

Chapter 1 : Handling The Angry Patient

pt. 1. Statement of the five fundamental principles on which the course is basedpt. 2. How to teach obedience to children from one year to six years of agept. 3.

But I do have trouble speaking up when something starts to bother me. Because I can remember nothing more horrifying as a kid as those time my dad totally lost it and threw every four-letter word at my mom, or at me or one of my sisters, or all of us, like the time we were making fun of the people in the booth next to us in Dairy Queen. So I went back to my parenting books, of course. As you sense your control slippingâ€”STOP. Practice a STOP gesture that can be used as a way to put a physical brake on your emotions. A good STOP gesture is to hold your hands up in front of your face, fingers straight up, palms out. Push the anger away from you, and at the same time say the word STOP. What if you are so angry at your child that you are ready to strike him and you cannot find the restraint to use your STOP gesture? In that case, channel your physical reaction into a burst of applause. When you feel yourself about to strike, clap your hands. Clap them hard and fast, while you express your feelings of anger. This anger management technique of acknowledging anger and stopping yourself can be used for all problems. It can be effective with everything from minor irritations that bring irrational anger to major problems that require a clear head to solve. When you are angry, the LAST thing you need to do is stay engaged in the situation that is making you madâ€”all that does is escalate your anger. It is critically important that at this point you do NOT try to deal with the situation that is making you angry. You cannot solve a problem in a fit of anger; it will likely just escalate the situation or create a new layer of problems to deal with. You are going to step away from your child so that you can calm and collect yourself and, very likely, allow your child to calm down a bit, too. Begin by controlling your internal, physical responses to anger. Likely your heart rate is increased, your breathing is rapid, your face is flushed, or your voice is raised. The first step to inner control is to breathe deeply. Breathing deeply allows your body to fill with oxygen. This will stop the adrenaline rush that floods your body when you are angry. This extra oxygen flow will relax your body, clam your breathing, slow your heart rate, and allow your brain to resume rational thought. Take a number of slow, even, deep breaths. Put your hand on your stomach and carry the air down until you feel your stomach rise. A good way to analyze what happened is to imagine that it happened to someone elseâ€”your sister, your brother, or a friend. Looking at the situation as an outsider might help you see the truth. You might more clearly understand where your anger came from, or you may see that your reaction was way out of proportion. After you have seen the situation more clearly, it is time to precisely define the problem in exact words. See if you can come up with a description of the problem in one or two sentences. Put it in clear, plain words that exactly state the real issue that sparked your anger. You may want to jot down several possible options on paper or talk about options with another adult. I guarantee that the problem you are dealing with is a common one and there are lots of sources for solutions.

Chapter 2 : Practical child training; - CORE

Introduction Anger is a natural and mostly automatic response to pain of one form or another (physical or emotional). Anger can occur when people don't feel well, feel rejected, feel threatened, or experience some loss.

