UNIT 4 ANGER AND STRESS MANAGEMENT, CRISIS INTERVENTION

Structure
4.1 Introduction
4.2 Objectives
4.3 Concept and Nature of Anger
  4.3.1 Dealing with Anger
  4.3.2 Dynamics of Anger
4.4 Anger Management
  4.4.1 Significance of Anger Management
  4.4.2 Ways of Anger Management
  4.4.3 Controlling Anger through External Help
4.5 Stress: Its Concept and Meaning
4.6 Types of Stress
  4.6.1 Acute Stress
  4.6.2 Chronic Stress
4.7 Stress Management
4.8 Crisis Intervention
  4.8.1 Approaches and Treatment in Crisis Intervention
4.9 Let Us Sum Up
4.10 Unit End Questions
4.11 Answers to Self Assessment Questions
4.12 References
4.13 Suggested Readings

4.1 INTRODUCTION

This Unit is the last but of course a significant component of this block. The present Unit will help you in understanding the concept of anger and stress. It will also deal with the ways and essence of managing the two strongly felt emotions. In the viewpoint of Charles Spielberger, PhD, a psychologist who specialises in the study of anger. Anger is “an emotional state that varies in intensity from mild irritation to intense fury and rage.” On the other hand, Stress may be deliberated as a state of physical or mental unrest within an individual which may have been caused due to some physical, chemical, or emotional change. It is necessary for you to understand these two emotions first and then the process which can help out in managing these two emotions. Lastly, this unit will also help you in understanding the concept of ‘Crisis Intervention’ which helps an individual to face the situation and try to balance the physical or emotional changes at the time of crisis (e.g.– fear, anger, stress, violence and so on).
4.2 OBJECTIVES

With the help of the present Unit, you will be able to:

- Discuss the concept of ‘anger’ and ‘stress’;
- Describe the ways of managing the level of ‘anger’ and ‘stress’;
- Explain the concept and techniques of ‘crisis intervention’.

4.3 CONCEPT AND NATURE OF ANGER

Anger is one of the basic emotions found amongst all individuals in any part of the world. In other words, it can be said to be a human emotion which is completely normal and healthy. Nonetheless when it gets out of control, it can lead to destructions and havoc results. For example, it may lead to problems at work, in your personal relationships and can have a negative impact on your quality of life.

Several studies have been conducted in order to understand the nature of anger. It has been found that anger is an emotion that creates an imbalance in the emotional state of an individual and it is accompanied by physiological and biological changes. When you get angry, there is an increase in your heart rate and blood pressure. The levels of your energy hormones, adrenaline, and noradrenaline also increase. Anger leads to a complete exhaustion of physical as well as mental state of an individual. It can be caused by either an external or internal event. You could be angry at a specific person (such as a coworker or supervisor) or event (a traffic jam, a canceled flight), or your anger could be caused by worrying or brooding about your own personal problems. Memories of traumatic or enraged events can also trigger angry feelings amongst individuals.

Once the emotion of anger is felt, it is reflected in our behaviour. It is better to express anger because any suppression of anger leads to further physical or psychological problems. A very common and natural way to express anger is to respond aggressively. It is a natural, adaptive response to any kind of threat which inspires powerful, often aggressive, feelings as well as behaviours, and allows us to fight or defend ourselves when we are attacked. A certain amount of anger, therefore, is necessary to our survival.

While, we cannot express our anger simply by being destructive or annoying others, as we are delimited by our moral conscience, social norms, laws. Thus, although the emotion is strongly felt, we try to find out different ways which may be a conscious or an unconscious method to reflect or deal with it.

