive or aggressive. Think about why the person is saying this and what they are trying to tell you.

### **Be clear & stay calm**

Think through the things you want to say. Consider how others might react to them. Make sure your message is clear as possible and you know why you are saying it. If you want to express your emotions do it in an inoffensive and calm manner. When you become angry, other people might get scared, hurt or frustrated.

### **Be assertive**

People express themselves using different communication styles. It can be helpful to be aware of our communication skills and how we can work on them. Whereas an assertive way of communication allows you to express yourself in a healthy manner, there are also other, less helpful communication styles such as passive, aggressive and passive-aggressive. The summaries below will help you to understand the differences between them.

#### **Aggressive communication style:**

- you force your needs and ideas on others
- you blame or bully others
- you consider only your needs and desires
- you do not look for compromise
- you often speak in an abrupt and cold manner
- you might be verbally or physically aggressive

An aggressive communication style often leads to confrontation and unpleasant feelings. If you come across as aggressive in your communication people might not enjoy your company, as they may believe their needs and feelings are not important to you. If you are aware of being aggressive when you express yourself you might feel guilt and shame which, can in turn, impact on your self-esteem.

#### **Passive communication style:**

- you consider others' needs before your own
- you don't let others know about your own needs
- you find it difficult to say 'No' to others
- you don't deal well with criticism
- you apologise for things that are not your fault
- you appear unsure when you speak

People who use a passive communication style often struggle with low self-esteem and believe that their views are not important and that in fact, it is best not to express them in case people will not like them. Unfortunately, if you do not let others know about your needs, they cannot know what you are thinking or feeling. If you are struggling with saying 'No' you might end up taking on more tasks than you can manage, or doing favours you do not want to do. You might also feel like you are being walked over and you are likely to end up feeling angry.

#### **Passive-aggressive communication style:**

- you are unhappy with the things but you don't say it
- you tell everyone else you are unhappy
- you say something under your breath
- you shut off verbally and give angry looks
- you become obstructive or sulky
- you become sarcastic

By being passive-aggressive you make it really difficult for others to understand what it is you are unhappy about. If you show people you are annoyed about something but avoid openly talking about it, they might become frustrated and annoyed with you. They might think you want to spoil everyone else's good mood and they may stop liking you, which can affect your self-esteem. You might also come across as not brave enough to express your opinion aloud.



### Assertive communication style:

- you express your needs clearly in a considerate manner
- you are communicating things that are important to you
- you give others time to tell you about their feelings
- you take into account both yours and others' needs
- you treat yourself and others with respect
- you are happy to consider a compromise as a solution

By being assertive you can put your message across in a healthy and calm way. Assertiveness helps you to manage your angry feelings and any conflict that might arise as a result of different views. It helps you to communicate your needs whilst respecting others' feelings, which can lead to stronger relationships. Feeling in control and making sure your voice is heard has a positive impact on your self-esteem.



### STOP & THINK

How do you come across when you are communicating something important to you? Would you like to change anything?

You might find it difficult to communicate in an assertive manner at first. In order to feel more confident practise these techniques:

#### **"I" statements**

When you are angry about someone's behaviour it is best to communicate how you feel. Once you both know where you stand, you can discuss the situation and seek a solution. Using "I" statements gives you some space for expressing how you feel about it all as opposed to "you" statements which accuse and often hurt the other person.

Let's look at Billy's example which we discussed earlier on. Billy decided he wants to tell to Megan how he feels about her coming along to a pub. How can he put a message across without hurting Megan?

### UNHELPFUL STATEMENT

**Billy:** *Ah, you are so clingy. You never leave me alone.*

### HELPFUL STATEMENT

**Billy:** *I hope you don't mind, but tonight I would like to spend some time with my mates. I love going out with you but sometimes I feel like doing things on my own.*

The second statement is helpful because it allows Billy to express how he feels about the situation without labelling and blaming another person.

#### **Broken record**

This technique can be helpful when the person you are talking to is not getting your message. What you need to do, is repeat your statement several times without getting distracted by the other person's comments.

**Liz:** *Could you turn down that music?*

**Neighbour:** *But...we are having fun!*

**Liz:** *Yes...but...could you turn it down?*

**Neighbour:** *This music is great. Come and join us!*

**Liz:** *Thanks for the offer... but ... could you turn it down?*

### TIPS FOR PRACTICE

- Be clear about what you want to say
- Listen to what the other person has to say
- Tell the other person how you feel about things
- Be ready to compromise
- Avoid extreme words like always, never
- Maintain eye contact & stay relaxed



### STOP & THINK

Think about the situations you want to be more assertive in. Decide how you want to communicate what you feel about those situations and practise doing it. Every time you do it, review what went well and what could be improved.