Caregivers often have to deal with unusual, unruly and embarrassing behavior from their care recipients. Elderly Rage, Anger and Yelling Age and illness can intensify longstanding personality traits in some unpleasant ways. For example, an irritable person may frequently become enraged, or an impatient person may become demanding and impossible to please. Coping Tip Try to identify the root cause of their anger. The aging process is not easy. It can spark resentment in seniors who are living with chronic pain, losing friends, experiencing memory issues, and all of the other undignified things that come with getting older. As a caregiver, the best thing you can do is not take it personally. Focus on the positive, ignore the negative and take a break from caregiving when you can by finding respite. Get some fresh air, do something you love or call a friend. Elders often reserve their worst behavior for those they are closest to, like family members. In this case, it may be beneficial to hire in-home care or consider adult day care. Their bad behavior might not surface in front of a stranger, and you get a much-needed break. Caring for those with Abusive Behaviors Occasionally, seniors will lash out at the person who is making the biggest effort to take care of them. Left unchecked, the anger and frustration described above can become so severe that it results in abuse of the caregiver. Stories of mental, emotional, even physical abuse to family members providing care are all too common. In some cases, abuse may stem from a mental illness, such as narcissistic and borderline personality disorders. In other situations, parents turn on the adult child who is showing the most love because they feel safe enough to do so. Coping Tip Try explaining how their behavior makes you feel. If the abuse is verbal or emotional, try to make them realize all that you do for them by not doing it for a while. Bring in outside help if your loved one requires supervision and assistance in order to be safe in your absence. Removing yourself from the situation may drive home the point that abusive behavior will not be tolerated. Your loved one may come away from the experience with renewed appreciation for what you do. If physical abuse is the issue, then seek professional help. Elders who Refuse to Shower The issue of elders refusing to take showers, change their clothes and take care of personal hygiene is far more common than most people think. Sometimes depression is the cause, and another factor could be control. As people age, they lose more and more control over their lives, but one thing they generally can control is dressing and showers. The more you nag them to take a bath and put on fresh clothes, the more they resist. A decreased sense of sight and smell may be contributing to the problem as well. Our senses dull as we age, so seniors may not detect their own body odor or see how soiled their clothes are. Lastly, fear and discomfort can play a huge role in their resistance. Many older individuals develop a fear of falling and slipping in the tub, and they are often too embarrassed to ask for help. Coping Tip The first step is to determine why they have stopped bathing. If depression is the cause, speak with their doctor. Therapy and medications can help. If they are afraid of the water or slipping in the tub, there are many types of shower chairs, showerheads and other products that can help. If the person has dementia and is afraid of bathing, then you must be gentle. Begin with a small request, like asking if you can simply wipe off their face. As they get used to this, you can gradually add cleaning other parts of the body. Be sure to chat with them during the process and let them know what you are doing as you go. Do your best to keep your parent clean, but keep your expectations realistic. Too much nagging is counter-productive, and at the end of the day, you may have to lower your standards and adapt your definition of cleanliness. Senior Swearing, Offensive Language and Inappropriate Comments When a senior suddenly begins spouting the worst profanities, using offensive language or saying inappropriate things, family members are often baffled as to why and what they can do about it. Caregivers have shared countless stories in the forum about elders who used to be mild-mannered and proper suddenly cursing at them or calling them insulting names. If the onset is quite sudden, a urinary tract infection UTI is another common culprit. UTIs present very differently in seniors, and symptoms include behavioral changes like agitation. But if dementia is not an issue and a senior is just plain crass, how do you deal with swearing and rudeness? You can try to set firm ground rules for them.

Make it perfectly clear that you will not tolerate such language, especially in public settings. A little bit of guilt may be effective in getting them to realize that their behavior is unacceptable and offensive to other people. Try bringing up happy times from the old days. Elders love to reminisce, and prompting them to change the subject and tap into their long-term memory will likely cause them to forget about whatever it is that set them off. If none of these suggestions work, your best bet is to learn not to take this behavior personally. Back off, disappear and wait for it to blow over.

Paranoia and Hallucinations in the Elderly

Paranoia and hallucinations in the elderly can take many forms. These behaviors can be especially difficult for caregivers to witness and try to remedy. Coping Tip Hallucinations and delusions in elders are serious warning signs of a physical or mental problem. Keep track of what your loved one is experiencing and discuss it with their doctor as soon as possible. This behavior could be something as simple as be a side effect of a medication they are taking, or it could point to a UTI. When this is the case, caregiving experts seem to agree that the best thing to do is just relax and go with the flow. Do not, try to talk them out of a delusion. Validation is a good coping technique, because what the elder is seeing, hearing or experiencing is very real to them. Convincing them otherwise is fruitless. If they are scared or agitated, assure them that they are safe and you will help them through experience. Obsessions are sometimes related to an addictive personality, or a history of obsessive-compulsive disorder OCD. Obsessive behavior can be related to a number of disorders, including anxiety, depression, dementia, or other neurological issues. If their compulsions seem to be related to a specific event or activity, avoid it as much as possible. Do not participate in their obsessions. If you have helped with rituals in the past, change this pattern immediately. Try to find ways to minimize or eliminate triggers if possible. Keeping their skin moisturized and covered with clothing may help minimize the issue. Distraction and redirection can also be helpful. For example, an elderly parent who was already anxious about aging and the possibility of outliving their resources, may begin to collect things and save money due to their feeling overwhelmed by what lies ahead. Others hold on to items because they fear their memories will be lost without tangible evidence of the past. Coping Tip You can try to reason with them and even talk about items to throw out or give away. With extreme hoarders, medication and family counseling could make a big difference in how you cope.