4.3.1 Dealing with Anger

As discussed earlier, we try to find out ways with the help of which anger can be dealt with. Basically there are three ways which the individuals use to deal with anger—expressing, suppressing, or calming. Assertiveness is of great use while dealing with anger. It is a healthier way of expressing anger, which is different from aggression. To be assertive one has to have a clear idea about one’s needs, how these needs can be met without harming or hurting others. Assertiveness involves being respectful to others and yourself. Expressing: Expressing anger in correct manner is very important.
Suppressing is a process in which the individual tries to temporarily block/suppress, then convert or redirect the angry feelings. When anger is felt, the individual stops thinking about it, and changes his/her focus to something positive/relaxing. This helps an individual in suppressing and then converting the feelings of anger in positive ideas and reflecting them in more constructive behavior. The danger in this type of response is that if it isn’t allowed outward expression, the anger can turn inward—on the individual itself. Anger turned inward may cause hypertension, high blood pressure, or depression.

Calming is one of the way in which an individual tries to control his/her overt as well as covert behaviour, which means to have a complete control over self when the emotion of anger is felt. The individual tries to calm down the inner responses as well by using relaxation techniques (like counting numbers from 1 to 10) and letting go the negative feelings and also behaves in a well controlled way.

Now a question may arise to your mind that what about those who never express anger nor use any of the above mentioned ways to deal with it? The answer is expression is significantly related to the process of sensation and feelings that is, once the presence of any positive or negative stimulus is sensed by an individual, the individual accordingly feels positive or negative towards the stimulus. There comes the essential role of expression/behaviour. The individual may express his/her lovingness or hatred towards the stimulus. As far as feeling of anger is concerned, unexpressed anger can lead to several irrational and psychological problems. It can lead to pathological expressions of anger, such as passive-aggressive behavior (getting back at people indirectly, without telling them why, rather than confronting them head-on) or a personality that seems perpetually cynical and hostile. People who are constantly putting others down, criticizing everything, and making cynical comments haven’t learned how to constructively express their anger. Not surprisingly, they aren’t likely to have many successful relationships.

4.3.2 Dynamics of Anger

It is interesting to know that anger as an emotion is felt due to several underlying forces or reasons. Some of the underlying forces behind anger can be pointed out as follows:

- Anger is often felt when we think of some thing we desired but did not get at childhood stage.
- Usually when we are exhausted, stressed out and our body resources are down the tendency to have the emotion of anger is high.
- When we are angry, we lack the power of logical reasoning. In other words, we are rarely ever angry for the reasons we think.
- We often become angry towards an individual who possess the trait which we cannot tolerate even within ourselves.
- Astonishingly, anger felt today may be a result of old disappointments, traumas, and triggers.
- Past events may act as a trigger for generating the emotion of anger. For example, at times we get angry because we were hurt as a child.
- We get angry when a current event brings up an old unresolved situation from the past.
• The emotion of anger upsurges or increases at situation which has a similar content, words or energy that was felt by us ever before.

Self Assessment Question 1

State whether the statements are ‘true’ or ‘false’

1) During the state of anger, we have a strong power of logical reasoning.

2) Calming is one of the way in which an individual tries to control his/her overt as well as covert behaviour.

3) Anger is one of the basic emotions which are found amongst all individuals.

4) Suppressing is a process in which the individual tries to permanently block/ suppress, then convert or redirect the angry feelings.

4.4 ANGER MANAGEMENT

As discussed in the previous section that a little amount of anger is necessary and normal. It can be expressed in an outbursting manner (for example- yelling, throwing things, hurting others and so on) while it can also be suppressed which may later have negative repercussions (for example – physical illness, psychological disorders and so on). The healthiest way to deal with anger is to express the emotion but through constructive mode. In short, the best way to deal with the state of anger is through managing the emotion of anger. Anger management can help in reducing both the emotional feelings and the physiological arousal of an individual that occurs due the state of anger. This anger management can be done simply by having a good control of self. The basic fact that you need to understand is that you cannot throw away, or avoid, the things or the people that enrage you, nor can you change them, but you can learn to control your own reactions.

4.4.1 Significance of Anger Management

Managing anger is important for an individual because it more likely impairs sound judgment, damages interpersonal relationships, blocks achievement and success and also creates a negative impact on the way people see you. Some of the significance of anger management can be pointed out as follows:

• **Anger management can help us in having a sound physical health:** A high level of anger state leads to continuous stress and tension which has an adverse effect on our physical health. Anger management can help us in preventing heart diseases, diabetes, high cholesterol levels, insomnia, and high blood pressure by strengthening our immune system.

