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ANTI-THEFT/ PETIT LARCENY/ SHOPLIFTING AWARENESS EDUCATION WORKBOOK

NAME: _____

INSTRUCTIONS: Check all of the circles indicating your understanding of the material: ✓

Stealing and Society- Theft and stealing destroys the fabric of society and the foundation of the economic stability which all Americans enjoy.

- **So, what is the big deal about petit larceny or shoplifting or theft?** To answer this question, think about the foundation of society (your society, my *society*) and how it functions and operates...
- **Our society is based on a concept called consumerism;** that is, it is based on the concept of buying and selling in a fair market. To steal, or to violate this concept by stealing, is to threaten society's ability to function properly (think of it like biting the hand that feeds you).
- **Like it or not, you and I are an INTERDEPENDENT part of our society** (unless of course you live in the wilderness, hunt for all your food, seek clean water and live solely off of the land). The reality is that most of us don't do that.
- **As willing interdependent participants in this society, we are bound to its rules** to ensure its smooth operation and function in order to maintain our lifestyles.
- **We ALL silently agree to support the system on which we willingly depend.** You are free to break the rules; but if you are caught you will have to pay the price.
- **Everyone can create change.** If we don't like a certain part of the system, then we must accomplish changes through the acceptable channels. If we choose to "make a statement" by stealing or shoplifting, there is a system of penalty in place.

WHAT KIND OF OFFENSE IS PETIT LARCENY OR SHOPLIFTING?

- **What determines if the charge is a misdemeanor or a felony?** Shoplifting is theft and a criminal offense no matter how much a person steals. However, the actual charges are determined by the amount and value of the merchandise stolen and this varies from state to state. Shoplifting is generally considered a misdemeanor (petit theft or larceny) if the value of the merchandise is less than \$200 - \$500. If the value of the stolen goods exceeds \$500, it is often considered a felony and a person can be charged with grand theft or grand larceny. The internet is a great resource to find the shoplifting laws in your state.
- **Who decides what your shoplifting charge is?** Which shoplifting laws and penalties apply to your case is determined by the police and/or the prosecutor. The final charge is based on the facts of the case collected by the store where you were caught. The specific charge and the seriousness of the charge can vary widely depending on many other things including your criminal background, your history of retail theft and whether or not you had proper identification and cooperated when you were caught.

- **What happens if it my first-time shoplifting?** Again, this depends on many of the factors noted above. But in many states and jurisdictions, the police, prosecutors and judges have the option to offer first-time offenders an opportunity to complete community service, an education program or other type of alternative sentencing program in lieu of a harsher sentence. In fact, if a person completes an education program before going to court, many judges and prosecutors will take this into consideration at sentencing!

PETIT LARCENY OR SHOPLIFTING AND THE LAW

- **What is considered petit larceny or shoplifting?** Shoplifting is a common term for **theft or stealing of any kind**. It is generally defined as taking merchandise from a retail store without paying for it.
- **Are the petit larceny or shoplifting laws the same in every state? No** - The laws and rules about shoplifting are determined by each individual state and by local jurisdictions and can vary widely.
- **What can a store do if they suspect a person of shoplifting?** Under most state laws, **a store has the legal right to stop and detain a suspected shoplifter if they have “probable cause”** – meaning they have seen the suspect take the merchandise, conceal it, move or modify the item and/or fail to pay for the item before leaving the store. The store also has the right to demand the return of the merchandise, to ban the offender from their store for a period of time and to prosecute the offender criminally and charge the offender with a civil penalty as well – all under local and state law.
- **Do I have to be the one who took the merchandise to be charged with petit larceny or shoplifting? No**, you do not have to be the one who took the item. You can be charged with shoplifting if you are with someone else who shoplifts if you act as a lookout or do something to distract the store employees while someone else shoplifts something.
- **What else is considered petit larceny or shoplifting?** There are many other forms of shoplifting as well. **A person can also be charged with shoplifting if they change the price, modify a price tag on an item or even if they eat and sample food that they have not paid for as they shop (grazing)** – unless of course the food is clearly marked “Free Samples.”

SHOPLIFTING STIGMA

- **Does it mean that I’m a bad person because I was caught stealing?** No, you are not a bad person just because you stole something. You are a good person who made a mistake, and EVERYONE makes mistakes (everyone except maybe, compulsive liars).
- Human beings are on this planet to learn and grow and the way we learn and grow is through our experiences and our mistakes. Experience is the only method of learning, no exceptions.
- If you think of your mistakes as opportunities to develop as a human being, it is easier to understand the good that can—and will—come out of your situation.
- Right now you are going through maybe one of the most difficult times in your life and it may seem that there is nothing good about your situation. But, one good thing about your situation is it has brought you here and it will hopefully help you to work on your own well-being.
- It will entice you to review your thoughts and feelings and how they relate to your decisions and how your decisions ultimately determine your destiny in life. This course will help you realize the total and complete power that you have over your life.

- Your thoughts affect your emotions and feelings, which affects your viewpoint, which affects your decisions, which affects your behavior, which affects your direction in life, which affects YOUR destiny.