What does this mean? Refusing to Let Outside Caregivers into The House

It is an important milestone when family caregivers decide to hire in-home care for their loved ones, but this plan is often derailed when seniors refuse to let the caregivers in. Other elders will let the professionals in only to tell them that they are fired! It also magnifies the extent of their needs and makes them feel vulnerable. This could be fear, embarrassment, resentment, or some mix of the three. Talk to them about their feelings, and work together to find solutions that everyone can live with. Ask your loved one to simply give home care a try on a temporary basis. Instead of immediately introducing full days of hands-on care, it may help to have someone come in for one day a week for a few hours just to do light housekeeping, like vacuuming and washing clothes. Experienced home care companies know how to handle situations like this, so consult them when necessary. Once the senior gets used to having someone in the house and establishes trust with a caregiver, they will be more comfortable with accepting additional help. Some seniors rack up debt, gamble, or send money to charities and scammers, while others refuse to spend a single penny on things they actually need—like medications and long-term care. This issue is directly tied to their power and independence. When seniors lose independence in some areas, they often try to make up for this loss in another way. Spending or saving is one of those ways. Coping Tip If you choose to address this issue, seniors will usually insist there is no problem. They do have a right to manage their own finances, but if they are not competent or you have suspicions of cognitive decline, it is crucial to tackle this head on. For many seniors, mismanaging money is one of the first signs of dementia. When carelessness or excessive penny pinching is the culprit, bringing in a third party can help. This could be a financial adviser, a spiritual leader, a friend—anyone whose opinion the senior will respect. For over-spenders, present the total amount spent on their shopping sprees. Sometimes they need to see the effects of their behavior in black and white terms. Showing them the out-of-pocket expenses regarding their care that you are paying might help open their eyes.

Chapter 3 : How to Overcome Embarrassment

pt. 2. How to teach obedience to children from one year to six years of age. pt. 3. How to teach obedience to children from six years to fifteen years of age. pt. 4. How to teach obedience to children over fifteen. Summary of the principles. pt. 5. How to cure crying, anger, ill temper. pt. 6. How to prevent quarreling, teasing, bullying, fighting. pt. 7.

Even patients who are normally calm may quickly reach the boiling point when illness threatens their health, mobility, and independence. Pain and fear can lead to increased stress, anxiety, and frustration, which can result in anger and even loss of control. For guidance, read on. These tips will help you get control of the situation and hopefully reduce the likelihood of legal action down the road. Look for changes in body language, including a tightened jaw, tense posture, clenched fists, fidgeting, and any other significant change from earlier behavior. A talkative person, for example, may suddenly become quiet. Observe the patient for additional signs that his temper is rising. Is his voice raised? Is he demanding excessive attention? Start by spending extra time with the patient. Although you might be tempted to spend less time with him, doing so only increases your risk of liability. Ignoring his complaints or, say, rushing him may prove detrimental to his care. And if something goes wrong, dissatisfied patients are more likely to sue. If, for instance, you work in a healthcare facility, take time to ensure that he is thoroughly familiar with his plan of care and the rationale behind it. If a patient is uncooperative, try to identify the underlying reason. A patient who balks, for example, when a PT suggests replacing one exercise for low back pain with another may actually be anxious about an upcoming procedure or the results of tests. After you hear him out, reassure him that you take his concerns seriously. Empathize with him, saying something like, "I understand how upsetting this must be for you. Keep your cool. If a patient is angry enough to verbally abuse you, remain calm and professional. Keep some distance between you and the patient and do not respond until the verbal barrage is over. When it is, speak softly and call the patient by name. Use active listening instead: Keep your statements short and simple. Continue to treat the person with respect and show accepting body language by letting your arms hang loosely at your sides rather than standing with your hands on your hips or with your arms crossed. If the patient "blows up," he has lost control and is so irrational he will no longer hear what you say. Never get angry yourself or try to set limits by saying, "Calm down" or "Stop yelling. Try to understand the event that triggered the angry outburst. When the person has quieted down, acknowledge his feelings, matching your words to his level of anger. Express regret about the situation, and let the person know you understand. Try to find some point of agreement, perhaps acknowledging that his complaint is a valid one. Use phrases like, "Can you tell me what you need? For more immediate assistance, consider establishing a code phrase that indicates when a staffer needs help. If applicable to your line of work, note administrative complaints in an incident report. Dealing with difficult patients will always be a challenge. But your finesse in defusing and managing anger will keep the focus on getting the patient healthy and protect you from unwarranted legal action. Please note that the following article reflects the law in Illinois. While other states may have

Chapter 4 : Control Anger - The Hidden Anxiety Symptom

This isn't about "expressing emotions," this is about explosive temper tantrums and bouts of screaming and abusive language when someone has issues with controlling their anger.