• **Anger management can help us in having a positive mental health:** Studies reveal that chronic anger consumes a large amount of our mental energy and blocks the rationale thinking which may further lead to impaired judgment. Where in, anger management is a positive way which can help us focusing, making choices, concentrating, looking at facts and figures, see
the bigger picture, and enjoy life. Thus, it helps us in preventing psychological disorders like depression, hyper tension and other mental health problems.

- **Anger management can help us in having positive interpersonal relationships:** Explosive anger leads to conflicts, differences, hatred, and lack of trust amongst individuals. Anger management helps in the outlet of the emotion in a constructive way which can create a positive and healthy interpersonal relationship anywhere (at home, at work place, amongst friends and so on).

### 4.4.2 Ways of Anger Management

You should be acquainted with the fact that it is better to deal with situations well in advance which may later create problems and lead to maladjustment. This fact is equally applicable to anger. As discussed earlier if the emotion of anger goes beyond control then the individual may suffer from various physical, physiological as well as psychological problems at later stages. So now the question arises – *how to deal with anger well in advance?* At an earlier stage, if you feel you are angry towards some event, person or object, there are certain ways with the help of which you can control or express your anger in most constructive or healthiest way. Some the ways or methods can be discussed as follows:

- **Follow the traffic rules:** Yes! The way you follow the rules of the traffic while driving can be equally applied to the real life situations. The *red light* of the traffic signal says- *stop*. If you are in a situation where you feel that your level of anger is going out-of-control anger, first of all stop the thoughts that are coming to your mind instantly. Inhibiting of thoughts at this stage will help you to apply your logics. Now, try to find out the reason why do you think you should be so angry? Or why is your fuse is so short? At times we imitate the ways which we have learnt from our elders ever since our childhood. If we observed others in our family screaming, hitting each other, or throwing things, then the lesson that we might have learnt is that this is how anger is supposed to be expressed. Traumatic events and high levels of stress can make us more susceptible to anger as well. Now when you have applied your rationale thinking, your body changes like increase heart beat, sweating, breathing have slowly reached back to the normal condition. This is the state of the *yellow light* of the traffic signal which says- *get ready*. Now, with your full senses under your control you are ready to face the situation, which is similar to the *green light* of the traffic signal which says-*go* and face the situation in the smoothest way.

- **Control your act and then react:** Anger might not always be the result of the unfavorable situation, person or object. At times, frustration, unmet needs, embarrassment, insecurity, hurt, shame, or vulnerability might be the underlying factors that might have generated the feelings of anger within you. In order to express anger in appropriate ways, it is necessary for you to realise and accept the real feelings and immediately deal with it. It is always better to face reality instead of reacting mere on basis of assumptions.

- **Avoid situations which provides warning signals:** Even before you are aware of your own reaction, the body starts reflecting certain warning signs. As discussed earlier also, that like emotional feelings, anger is also a requisite
component for us. It fuels the “fight or flight” system of our body, and therefore prepares us to either confront the situation or avoid/move away from the situation. If ever you have another chance to face a similar distasteful or unpleasant situation, or a negative thought towards some person, object or event which made you angry, then it is better that you avoid or stay away from such situations. It is because the angrier you get, the more your body gets exhausted. Becoming aware about triggers of anger in your self can help a great deal in dealing with your anger before it is out of control. Certain stressful events that trigger anger can also be identified.

Diary writing is one of the best ways with the help of which you can keep a track of your regular routine and try to identify activities, times of day, people, places, or situations that trigger irritable or angry feelings. Maybe you get into a fight every time you go out with a certain group of friends. Or it may be the traffic that you face daily while going or coming from your office which drives you crazy. These are nothing but the triggers that you need to be aware of and you have to think about ways to avoid these triggers or view the situation differently so it does not make you feel angry.