YOU CONTROL YOUR THOUGHTS, AND THEREFORE YOUR DESTINY!

- **WHY DO PEOPLE STEAL?** Stealing must involve more than just getting something for free, because while we all like free stuff, not everyone steals. Most people are not willing to take the risk. Why? Studies show that when asked why they steal, most people reply: “I really don’t know.”
- **THE ANSWER IS:** most people steal to deal with STRESS. Sound incredible? Well, stress can have a *very* strange effect on behavior.
- **WHEN WE ARE STRESSED, WE INSTINCTIVELY SEEK RELIEF.** We seek to protect ourselves from stress because stress is harmful to our wellbeing.
- We want to help you realize the incredible power that you (and all people for that matter) possess to ensure your own personal wellbeing. Your mind is POWERFUL. It seeks your wellbeing. It seeks to protect you whether you realize it or not. The problem is that your unconscious desire to protect yourself sometimes gets you into more trouble (stealing).
- Whether you realize it or not, you are powerful; you are the one in control and you have the power to direct your own destiny. Stealing is not the answer. Changing your thoughts and directing your own destiny is the answer.

WHY DID YOU STEAL?

- Perhaps you wanted something you couldn’t afford, or you wanted something you didn’t want to pay for, *but is that the only reason?*
- Lots of people want things they can’t afford, and they want something for nothing, but they don’t steal. Why? This is the question that we want to help you answer for yourself.
- While you may have felt scared, nervous, or guilty the first time you stole something, you also experienced a sense of relief from not getting caught, a rewarding feeling from getting something for nothing and an object of reward from the item stolen.
- The feelings of excitement, relief and reward may have been alleviating uncomfortable feelings that you were dealing with before. Subconsciously, the distraction of shoplifting allowed you to have something else to focus on instead of your stressful situation or circumstance.

STEALING IN RESPONSE TO STRESS

- **The fact is that stealing is a behavior— it is a behavioral response to an emotion or feeling.**
- As a matter of fact, current scientific research supports the idea that theft behavior is a behavioral response to unacknowledged stress.
- The behavioral response of stealing in reaction to stress does not take into account the legality of stealing and ends up creating more stress than you started with!
- Stealing is simply a behavioral reaction to relieve uncomfortable feelings caused by events or circumstances of your life. As strange as it sounds, stealing is a (mostly) subconscious method to alleviate or distract you from stress and increase your feelings of wellbeing.
- Stealing behavior is a “double edged sword,” meaning it produces much more stress, emotional pain and discomfort that it relieves.
- When you use stealing to relieve stress, emotional pain or discomfort, you risk getting caught, getting arrested, going to jail and spending time and money in the legal system—and you end up with more stress and emotional pain than you started with...

THE CONNECTION BETWEEN BEHAVIOR AND STRESS

- When we are stressed, we instinctively seek relief. While a little stress may be beneficial, stress overload can cause distress.
- When you are stressed or angry, the feeling may include being overwhelmed, feeling disrespected, helpless, fearful and so on.
- It is very important to look at the feelings behind the stress to better understand why you are having this reaction.
- Once this insight is gained, then steps may be taken to relax and feel much better.
- Take time for enjoyable activities, exercise, play sports with friends; connect with nature.
- If your stress is causing depression, seek professional help; your well-being is very important!

THE EFFECTS OF ACUTE STRESS ON THE BODY INCLUDES:

- A RISE IN BLOOD PRESSURE
- AN INCREASE IN HEART RATE
- AN INCREASE IN ANXIETY
- AN INCREASE IN INTESTINAL MOTILITY
- AN INCREASE IN BASIL METABOLIC RATE

THE EFFECTS OF CHRONIC STRESS ON THE BODY INCLUDES:

- HYPERTENSION (HIGH BLOOD PRESSURE)
- CORONARY HEART DISEASE
- STROKE
- ANXIETY DISORDER
- PEPTIC ULCERS
- *MYTH: A stressor, or stressful event will always precipitate stress and you will always be aware of your own stress. FACT: Stress symptoms can occur at the mere thought of a past or future stressful situation and you can be stressed without realizing you are stressed. How you feel and your behavior is the indicator of stress.*
- *MYTH: People who are not competitive and have no time urgency, are not successful in life and have more stress. FACT: People who are competitive and always feel rushed are likely to have more stress regardless of their success.*
- *MYTH: Drinking coffee or tea reduces stress. FACT: Coffee and tea are stimulants and increase stress.*
- *MYTH: Smoking relaxes the body and relieves stress. FACT: Nicotine has a high affinity for oxygen; smoking robs the body of oxygen and increases stress on the organs.*
- *MYTH: Exercise robs the body of energy, causing stress. FACT: Exercise is a highly effective method to relieve stress and actually increases the production of natural stress relieving chemicals such as endorphins.*
- *MYTH: Acquired behaviors for stress cannot be changed. FACT: Behaviors can and should be changed to reduce stress, starting with relaxation and exercise.*

STRESS ASSESSMENT

This activity helps you build awareness of your stress coping skills. While you answer the questions, think about how to build your coping skills using patience & practice.					
RATE EACH STATEMENT	Very Good	Good	OK	Needs Work	Not So Good
1. My ability to relax when I want to is...					
2. My ability to explain myself and be understood is...					
3. My ability to keep my anger under control is...					
4. My ability to resolve conflicts at work and home is...					
5. My ability to manage my time well is...					
6. My ability to exercise regularly is...					
7. My ability to cope with anxiety over future events is...					
8. My ability to cope with my anxiety over past events is...					
9. My ability to practice healthy eating behaviors is...					
10. My ability to set goals and accomplish them is...					