Seemingly small things that I say or do can result in these angry outbursts. He treats me like a small child, creating multiple rules that I must follow. He can be physically abusive. I believe the real issue is that he needs to feel more loved. I have told him that his actions create exactly the opposite result of what he wants. I have been sleeping on the couch for the better part of a year. I keep a safe distance from him and try to interact with him as infrequently as I can. I have no feelings of love left for him although I know they could be nurtured back if he could find a better way to interact. We have been to therapy on multiple occasions and as soon as the therapist wants him to change he leaves treatment because he believes we are in treatment only to fix ME. I would have divorced my husband long ago but I am economically trapped in this marriage. I still want to get our marriage back on track but it seems so difficult. We cannot have any type of calm discussion about the relationship, due to the explosive nature of his disposition. I would love advice on how to get him to a place to hear that we need help and have him understand the effect his abusive behavior has on me and on us. DeFoore Hi Kris, and thanks for telling your story here. A lot of other people have been in your situation, and will benefit from reading this. I think that feeling trapped and helpless is your worst problem. That is such a miserable feeling. Here are some points to consider: Then consider that you may be unconsciously "planning" for things to get that bad. He will change if and when he realizes that he has problems of his own, and is courageous enough to tackle them. You have to focus on you, not him. Have you let yourself become too dependent on him? Start taking small steps every day toward independence and self-support. As adults, to be happy we have to feel that we are in charge of our lives, to some significant degree. In healthy ways, Kris, you have to free yourself from the feeling of being "trapped. There are three exercises, and I recommend you do all three on a regular basis. This will help you to understand how you got to where you are and heal from past emotional wounds. This will help you whether you end up staying with your husband or not. You are being physically abused, without a doubt. Only you can decide whether you need to stay or leave. The responsibility is in your hands. Do not try to face this alone, Kris. Find a support group in your community, or seek the counsel of friends, family or a professional. Believe in yourself, never ever give up on yourself. My very best to you, Dr.

Chapter 5 : The Relationship Between Bipolar and Anger / Aggression | HealthyPlace

Abstract "Professor Beery's practical child training and development chart" and a book of "The parent association consultation service coupons" (in envelope), laid in pt. edition, issued in 4 www.nxgvision.com www.nxgvision.com 1.

No human being I know is immune from these moments; however, I seem to have a knack at collecting a large variety. After a recent incident that made me want to hide in a corner of the world without wi-fi, my writing and spiritual mentor gave me great advice. This one has already passed, and passed nicely, like a kidney stone after the first day. So after collecting some nuggets from friends and professionals, I compiled these tips below to really deal with embarrassment in real life. Keep the right tense. All embarrassment takes place in the past. This one is counterintuitive for me. I honestly think that if I apologize, I will return to feeling normal. Even if I have apologized like five minutes prior to that moment. I suppose I am an apology addict. In fact, you will feel worse. So stop it already. Francis de Sales had four words of advice for pursuing spiritual excellence: I supposed when you are made that way "or, rather, if you choose to live that way" you will experience far more embarrassment than, say, a person who tucks away her emotions for only safe people to see. This one will help you keep things in perspective. You know when you thought you really were going to die "or at least you wanted to? In hindsight, not a huge deal, right? As an exercise, you should list your top five embarrassments. At my first job out of college, I was the only one to dress up for Halloween. I went as the building security guard borrowed the uniform and all, and only he thought it was funny. Published on the front page of the Annapolis paper on my birthday was the story about how my 2-year-old pushed another other 2-year-old the one that I was watching into the frigid waters of the Chesapeake Bay only to be rescued by a passerby. In line to purchase Notre Dame football tickets the first week of college, where a mob pushed their way forward, I was stung by a bee and, without my kit, had to call an ambulance. Thus he assumed I was the lingerie stalker. Get in the car again. So I assumed it was for her, and she assumed the warm and fuzzy note was mine. But neither of us was going to drive that thing. And we were late. I will drive the car. She had the right attitude. She got in the car and drove it around town. So even as I never ever wanted to step foot in that homeless shelter again where I was almost arrested for sexual harassment, I returned the next week for my duty, praying to God the director was not there. And I walked into work the day after dressing up as the security guard, turned in his uniform, and told him that he was the only one in that building with a sense of humor. And the preschool of moms that had heard about my afternoon with the ducks? I got back in the car. This one is easy in hindsight. I mean, embarrassment stories make great cocktail-party material. Embarrassment belongs to the disorder known as perfectionism. There is a small or wide gap between your expectations of yourself and your performance. I dispense the stuff on a daily basis, so obviously I live it. Just be careful tilting. Learn how to be afraid. So we if learn how to be afraid, we can handle the embarrassment in a way that is more psychologically and physiologically tolerable. Step away from the looking glass. I once hear this expression: Nor am I who you think I am. But I am who I think you think I am. Most of the time we base our identity on what we think other people think of us. And so we base our reaction to a faux pas on what we guess is their reaction. My favorite was this: Guess who the most popular girl on the ship was? And I will always feel sorry for the Miss America contestant who slid down the steps like a mermaid in her green sequenced gown when I was in junior high. This piece was originally published on BlissTree.