- **Follow relaxation techniques:** If you confront a situation that generates anger, you need to recognize these warning signs and anticipate your triggers; then you can act quickly to deal with your anger even before it spins out of control. There are many techniques that can help you keep your anger in check and help you to unwind and relax like:

  * **Technique of deep breathing:** Deep and slow breathing helps out in releasing the tension smoothly. The process of deep breathing technique is to breathe deeply from the abdomen, getting as much fresh air as possible into your lungs. Further, deep breathing and relaxing imagery, can help in calming down the angry feelings. That is, once you are taking deep breathe in and out, you have to very slowly utter words or phrases like “relax,” “take it easy” and then imagine or visualise a relaxing experience, from either your memory or your imagination. Meditation and yoga can also help one to calm down. Daily practice will automatically help you to repeat the process whenever you are in a tense situation.

  * **Technique of senses:** We feel any stimulus only when our senses are stimulated. Keeping this in mind one can use the senses of sight, smell, hearing, touch, and taste for relaxation. For example, listening to music or picturing yourself in a favorite place can help you feel comfortable.

  * **Techniques of massage and exercise:** A gentle massage on the area which you feel is getting tensed helps you to relax for example roll your shoulders if you feel it is getting tensed or simply massage your neck and scalp. Simple exercises or even a morning walk helps in releasing of constrained energy or blocked ideas so you can approach the situation with a cooler head.

  * **Technique of counting:** This is the best technique that can be used when you are in a “fight or flight” situation. Count from one to ten when you have started getting the feel of anger. A focus on the counting helps the mind to understand and control the feelings. If you still feel out of control by the time you reach ten, start counting again.
• **Cognitive Restructuring:** Cognitive restructuring means changing the process or way of thinking. When anger goes beyond control people behave in a very aggressive, exaggerated and overly dramatic way. These all happen because the positive thoughts are blocked somewhere in mind at this juncture and an individual is guided by negative thoughts. When such a sequence occurs, one should try to replace these thoughts with more rational ones. For instance, instead of telling one self, “oh, how could this happen to me? It is awful, it’s terrible, everything’s ruined,” you should tell yourself that, “I am aware that the situation is frustration but it is not end of the world and if I get angry it is not going to help”.

Once you start thinking about the positive aspects you will realize that adverse reaction is in no way going to solve the present problem. Rather, there may be another way to find out a more acceptable solution.

Further, applying logical reasoning, positive and rationale thinking helps you to get a more balanced perspective. Remind yourself that the world is “not out to get you,” you are just experiencing some of the rough phase of your life. You should repeat these thoughts whenever you are angry and you can deal with your own anger in the best possible way.

It is clear from the above techniques or methods, that anger can be handled and responded to in a more healthy way. The after effect of the anger depends upon how effectively it is communicated or channelised. No doubt, anger can be a tremendous source of energy and inspiration for change. Anger should be managed in such a way that it does not hamper relationship, priority and main focus of the individual. Rather one should have an attitude of ‘forgive’ and ‘forget’. Rather one should have an attitude of ‘forgive’ and ‘forget’. Also one should think before and then speak, because an effective communication can win any situation.

4.4.3 **Controlling Anger Through External Help**

If you find that, despite putting the previous anger management techniques into practice, you are unable to handle the situation and you are every time getting yourself into trouble, then you need an external help. Seeking help from outside does not means that you are weak; rather it shows your willingness to face it. Some of the ways of external help to deal with anger are as follows:

• **Therapies:** Getting help through professions such as psychologist can help you to undergo the sessions of therapy. Therapies help in finding out the reasons behind an individual’s anger and identify triggers that lead to anger.

• **Training Classes:** The individual can attend workshops and training classes in order to learn out effective skills and techniques for managing anger.