## SECTION 8: PUTTING A LID ON IT

Managing your anger can take some time and commitment. Do not be discouraged if things do not improve straight away. If you want to be able to use the techniques discussed in this booklet you will need to practise them on a regular basis. Share your goals with your family and friends; you are more likely to succeed knowing you are being supported. Let's review what you could do.

- **Get to know yourself.** Identify the situations that you are likely to get angry about. Be aware of your warning signs so you can tackle the tension as soon as it appears.
- **Slow down your breathing & relax your muscles.** Practise controlled breathing and progressive muscle relaxation if you want to turn down the physical symptoms you might experience.
- **Distract yourself.** Use distraction techniques when you become angry – count backwards from 10 or focus your attention on something or someone else.
- **Spot and challenge your unhelpful thoughts.** Practise recognising your unhelpful thoughts and challenge them. Replace them with more realistic and balanced thoughts.
- **Change your angry behaviours.** Identify your unhelpful behaviours. Come up with new, healthier behaviours and practise them.
- **Use problem solving techniques.** Problem solving skills can be very helpful when you feel stuck and don't know where to start.
- **Be assertive.** Clear, open and polite communication can help you to put your message across. Practise assertiveness techniques.
- **Use your sense of humour.** Humour and laughter have positive effects on mental and physical health. Noticing the funny side of things, or gently laughing at yourself, can help you to deal with anger.
- **Lead a healthy lifestyle.** Drinking, substance abuse, smoking can all make you feel worse. Eating healthy meals and avoiding caffeine can make you feel better. Make sure you get enough sleep.
- **Exercise.** Regular exercise can boost your mood, make you more confident and healthier. Start with a daily brisk walk.
- **Plan relaxation.** Do something enjoyable every day. Watch a movie, read a book, start a new hobby.

If you notice you are going back to your old behaviours after improving, do not worry, it does not mean you are failing. You can see it as a 'slip' that can happen to anyone. Go back to the sections in this booklet which may help and try again.



## SECTION 9: WELLBEING RESOURCES

**If you have tried some of the ideas in this booklet and you are not feeling any better, there are lots of further sources of help.**

Your GP may be able to offer advice. You may also want to look into other services offered by Wellbeing Services, which is a Primary Care Mental Health Team based in the South Side of Glasgow. The Team offer a variety of services to assist people with common mental health problems and help them to untangle their thoughts and emotions.

If you would like further information on the services we offer or advice on which of our services may be of benefit to you, please contact us on 0141 232 2555 or alternatively you can visit our website at: [www.wellbeing-glasgow.org.uk](http://www.wellbeing-glasgow.org.uk)

## WELLBEING SERVICES

Wellbeing Services offer a range of services:

### HELP YOURSELF

We have a large range of useful self-help materials that can help you to overcome common mental health problems including depression, anxiety, and stress. These include tip cards, booklets, video clips and audio tracks. These materials can help you to understand your problems better and provide you with practical strategies to deal with them in a step-by-step way. These resources are available to view or download at our website. Alternatively, just give us a call and we can send out the booklets you require.

### WORKSHOPS & CLASSES

We offer a variety of one-day workshops and classes that can provide you with practical strategies to help you to deal with problems related to depression, stress, panic, low self-esteem, irritability and sleep. For more information on how to book these workshops & classes, please visit our website or give us a call.

### GROUPS

We offer a variety of groups that run throughout the year. These groups can help you to learn more about the problems you may be experiencing and teach you some practical strategies for improving your wellbeing. We can offer groups which will help you to overcome depression, anxiety, low self-esteem, irritability and sleep. Even if you do not want to share your experience with others, you will be able to listen and learn more. For more information on how to book these groups, please visit our website. Alternatively, you can phone us to find out if there is a group running which could help.

### TALKING THERAPIES

We offer brief one-to-one talking therapies to people experiencing mild to moderate common mental health problems including depression, anxiety and stress. One-to-one therapy is available in a range of different models where the therapy offered will be dependent on your specific needs. If you think that you would benefit from one-to-one therapy, please give us a call to discuss this further. You can also be referred to our service by your GP.



## OTHER SERVICES IN GLASGOW:

Wellbeing Services have set up a directory which will help you find out about the wide range of services available in Glasgow. You can access the directory at: [www.glasgowhelp.com](http://www.glasgowhelp.com)

**Below are listed other organisations which offer a range of services that you may be able to access.**

## USEFUL READING AND WEBSITES

Self-help books: Many of these self-help booklets are available at your local library or can be ordered through most bookshops. All libraries in Glasgow stock a range of self-help books on a number of topics including anxiety and depression.