Chapter 6 : Psychology of Anger

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Anxiety is often associated with fear, and fear is considered by many to be the opposite of anger - something that people may feel they need in order to attack danger. Sometimes behind the anger are actually feelings of worry and fear, and the anger itself can become a further source of anxiety. Some people who struggle with anger may have a hard time expressing their worries and concerns. Becoming angry may have become the way they express their feelings. But for some people their anger is a symptom of underlying anxiety, and that anger may actually be directly related to the physiological reaction that occurs when faced with dangerous situations. Anger and Anxiety Anger can have many triggers. Interestingly, the anger itself may be a cause of anxiety on its own. Many people experience profound anxiety as a result of their anger episodes, due to their fear of losing control and the stress that they experience in their life as a result of that anger. Anger can be hard to understand. But it rarely occurs for completely "no reason. There can be many potential causes. But there are also potential solutions. We explore these below. It can become unhelpful in situations where the physical effects of fight or flight are not advantageous e. Not a survival situation or the response continues for a longer time. That creates a variety of unwanted physical and mental experiences that can impact your quality of life. But when the fight or flight system is activated without the presence of physical danger, the emotions a person experiences can be more complex than fear alone. Irritation Anxiety is an emotion that can make you sensitive to becoming annoyed and irritated. Irritation is also a negative experience that can trigger anger. Those that have constant irritation may feel bothered by others, and respond by becoming angry, or they may be frustrated by anxiety in general and anger becomes an outlet. Anxiety can make people feel as though they are losing control. This is especially common in panic attacks, along with other anxiety disorders. Many people that suffer from anger issues may be experiencing the effects of no longer feeling in control of their lives. Desire to Pass Blame One response that some people have to stress is the feeling that others are contributing to it, especially when that stress is so hard to understand - like with anxiety. This may cause people to pass blame - intentionally or unintentionally - to others as a way of explaining away their unusual symptoms. Those with anger issues may cause stresses in their life, such as upsetting those close to them, that leads to further stress and anxiety. This can become a cycle of anger and anxiety. Controlling Anger From Anxiety When anxiety results in anger, it can be very frustrating. Anger Thoughts Journaling Often anger builds up, and leads to thoughts that are hard to control. Journaling writing out thoughts in a journal gives you a place to express all of those angry thoughts before they become bottled up, so your mind stops focusing on them as often. Then, start slow breathing to calm your heart rate and reduce your strong negative emotions. Be Mindful It may also help to teach yourself mindfulness, which is the ability to stay present in the moment and be aware of your emotions and thoughts. By learning mindfulness, you give yourself an opportunity to analyze how you feel and potentially challenge those thoughts so that you can calm yourself down. There are several effective stress reduction strategies, including:

Chapter 7 : 3 Ways to Deal With a Violent Person - wikiHow

Anger disorders result primarily from the long-term mismanagement of anger, a process in which normal, existential anger grows insidiously over time into resentment, bitterness, hatred and.

