

Dealing with the Anger Within  
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# *Dealing with the Anger Within*

***“In your anger do not sin”: Do not let the sun go down while you are still angry, and do not give the devil a foothold. Ephesians 4:26-27***

Anger is a basic reality of life. How you deal with it will determine if you make the headlines in the local press or you live a quiet peaceful life. Fortunately it is not a genetic issue. It is a maturity issue. So no matter where you find yourself as you work through this booklet, you can change. You can go farther than you have so far with life. Progress is dependent on finding your current location and what steps are next on the list. So don't cheat on tests or overlook faults. ***Jesus emphasized truth so much because He knows you can't go anywhere until you know where you are first.***

Speed is not the issue here. Each one of us will have to work at our own pace. It won't take long for some. A few principles and facts will set them free and they will move forward quickly. Others will find their situation hard to evaluate or face. Either way the booklet will wait for you and so will Jesus.

I have presented this material over 700 times in schools, churches, retreats, and jails. Each time eyes are opened and lives have a whole new opportunity to move past the issues that have them trapped.

Take the steps that are in front of you. Change is never easy but it is always worth it. ***No discipline seems pleasant at the time, but painful. Later on however, it produces a harvest of righteousness and peace for those who have been trained by it. Hebrews 12:11***

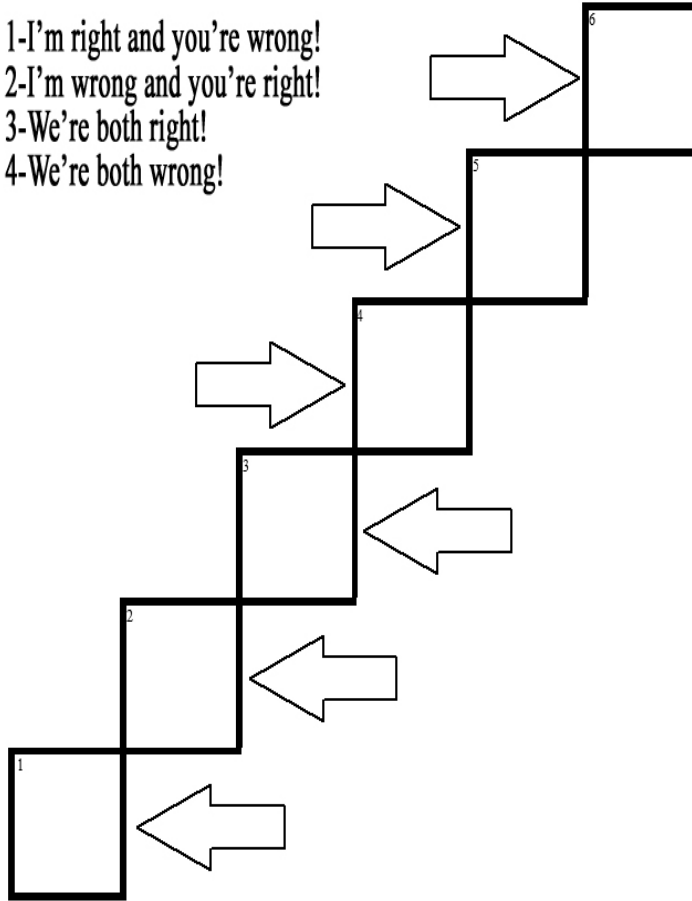
Listen to the CD or watch the DVD first and fill out the Anger Maturity Scale and the Anger Action Scale as you do. That takes a little less than an hour. Once you have taken some time to see where you are on those two scales, set your sights on the next level that you need to work towards.

As you begin to work on those continue to work your way through the Roller Coaster diagram. It is less than a one half hour session. As you listen you will probably find some things in your life explained. If there is a need for change don't be afraid to face it.

Then take the Conflict Style test. It will show you how you deal with conflict now and how you could in the future. Your future will depend on how you deal with the conflict you face today.

# THE ANGER MATURITY SCALE

- 1-I'm right and you're wrong!
- 2-I'm wrong and you're right!
- 3-We're both right!
- 4-We're both wrong!



 We all start **HERE!**

# THE ANGER ACTION SCALE

Let's start here

Second

Third

Fourth

Fifth

Sixth

Last but not least: The Pool of Possibilities

# **Eternal Roller Coaster or Progress?**

Life happens. As it does you will find yourself facing problems on a regular basis. If you can come up with answers quickly then those problems only lead to progress. When those problems don't have some quick answers you face an unresolved problem that has the potential of becoming a life-long roller coaster ride.