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<th><strong>Self Assessment Question 2</strong></th>
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<td><strong>Fill in the Blanks:</strong></td>
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<td>1) “Fight or flight” system of our body prepares us to either .................. or ................................................ the situation.</td>
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<td>2) Deep and slow breathing helps out in releasing the ......................... smoothly.</td>
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<td>3) ......................................... helps in changing the process or way of thinking.</td>
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<td>4) Seeking help from outside ........................ means that you are weak; rather ................................ your willingness to face it.</td>
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4.5 STRESS: ITS CONCEPT AND MEANING

Stress is a condition of bodily or mental unrest which occurs as a result of any physical, emotional or chemical imbalance in our body. There are several factors that may cause stress. As mentioned earlier, the physical and chemical factors that may cause stress include trauma, infections, toxins, illnesses, and injuries of any sort. While the emotional factors that lead to stress and tension are numerous and varied, having mainly psychological basis. Basically, stress is a state which leads to instability and disparity in normal body functions.

Now a question that may come to your mind is – “Is anger related to stress”? The answer is – “Yes”, anger can be one of the causal factors leading to stress. Secondly, you would think that if stress interrupts the normal functioning and balance of our body, then is stress bad for us? Not necessarily. A mild degree of stress and tension is essential for us. For example, feeling mildly stressed when carrying out a project or assignment or preparation for our examination, often compels us to do a good job, focus better, and work energetically. Similarly, physical exercise also leads to stress and changes the temperature and other functions of the body, but then it leads to a good health. Therefore, stress to an extent is necessary provided it is dealt or managed in a positive manner.

4.6 TYPES OF STRESS

Stress differs in its types, intensity and form. There are individual differences in the extent to which an individual can tolerate the different levels of stress. Generally stress can be of two types which can be explained as follows:

4.6.1 Acute Stress

The most common type of stress found amongst individuals throughout the world is “Acute Stress”. Acute stress is a kind of stress which occurs due to the anxiety of the near future or dealing with the very recent past. At times, it is also a good thing to have such kind of stress in life. The examples of acute stressors are – running, exercising, or any kind of exciting or thrilling experiences such as riding a roller coaster. The acute stress is of short duration, and is a result of the excitement and fun that an individual experiences for the specific time period. This kind of stress does not cause much harm to the body.

4.6.2 Chronic Stress

Unlike acute stress, “Chronic Stress” causes a lot of wear and tear to the human body. The extent of damage due to this kind of stress may lead to very serious health risk like memory loss, loss of spatial recognition, loss of eating, if it continues over a long period of time. The effect of chronic stress differs from person to person and also varies amongst men and women. Studies have shown that women can bear longer durations of stress than men without showing any maladaptive change, whereas, men can deal with stress of shorter duration better, but if the duration of stress increases, they have a chance to develop mental issues.
4.7 STRESS MANAGEMENT

Prior discussions have already reflected that like the emotion of anger, stress is also an unavoidable and normal part of life. We cannot discard or remove stress from our lives. Still there are certain relaxation techniques and other methods to manage stress so that we have control over our stress and normal body functions. Some of the methods with the help of which stress can be dealt with can be described as follows:

• **Identifying the sources or stressors:** One of the major ways to deal with stress is by identifying the sources of stress in your life. Many a times there are certain hidden or underlying, thoughts or anxieties that govern our feelings and behaviours. These underlying thoughts and anxieties can be revealed if you look closely at your habits, attitude, and excuses. It may be that you every time feel yourself loaded with work or you always feel your work place or home to be crazy always, or you blame other people or outside events responsible for your stress. In such circumstances, it is necessary for you to accept your role and responsibility. It is only you who can create and maintain your role, and your environment/others have little to do with it. Once you are able to identify the stressors of your life and try to understand your role, then the level of stress will automatically remain under your control.

• **Avoid or Alter the Situation:** If a situation or person makes you feel stressed, then it is better to avoid such a kind of situation or person. At times you cannot avoid such situations or persons from your life, then in such case try to alter it. You should also be flexible, open to new ideas and compromising. Further, you should also be prepared for the worst situation. You should wisely deal with problems by anticipating them in advance and preventing them. For example, you have your exams the next day but your friend is excited to tell you the story of the movie that he had watched, be bold enough to tell him that he has only five minutes to talk.