However, some people have anger that is based in imbalances in brain chemistry , instead of emotions or drugs introduced into the body. Anger is always the symptom of a problem. For those who have anger stemming from bipolar disorder, it can range from mild to wild. Often, there is no particular trigger that sets off anger. Rather, the person may simply wake up feeling angry. In other instances, the person may be sensitive to particular actions that invoke anger for the majority of people. There are some cases where a person will significantly over-react in a very angry manner to an event that the majority of people will only find as an irritation or inconvenience. Mood Cycles and Seeking Treatment A person with bipolar disorder has a condition that is linked to chemical imbalances in the brain. A significant portion of people with bipolar disorder also have moderate to high levels of anger. It is accepted that most people with bipolar disorder need medication to help correct chemical imbalances in the brain. Making an appointment with a psychiatrist, nurse practitioner, or primary care physician who has training in mental health is another avenue to pursue. In most cases, a person with bipolar disorder will have the most success when participating in therapy and taking medication. Treatment Options There are various types of therapy and medications that have been shown to reduce bipolar disorder symptoms. Keep in mind that each person will respond to therapy and medications in different ways. A prescription that helps one person with bipolar disorder does not necessarily help the next. This also holds true for therapy. Anger and Anger Management Anger management can be very beneficial for some. However, there is often the need for CBT Cognitive Behavioral Therapy , which has a focus on changing negative or angry thoughts to positive thoughts, as well as changing behaviors that promote anger. Therapy is also useful to help the client identify strengths and members of their support system. Focusing on these strengths and supports allows the client to have additional means of coping with anger and other symptoms of bipolar disorder. Take Care of Yourself! Remember that self-care needs to be a priority. This means keeping all of your therapy and doctor appointments, taking all medications as prescribed, and also being an active participant in therapy sessions. There are great community resources in most areas, such as free support groups at Mental Health America.

Chapter 8 : 6 Surprising Symptoms of PPD and Anxiety

A person's beliefs, use of alcohol and other drugs, or a combination of past emotional hurts may be at the root of www.nxgvision.comr, some people have anger that is based in imbalances in brain chemistry, instead of emotions or drugs introduced into the body.

It is usually the patients that make the sore feet, paperwork, and hours without a bathroom break worth it. Whether you encounter a patient who is angry, manipulative, demanding, or downright nasty, sometimes these patients can make you question why you became a nurse in the first place. All it takes, though, is that one patient who sincerely says thank you, for you to remember why you are there. You can handle the difficult patients with a little forethought and tactics. It just takes another step of education to diffuse these tense situations and come out of the encounter with your compassion intact.

Dealing With Angry Patients Someone who is acting angry may simply be frightened, defensive or resistant to what is going on around them. If the patient is actually frightened, then you will have to approach them differently than if they are truly angry over something, such as a long wait time. Even anger over a long wait time can mask a fear of not knowing what is wrong with them. The best course of action is to carefully interview the patient to draw out what they are feeling.

Dealing With Manipulative Patients Manipulative patients are the ones who threaten, cajole, cry, or throw temper tantrums in an attempt to get their way. These are patients that you cannot talk to. They simply are stuck on their version of events and will not budge from their beliefs. A manipulative patient will do all they can to convince you to call the doctor for more pain medicine, give them special treatment, or otherwise do what they demand. It is important for the nurse to calmly recognise their own feelings when dealing with this type of patient and not let emotions overwhelm them. Manipulative patients are often looking to engage you in a heated argument.

How to Handle Difficult Patients When dealing with difficult patients, it helps to watch your language as closely as possible to prevent the situation from escalating. Usually difficult, angry and manipulative patients will attempt to draw you into a shouting match, pull on your own angry emotions, and attempt to bait you into becoming verbally aggressive. You have to first calm yourself and take stock of your own emotions. This statement allows the patient to be heard and allows you to state your side of the argument.

Body Language and Other Useful Strategies Your body will tell the story of your emotions far better than your words do. If you are seething with anger and attempt to use the above positive responses, yet you are wound tighter than a drum, the patient will notice. They are more likely to respond to the message that is coming from your body cues than your voice cues, and that is why it is important to relax and control your body in a heated situation. Eye contact is important, and it conveys honesty and openness. Aim for eye contact around 60 per cent of the time. Cool your facial expression to keep from grimacing, twisting your lips, pursing your lips, lifting your eyebrows, or scowling. All of these will be read by the patient as a sign of dishonesty. Keep your hands and arms placed in front of your body, but not crossed as this can seem confrontational.