You probably know people like I do who are still on a roller coaster for an event that happened years ago. It doesn't take long for them to recite an event that happened to them in their history. They will give you the story with great detail. Something or someone let them down or presented a problem that never had a satisfactory answer. So they grow older, but don't go anywhere with life.

It doesn't have to be that way. Life happens and problems are a normal part of it. You can grow to meet the challenges or become entrapped on the eternal roller coaster that unresolved problems create.

Continue to listen or watch as you work through this roller coaster and take some notes that pertain to the way you deal with unresolved problems. As you do, take the time to choose to work out those issues in a mature way.

UNRESOLVED PROBLEMS (Matthew 5:25)

I'M CONFUSED (James 1:5-8)

UPDATE THE LIST (Matthew 6:12)

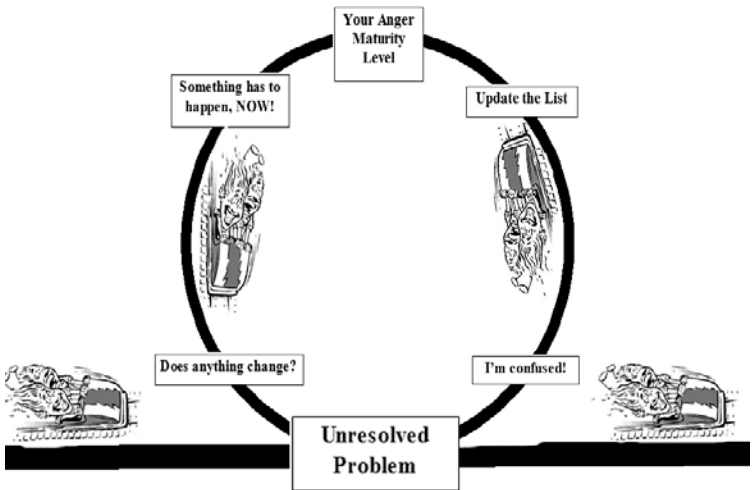
YOUR ANGER MATURITY LEVEL (Ephesians 4:26-27)

SOMETHING HAS TO HAPPEN NOW! (Ephesians 4:15)

DOES ANYTHING CHANGE? (1 Peter 3:11)

# Facing life's problems

*Eternal roller coaster  
or progress...*



Will this become a permanent roller coaster or progress?  
You will decide that.



**CONFLICT TEST ANSWER SHEET**

*Circle the letters that you picked for each question.*

1				A	B
2		B	A		
3	A				B
4			A		B
5		A		B	
6	B			A	
7			B	A	
8	A	B			
9	B			A	
10	A		B		
11		A			B
12			B	A	
13	B		A		
14	B	A			
15				B	A
16	B				A
17	A			B	
18			B		A
19		A		B	
20		A	B		
21		B			A
22	B		A		
23		A		B	

24			B		A
25	A				B
26		B	A		
27				A	B
28	A	B	A	B	A
29					
30	B				
Totals Here					
	Competing	Collaborating	Compromising	Avoiding	Accommodating

# How do you deal with Conflict?

(Circle the one that best describes you in each question)

1.      A. There are times when I let others take responsibility for solving the problem.  
          B. Rather than negotiate the things on which we disagree, I try to stress those things upon which we both agree.
  
2.      A. I try to find a compromise solution.  
          B. I attempt to deal with everyone's concerns when finding a solution.
  
3.      A. I am usually firm in pursuing my goals.  
          B. I might try to soothe the other's feelings and preserve our relationship.
  
4.      A. I try to find a compromise solution.  
          B. I sometimes sacrifice my own wishes for the other person.
  
5.      A. I consistently seek the other's help in working out a solution.  
          B. I try to do what is necessary to avoid useless tension.
  
6.      A. I try to avoid creating unpleasantness for myself.  
          B. I try to win my position.
  
7.      A. I try to postpone the issue until I have had some time to think it over.  
          B. I give up some points in exchange for others.
  
8.      A. I am usually firm in pursuing my goals.  
          B. I attempt to get all concerns and issues immediately out in the open.

9. A. I feel that differences are not always worth worrying about.  
B. I make some effort to get my own way.
10. A. I am firm in pursuing my goals.  
B. I try to find a compromise solution.
11. A. I attempt to get all concerns and issues immediately out in the open.  
B. I might try to soothe the other's feelings and preserve our relationship.
12. A. I sometimes avoid taking positions which would create controversy.  
B. I will let others have some of their positions if they let me have some of mine.
13. A. I propose a middle ground.  
B. I press to get my points made.
14. A. I tell people my ideas and ask them for theirs.  
B. I try to show others the logic and benefits of my position.
15. A. I might try to soothe the other's feelings and preserve our relationship.  
B. I try to do what is necessary to avoid tension.
16. A. I try not to hurt the other's feelings.  
B. I try to convince the other person of the merits of my position.
17. A. I am usually firm in pursuing my goals.  
B. I try to do what is necessary to avoid useless tensions.