• **Have a Positive attitude:** Having a positive attitude helps us in changing our outlook and providing a big picture of the stressful situation. If we cannot change the stressor, we can at least change ourselves. One can adapt to stressful situation and regain self control by changing the expectations and attitude. Like each coin has two sides, each situation has different perspectives; it depends upon the way you perceive it. For example, if you are caught in a traffic jam, then instead of fuming you can always look at it as an opportunity to pause and reorganize, listen to your favorite radio station, or enjoy some alone time.

• **Accept and Move Forward:** At times you cannot remove or alter the sources of stress, for example, death of a loved one, a serious illness, or a national recession. In such cases, the best way to cope with such stressors is to accept them as they are. Acceptance may be difficult, but in the long run, better than worrying about the situation which cannot be changed. The major challenges of your life can be looked upon as opportunities for your personal growth. If the stressful situation has been a result of your own fault, then rethink and learn lessons from the mistakes.
- **Relax and Recharge Yourself:** One of the ways to manage the level of stress is to relax and recharge yourself. Nurturing yourself by taking out time for fun and relaxation is a better way to handle the day to day stress. Morning walk, spending time in nature, long bath, listening to music, giving time to your pets, massage are few of the ways which can help you to relax and face the life in a more positive way. Further a healthy life style like having healthy diets, regular exercise and enough sleep can boost energy within you so that you can deal with the stressors more effectively.

Apart from the above mentioned tips of managing stress there are certain therapies, meditation techniques like yoga, building of self resilience which helps out in increasing the level of concentration and focus, and thereby lowering the level of stress within oneself.

### Self Assessment Question 3

Answer the following questions:

1) **What is stress?**

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2) **How can you identify the sources of stress?**

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3) **What damage can a chronic stress lead to?**

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### 4.8 CRISIS INTERVENTION

According to Kanel Kristi (2012), Crisis can be explained in terms of “a precipitating event, a perception of event that causes subjective distress and failure of a person’s usual coping methods, which causes a person who is experiencing the precipitating event to function at lower levels compared to his/
her functioning before the event”. Gilliard and James (1988) describe crisis as inability of a person to cope with a particular event because it is intolerably difficult and exceeds the resources and coping mechanisms of an individual.

Let us now discuss some of the characteristics of crisis (James, 2008):

1) Crisis can be perceived as both danger and an opportunity. It can be perceived as danger because an individual can get affected to such an extent that there can be negative consequences. It can even lead to suicide or homicide. However, it can be opportunity in a way as it can encourage an individual to seek help.

2) Symptoms displayed during crisis are complex. It is also possible that one or more people have been affected by the crisis and thus it will become extremely difficult to provide intervention.

3) There might not be a quick solution to dealing with a crisis. It is also possible that the crisis situation is as a result of a short term solution that was initially used by an individual to deal with a situation which failed and resulted in a crisis.

4) Crisis is universal, that is, anybody can experience or is prone to it.

5) Crisis is most often accompanied by imbalance, instability and disorganisation.

Crisis can occur as a result of any situation or event experienced by an individual, it can be death of a near or dear one or abuse and violence; it can also be failure to achieve something. The main this is that the individual fails to deal with the situation due to lack of resources and coping mechanism.

Crisis intervention is a technique with the help of which an individual can come out from the extremes of any crisis situation (be it stress, anger or any such situation) in an effective way. At the time of crisis, people feel to be disorganized, inadequate, alienated, or needy which generates amongst them the feeling of inadequacy, arrogance, or dependency. At extreme situations they may withdraw or they may attack on others for their survival. Such people pretend as if they do not need any help, even when they need it desperately. There are ‘crisis workers/ counselors’ who professionally help such people or families to regain the feeling of security and stability. It is always essential for a crisis worker to remember that the people or families in crisis crave respect, care, and compassion. There are certain treatment approaches and techniques which can help the clients (the one who is suffering from crisis situation) to cope up and come out of such phases in certain stepwise procedures. The crisis intervention is a strategy which helps an individual change his/her affective (feeling), cognitive (thinking), and behavioral (doing) patterns that hinder in their adjustment, adaptation and appropriate role behaviour.