### 'Overcoming' series (Robinson Press, London)

Titles include:

- **Overcoming Anxiety:** *Helen Kennedy*
- **Overcoming Panic:** *Derrick Silove and Vijaya Manicavasgar*
- **Overcoming Depression:** *Paul Gilbert*
- **Overcoming Social Anxiety:** *Gillian Butler*
- **Overcoming Traumatic Stress:** *Claudia Herbert and Ann Wetmore*
- **Overcoming Grief:** *Sue Morris*
- **Overcoming Low Self-Esteem:** *Melanie Fennel*
- **Overcoming Insomnia and Sleep Problems:** *Colin Espie*

### 'Overcoming common problems' series (Sheldon Press)

Titles include:

- **Coping Successfully with Panic Attacks:** *Shirley Trickett*
- **How to Cope with Stress:** *Dr Peter Tyrer*
- **Overcoming Anger:**  
**When Anger Helps and When It Hurts:** *Dr Windy Dryden*
- **Understanding Obsessions and Compulsions:** *Dr Frank Tallis*
- **Overcoming Anxiety:** *Dr Windy Dryden*
- **Coping with Post-trauma Stress:** *Frank Parkinson*
  
- **Manage your Mind:** *G. Butler and A. Hope (1995) Oxford University Press, Oxford.*

## ANXIETY

- **No Panic**  
0800 138 8889  
[www.nopanic.org.uk](http://www.nopanic.org.uk)
- **Samaritans**  
08457 90 90 90  
[www.samaritans.org.uk](http://www.samaritans.org.uk)
- **Scottish Association for Mental Health**  
0141 530 1000  
[www.samh.org.uk](http://www.samh.org.uk)

## DEPRESSION

- **Action on Depression:**  
0131 243 2786  
[www.actionondepression.org](http://www.actionondepression.org)
- **Breathing Space:**  
0800 83 85 87  
[breathingspacescotland.co.uk](http://breathingspacescotland.co.uk)

## HEALTH, DIET & EXERCISE

- **Healthy Living:**  
[nidirect.gov.uk/healthy-living](http://nidirect.gov.uk/healthy-living)
- **Smoking Concerns:**  
**Smokefree National Helpline** 0300 123 1044  
[www.nhs.uk/smokefree](http://www.nhs.uk/smokefree)
- **NHS Health Scotland**  
[www.healthscotland.com](http://www.healthscotland.com)
- **Glasgow Club:**  
**City-wide access to fitness clubs**  
[www.glasgowlife.org.uk](http://www.glasgowlife.org.uk)

## SLEEP

**National Sleep Foundation:**  
[www.sleepfoundation.org](http://www.sleepfoundation.org)

## STRESS

- **Lifelink**  
0141 552 44 34  
[www.lifelink.org.uk](http://www.lifelink.org.uk)
- **Steps for Stress:**  
[www.stepsforstress.org](http://www.stepsforstress.org)

## PRACTICAL PROBLEMS

- **Legal Issues:**  
**Govan Law Centre:**  
0141 440 2503  
[www.govanlc.com](http://www.govanlc.com)
- **Financial Issues:**  
**Money Matters:**  
0141 445 5221  
[moneymattersweb.co.uk](http://moneymattersweb.co.uk)
- **Housing Issues:**  
**Shelter:**  
0808 800 4444  
[www.shelter.org.uk](http://www.shelter.org.uk)



## USEFUL WEBSITES

### Website disclaimer

Links to related websites have been provided for information only. Their presence on the list below does not mean that Wellbeing Services endorse any of the information, products or views on these sites.

### MIND

The national UK charity has an online bookshop of mental health information which can be ordered online.

[www.mind.org.uk](http://www.mind.org.uk)

### ROYAL COLLEGE OF PSYCHIATRISTS

Website includes information about anxiety disorders in the public information site.

[www.rcpsych.ac.uk](http://www.rcpsych.ac.uk)

### NORTHUMBERLAND MENTAL HEALTH SERVICES:

Information and advice for people with the common mental health problems

[www.ntw.nhs.uk/pic/selfhelp](http://www.ntw.nhs.uk/pic/selfhelp)

### OXFORD COGNITIVE THERAPY CENTRE:

The Oxford Cognitive Therapy Centre has produced booklets.

Titles include:

- **Understanding health anxiety**
- **Managing Anxiety**
- **Overcoming social anxiety**
- **Understanding panic**
- **How to relax**

[www.octc.co.uk](http://www.octc.co.uk)



## Further help and information

For more information or advice please contact Wellbeing Services on **0141 232 2555** or visit the website **[www.wellbeing-glasgow.org.uk](http://www.wellbeing-glasgow.org.uk)**

Wellbeing Services is a Primary Care Mental Health Team based in the South of Glasgow. Wellbeing Services offer a variety of services to assist people with common mental health problems and helps them see a brighter tomorrow.



60 Florence St, Glasgow G5 0YX

0141 232 2555  
[better@wellbeing-glasgow.org.uk](mailto:better@wellbeing-glasgow.org.uk)

[www.wellbeing-glasgow.org.uk](http://www.wellbeing-glasgow.org.uk)