Aggressive Patients We have all had those patients. Nearly every nurse has experienced a patient shouting at them, berating them, and telling them where to go. Occasionally, those moments escalate into pure aggression on the part of the patient. Your patient may throw things at you, spit at you, or physically try to attack you. You can deal with aggressive patients by remembering some simple rules, but you should also consider how an aggressive patient impacts you emotionally.

Resolution Strategies for Aggressive Patients Speak softly and refrain from having a judgemental attitude Try to remain neutral, although it may be difficult with an irrational patient Put some distance between yourself and the patient, and do not make intense eye contact. This could set them off Try to demonstrate control of the situation without becoming demanding or authoritative; and Seek to smooth the situation over rather than bully the patient into better behaviour. Worrying about a patient who is going to yell at you “or worse, hit you” makes nursing seem like a much more difficult job than it is. Some nurses may feel that they have personally failed when a patient acts out against them. Sometimes, a nurse can feel like it is too much. When patients are demanding and descend into aggression, it just may be a breaking point for some nurses. In these situations, it is important to express your feelings to a trusted supervisor, and possibly consider using the employee mental health services provided by most facilities. Your

fear of an aggressive patient can colour the way you care for certain patient types. For instance, maybe an older woman lashed out at you, and now you feel that all older women are going to be difficult. This is not fair to you or the patient, and you should seek out help to sort through your feelings when you encounter aggressive patients on a frequent basis.

Chapter 9 : Treatment of Anger

Be patient. Trying too hard to control your temper may make you even angrier. Believe in yourself. If you are angry in a classroom, ask the teacher if you could walk out for a moment. Belly breathing can help if you feel angry. Take deep breaths from your tummy. Breathe in and out through your nose.

Anger is not a bad thing, but to use it in a wrong place is bad. Anyone who goes through a lot of difficulties and suffering for your sake, will you not think him to be your very best friend? How then can this be a claim of love? One of the rights of love is that one goes through all difficulties for the pleasure of the beloved. Moulana Thanwi Rahmatullahi Alai used to say that the intention is not to destroy bad habits, but to channelize them in the correct direction. For example, someone has anger in him which is a bad habit. Before his reformation he used it for himself, i. But after he reformed, the direction of his anger changed. So anger is there, but its direction is now changed, which is praiseworthy and a commendable action. Now, what is the meaning of "Kazm" and for what was it used by the Arabs? Now, let us see what is the difference of "Ghaiz" and "Ghadhab". Sometimes, the workers in the office speak amongst themselves that "today the boss is fuming with rage, perhaps he had a fight with his wife. In "Ghadhab", one intends to take revenge. Together with this, another commentary is given: His blessed face would turn red as if pomegranate juice had been sprinkled on it. The second hadith is: The third hadith is: The rule for them is that even if they keep severing ties, one should keep maintaining ties with them and forgive them. The fifth hadith is: If a small pinch of aloe is put into a whole mound of honey, all the honey will become bitter. The sixth hadith is: This training of tolerance can only be made easy by the blessings of the company of the pious people. Once a person wrote to Hadhrat Hakeemul Ummat Moulana Thanwi Rahmatullahi alayh that he has anger in him and that some treatment should be prescribed. After some time, this person wrote back to Hadhrat Thanwi Rahmatullahi Alayhi saying: I keep going in the presence of Molvi Sahib and he never tells me anything concerning my anger, yet how is it that I have benefitted so much? Through the companionship of saintly people, a power and strength is created within us to act on piety. People who do not have the strength of staying away from a sin for forty years, should stay a few days with saintly people and see what happens. On being informed that one truly becomes reformed at Thana Bowan, he set out and on his way his beard grew a little. Moulana told him; "When you came here, you had a little noor on your face. Now you have even removed that. Why did you do this when you had the intention of taking the pledge? The patient should present his illness fully to the physician, so that the illness can be treated fully. One year after this incident had taken place, Hadhrat went to Jaunpur for a lecture and there, he saw an old man with the sunnat beard. On enquiry about this man, he was informed that he was that very person who had come to Thana Bowan for reformation. Hadhrat was overjoyed on seeing him with a beard. His end was a very beautiful one. None other than a Sahabi who has seen Rasulullah Sallallahu alaihi wasallam. Which oppressor can then say that he performs tahajjud, makes zikr and is a saint, so he will not be punished for his anger? Think and ponder over this fact. We think that just because we perform worship, we have all the right to trouble and oppress our fellow Muslims, our brothers, sisters, wives etc. We think there is no law and order for us. I will not do kindness to you anymore. His slave girl was once helping him to make wudhu when the water can slipped from her hand, fell on his head and wounded him. Hadhrat Ali bin Husain RA looked at her angrily. It was not important to him who had recited it. The slave girl then proceeded to recite the verse which says: The attendant was asking for forgiveness, saying that he made a mistake and that he was after all human. Shaikhul Hadith RA replied that if he had done it once or twice it would have been understood, but he had committed this mistake a dozen times. How much more must he tolerate it? Tolerate as much as you would want to be tolerated", meaning, forgive as much as you would want to be forgiven, so do not say how much you must tolerate, but forgive as much as possible. Sometimes a person in anger says: If your own child was like this, what would you have done? Surely, you will overlook his weakness with softness. Therefore, check and take stock of one with less intelligence accordingly. Do not compare one of 97 degrees to one with 98 degrees. Yet, knowing all this, some people say in anger: He is doing this just to trouble me. Pride Leads One to Anger