18. A. If it makes the other person happy, I might let them maintain their views.  
B. I will let others have some of their positions if they let me have some of mine.
19. A. I attempt to get all concerns and issues immediately out in the open.  
B. I try to postpone the issues until I have had some time to think it over.
20. A. I attempt to immediately work through our differences.  
B. I try to find a fair combination of gains and losses for all people involved.
21. A. In approaching negotiations, I try to be considerate of the other person's wishes.  
B. I try to find a combinations of gains and losses for all people involved.
22. A. I try to find a position that is intermediate between theirs and mine.  
B. I assert my wishes.
23. A. I am very often concerned with satisfying all our wishes.  
B. There are times when I let others take responsibility for solving the problems.
24. A. If the other's position seems very important to them, I would try to meet their wishes.  
B. I try to get others to settle for a compromise.

25. A. I try to show others the logic and benefits of my position.  
B. In approaching negotiations, I try to be considerate of the other person's wishes.
26. A. I propose a middle ground.  
B. I am nearly always concerned with satisfying all our wishes.
27. A. I sometimes avoid taking positions that would create controversy.  
B. If it makes the other person happy, I might let them maintain their views.
28. A. I am usually firm in pursuing my goals.  
B. I usually seek the other's help in working out a solution.
29. A. I propose a middle ground.  
B. I feel that differences are not always worth worrying about.
30. A. I try not to hurt other's feelings.  
B. I always share the problem with the other person so that we can work it out.

After you have filled out the answer sheet then total the letters that are circled in any one column and put that number at the bottom of the chart. Use that as you turn to the following pages where the five conflict styles are discussed.

Note the long term and short term results of each style. On the following page you will see what characteristics are a part of each style. You can use that list to help you change your existing style.

# ***Conflict Styles and their Impact on Relationships***



**COMPETING** (*The Shark*) They use a variety of techniques to get their way installed as the action to be taken, or the decision to be made. It can be beneficial in beginning a process or making decisions on a short term basis. If it is the only strategy utilized by an individual it will produce resentment, frustration, or hopelessness in the other participants. Meanwhile the shark sees the others involved as weak and extra baggage that must be carried.

There are times for this kind of style but usually only in a crisis. If this is a consistent style there will be divisions in the body of Christ, families, and organizations.



**COLLABORATING** (*The Wise Owl*) Like a coxswain of the crew the wise old owl calls out the stroke and pulls everyone on to victory. They get all people involved in as many aspects as possible. They are assertive in moving things along but flexible enough to go at the pace of the individuals involved. They realize conflict must be dealt with so don't avoid it. Each person involved is esteemed and no one is ignored. It is a true attempt at working with the body of Christ and its variety of gifts. Long term use of this style are increased trust, relationships, mutual enthusiasm, and increased achievement.

The book of Proverbs and James give us wisdom for difficult situations. Learning to work with all the body parts isn't easy. Becoming an Owl is our goal. It takes time to get there. But if we will invest the time we will find ourselves becoming the "Peacemakers" that Christ calls "Blessed."



**COMPROMISING (*The Fox*)** The sly fox figures out a solution based on everyone winning enough to accept the losses they must also take. It is based on the common good idea that we must get along so we give and take throughout the process. One submits personal input to serve a greater goal than themselves. This is a negotiation method. Long term use results in “cool,” strained relationships, half-hearted commitments to the agreed-upon solution, limited goal attainment, and recurring conflicts under the guise of new issues.

There is usually only one “right” answer and compromise seldom finds it. God has a will and a way for every situation. Few people have such a full view of a situation that they can see the answer for every situation. We need the input from the body to come up with the “right” answer. Usually it isn’t any one person’s wisdom or perspective, it’s the body of Christ.



**AVOIDING (*The Turtle*)** The turtle stays in his shell. They don’t identify with anyone so that they won’t be on the opposite side of any conflict. They may do this because of the trivial nature of the issue or because it is overwhelming. Long term use of this style produces a, “you must not care” concept on the part of others and the thought that they will always get their way. The turtle has a growing sense of frustration, weakness, compliance without commitment, and finally a deep seated hostility.