4.8.1 Approaches and Treatment in Crisis Intervention

The different approaches with the help of which crisis intervention can be done are explained as follows:

- “Community Systems” Approach: This approach stands on the belief that a person’s pathology is more affected by its environmental systems. So, there should be an involvement of the family as a whole as a criteria for crisis intervention. Similarly, it has been found that coordination and
Psychological Therapies

involvement of all available community agencies and resources are of paramount importance to successful resolution of most crises. There should be a complete coordination between community services like health, legal, social service, education, volunteer in order to deal with families in crisis. For instance, many clients have grown to distrust agencies/organisationsthat assure them for better prospects of their career, health, and so on but do nothing for them.

In such circumstances, the crisis counselor can provide stability and consistent support for families by guiding them to the appropriate organisations which can meet their needs in the best way. At the initial stage of crisis, the crisis counselors accompany the clients to the organisations accordingly and later on the family begins to stabilise, and the members of the family take more individual initiatives.

• **The Multiple Impact Approach:** The multiple-impact approach is an approach which highlights the team effort of several crisis counselors as an expertise team in dealing with the dysfunctions at family as well as community level. Therapists of a single team are assigned to family members for the treatment. The initial session may be with the entire family and then time is spent with specific family members. The family members are encouraged to express their feelings, what else they want to clarify, and what they want to work on in the future.

• **Cognitive Behavioural Approach:** This approach lies on the ground that an individuals’ abusive or victimised behavior is a result of his/her belief systems and thought processes. It is the technique of cognitive restructuring which can help out in changing the clients’ irrational and maladaptive beliefs. The cognitive behavior therapy helps in effective child management, parenting, and parent training and, more recently, in shaping adult behaviour.

• **Task-Centered Approach:** Task-centered methods of treatment aims at providing tasks like problem solving, decision making to the family in crisis which helps in making the family move towards more independent behavior and less abusive behaviour.

• **The Family Treatment Approach:** As discussed earlier also, in the crisis intervention, the major focus is on the family system rather than one individual. The crisis counselor tries to analyse the unwanted abusive or dysfunctional behavior of the family members with a keen observation and understanding of the family secrets, myths, splits and breakups. This treatment focuses on keeping the relations of the family members intact.

**The Eclectic Team Approach:** The term ‘eclectic’ refers to ‘diverse’; thereby this approach focuses on treating the family with the help of a team of crisis counselors belonging to different specialisation or disciplines. The process of eclecticism gives a broader outlook in which the crisis counselors can combine different approaches and help the family to restore their sense of well-being and ability to cope.
4.9 LET US SUM UP

It can be summarized from the above discussions that the emotion of anger as well as the stress are important and normal part of our life. Its effect upon us depends on the way we manage and deal with it. Further, ‘crisis intervention’ is one of the technique in which the crisis counselors with the help of different approaches, try to restore the stability and normal functioning of the family members who have become hostile and abusive in nature as well as actions.

4.10 UNIT END QUESTIONS

1) Point out the different dynamics of anger. What are the different ways of dealing with anger?
2) Explain the different relaxation techniques used for managing anger.
3) What is stress? What are the different ways of managing stress?
4) Describe the different approaches used for treatment in crisis intervention.

4.11 ANSWERS TO SELF ASSESSMENT QUESTIONS

Self Assessment Questions 1
1) False
2) True
3) True
4) False

Self Assessment Questions 2
1) Confront or avoid/move away from
2) Tension
3) Cognitive restructuring
4) Does not: it shows

Self Assessment Questions 3
1) Stress is a condition of bodily or mental unrest which occurs as a result of any physical, emotional or chemical imbalance in our body.
2) By trying to observe and understand the hidden or underlying, thoughts or anxieties that govern our feelings and behaviours.
3) The extent of damage due to this kind of stress may lead to very serious health risk like memory loss, loss of spatial recognition, loss of eating, if it continues over a long period of time.

4.12 REFERENCES

Books
Crisis Intervention Strategies: By Richard James, Burl Gilliland, Cengage Learning, 2012


Journals


Anger and Stress Management, Crisis Intervention


Websites:

4.13 SUGGESTED READINGS