Another important point is that an angry person thinks himself to be very great. Pride is hidden in the folds of his anger. When he is angry at someone, his intention is to degrade that person and prove his own greatness. When anger arises in him, look at his face or put a mirror in front of him and tell him to see for himself, or record his angered voice on a tape and let him listen to it. He should have it tested by a spiritual guide who has far sightedness, and will tell him if his anger is right, but the one who says he is always right, is in fact the wrong one. One who tells his spiritual guide that he does not know anything and that the one who is the target of his anger is such and such, then know that he thinks his spiritual guide to be a fool. Chase such a disciple out of the khanqah institution of spiritual guidance and reformation holding him by his ear. In anger, if you have oppressed someone, never be ashamed to ask forgiveness of him. Now listen to what status that person will get who makes amends and has his anger treated. The person with whom Hadhrat got angry was a villager who was a little backward. His village was about one and a half miles away from Phulpoor to which he returned. After the villager had left, Hadhrat regretted having become so angry at him. He therefore set out for that village after Asr, to ask forgiveness from the villager. Hadhrat relates that he was so upset over what he had done that he could not think straight and even lost his way. Somehow he searched for the way through the fields and finally reached the village quite late. The villager would not agree saying: You are like my father and a father has rights upon his son. Until you do not tell me that you have forgiven me, I will not move from here. On the same night, Hadhrat saw in his dream that Rasulullah Sallallahu alaihi wasallam and Hadhrat Ali RA were sitting in a boat, and at a little distance from them, he was sitting alone in another boat. When Hadhrat Ali RA joined them, it made such a beautiful sound, the enjoyment of which Hadhrat was still feeling right upto the time he narrated the dream. What an immense reward was given for humbling oneself and being regretful! She has made a mistake by making the food salty, so for Your sake I forgive this wife of mine who is your bondswoman. She has a connection with You, therefore I forgive her. After he had passed away, someone saw him in a dream and asked him how he fared? Would we not like that he should forgive her? Must we not show mercy to them? Their sighs and laments too will surely catch up with you one day! Hadhrat completely forgot about it and sat down to do his writing and replying of letters. Kindness Rasulullah Sallallahu alaihi wasallam has said: Islam enjoins great mercy to animals. If it is forbidden to trouble animals, then, my friends, those who trouble their wives, how much punishment are they not inviting upon themselves for their action? Rasulullah Sallallahu alaihi wasallam said, AThose with the most perfect Iman are the ones whose character is the best. And the best amongst you is the one who treats his wife well. We learn from this that the highest standard of best character is good treatment to the wife. Rasulullah Sallallahu alaihi wasallam said: Shariat has scope for it. What oppression and ignorance! I do not want to be ill-tempered and overpower them. Although they are crooked, are we not benefitting from them? Therefore, your treatment towards them should be one of love, kindness and mercy, then life will become enjoyable. If some great person commands us to protect and look after the wife, we will take pains in fulfilling the order of such an important personality. Let us ponder deeply over what is to be done and what we are doing.