This is a temporary method at best. There will be no lasting peace. You must step up the styles quickly so that this does not become an acceptable way of dealing with conflict. Difficult situations will only get worse if this pattern is followed.





## ACCOMMODATING (*The Teddy-Bear*) The Teddy-

Bear tries to keep everyone happy and loving each other. To do this they will deny or avoid conflict wherever possible. When that is no longer possible they want a quick solution and for all parties involved to forgive and forget, even if the Teddy-Bear must take full blame themselves to resolve the conflict. They will sacrifice their interests, the organizations interests, all in order to keep everyone happy. They see the relationship as the most important issue which must be maintained at all costs. It assumes that people are not able to face the real issues and work through them. Long term results of this style fall into two categories. First, those Teddy-Bears will present a false front of cooperation and cheerfulness and love for others. Inside they think less of themselves and feel a terrible responsibility to maintain the relationship at any cost. Those accommodated will feel vindicated and march on more aggressively with their actions. They see the Teddy-Bear as weak and unstable

Feelings will lead you astray. This method relies on feelings and will consistently lead you astray. Periodically the “feelings,” will line up with what is right but not too often. Because of that there will be no long term health for those that follow this method. Remember “no discipline seems pleasant at the time, but painful.” Hebrews 12:11a Don’t be afraid of what is right. Those painful moments “produces a harvest of righteousness and peace for those who have been trained by it.” Hebrews 12:11b

# **Characteristic of each Conflict Style**

*(Or things you should know to adjust your style)*

## ***THE SHARK***

- \*I am usually firm in pursuing my goals.
- \*I try to win my position.
- \*I make some effort to get my way.
- \*I press to get my points made.
- \*I try to show them the logic and benefits of my position.
- \*I assert my wishes.

## ***THE WISE OWL***

- \*I attempt to deal with all of the concerns of everyone.
- \*I consistently seek the other's help in working out a solution.
- \*I always share the problem with the other person so that we can work it out.
- \*I tell them my ideas and ask them for theirs.
- \*I attempt to immediately work through our differences.
- \*I attempt to get all concerns and issues immediately out in the open.
- \*I am very concerned with satisfying all our wishes.

## ***THE FOX***

- \*I try to find a compromise solution.
- \*I give up some points in exchange for others.
- \*I propose a middle ground.
- \*I try to find a fair combination of gains and losses for both of us.
- \*I try to find a position that is intermediate between his and mine.
- \*I try to get people to settle for a compromise.

## ***THE TURTLE***

- \*There are times when I let others take responsibility for solving the problems.
- \*I try to do whatever is necessary to avoid useless tension.
- \*I try to avoid creating unpleasantness for myself.
- \*I try to postpone the issue until I have had sometime to think it over.
- \*I feel that differences are not always worth worrying about.
- \*I sometimes avoid taking positions which would create controversy.
- \*There are times when I let others take responsibility for solving the problems.

## ***THE TEDDY-BEAR***

- \*Rather than negotiate the things on which we disagree, I try to stress those things upon which we both agree.
- \*I might try to soothe the other's feelings and preserve our relationship.
- \*I sometimes sacrifice my own wishes for the wishes of the other person.
- \*If it make the other person happy, I might let them maintain their views.
- \*In approaching negotiations, I try to be considerate of the other person's wishes.

# What Next?

If you found this to be a difficult issue then you have to face some realities. It will take some time to see change. So don't be discouraged because you have a big project in front of you. It will be worth it if you take some steps every day and review the concepts that you read about and listened to here.

For example, if you are stuck in the Silence level of the Anger Maturity Scale you will need to begin to pick times and places and come up with answers and pursue solutions. That won't be easy. It will be worth it in the end. Hebrews 12:15

You may be on an Eternal Roller Coaster right now because you have been making lists and updating them for years. Paper makes a great fire starter or you can even recycle it. Get rid of the lists and begin to deal with each new problem as if it was the first one. Take the time to deal with it and don't let your past patterns determine your future progress. Matthew 6:12

Also, as an example, if you're a Shark on the Conflict test and you realize that no one likes to work with you because of it, you need to study the ways of the Owl and begin to approach those situations with a new style. It will take some time before you are good at it and for others to believe that you have changed. Acts 9:23-26

So take some time and write down what is next for you. Then begin the process of change. If you have someone who will help you that is great. Show them what you have learned and ask them to help you and hold you accountable to the change. James 5:16

***“To the Jews who had believed him, Jesus said, “If you hold to my teaching, you are really my disciples. Then you will know the truth and the truth will set you free.” John 8:31-32***