A NOTE REGARDING STRESS:

- **Practice stress relieving activities** (exercise, comical movies, engaging in a hobby) then take this assessment again in one month!
- Taking active measures to relieve my stress will increase my health and well-being.

SOME PERSONALITIES ARE MORE PRONE TO STRESS

- **TYPE B PERSONALITY:** Type B's have little urgency of time and are not very competitive. They tend to be cooperative, patient, happy-go-lucky kind of people.
- **TYPE A PERSONALITY:** Type A's are more prone to stress and its negative consequences. They tend to be very competitive, are usually in a hurry and are less optimistic.

PERSONALITY ASSESSMENT

Mark each statement as Y (yes) or N (no) and count the number of yes responses when completed		
Y or N		
1		Do I accentuate key words when speaking and hurry the last few words of my sentences.
2		Do I always eat, walk, talk and move rapidly?
3		Do I get impatient and irritated when things do not move fast?
4		Do I often attempt to do or think more than one thing at a time?
5		Do I always try to move the topic of conversation to my interest?
6		Do I often feel guilty when I try to relax?
7		Do I often fail to stop and take in the new things around me?
8		Do I feel more concerned with acquiring material things than enhancing my wellbeing?
9		Do I always feel like I'm in a big hurry?
10		Do I feel a need to compete with, or challenge others?

11		Do I accentuate my speech with exaggerated gestures like pounding the table or waving my arms?
12		Do I feel that it is necessary to maintain a fast pace in my life?
13		Do I rate my success in life in terms of numbers?

RESULTS:

Scores range from 0 - 13. A high score indicates a TYPE A Personality type (7-13 points). A low score indicates a TYPE B Personality type (1-6 points)

- People with a strong Type A personality type are very competitive, have an ambitious drive, are always in a hurry and are aggressive and impatient.
- Type A's are tend to exude hostility and insecurity.

HOWEVER, PEOPLE WITH TYPE "A" CAN LEARN TO BE MORE RELAXED

- People with a strong TYPE A can alleviate the negative consequences of their personality by **building their self-esteem.**
- Type As can work on their control issues, commitment issues and seek healthy challenges instead of fierce competitions.
- Building their sense of control can help type A's accept responsibility for their behavior in order to change the behavior that is causing them stress. Also, creating a commitment to have good self-esteem can help type A's realize their purpose in life.
- **Building self-esteem starts with viewing life as containing the opportunities for change necessary for personal growth and wellbeing.**

TOP 10 STRESSORS

- | | |
|------------------------------|------------------------------|
| ○ 1. Death of a spouse | 1. Breathing Exercises |
| 2. Divorce | 2. Meditation |
| 3. Marriage separation | 3. Guided Imagery |
| 4. Jail term | 4. Visualization |
| 5. Death of a close relative | 5. Yoga |
| 6. Injury or illness | 6. Hypnosis |
| 7. Marriage | 7. Exercise |
| 8. Fired from job | 8. Affection |
| 9. Marriage reconciliation | 9. Music, Funny Movies |
| 10. Retirement | 10. Organization, Journaling |

EXAM REVIEW:

- As a willing **interdependent participant** in American society, you are bound to its rules.
- Shoplifting is a common term for **theft or stealing of any kind from a retail store.**
- You do not have to be the one who took the merchandise to be charged with shoplifting.

- **A person can also be charged with shoplifting if they** change the price, modify a price tag on an item or even if they eat and sample food that they have not paid for as they shop.
- **Current scientific research** supports the idea that theft behavior is a behavioral response to unacknowledged stress.
- **Stealing behavior is a “double edged sword,”** meaning it produces much more stress, emotional pain and discomfort than it relieves.

DO THOUGHTS CAUSE STRESS?

- Believe it or not, your own thoughts are a huge part of your experience of stress. Think about it... your thoughts form your opinions, they affect your decisions, they affect your relationships, and they even effect the way you view the world and they certainly affect the way you see yourself and others.
- How we evaluate and think about ourselves, other people, and events can have a major impact on our mood. For example, let's say you commonly have the thought, “I hate my life.” Whenever this thought pops into your head, you will immediately feel down. The reverse is also true. If you are feeling down, you are likely to have more thoughts that are frustrating (which reinforces your mood).
- We all have negative thoughts from time to time (especially when we are experiencing stress!) It is important to learn how to cope with thoughts that cause your feelings and recognize faulty thinking patterns.
- Negative thinking is a vicious cycle. For example, an unpleasant event occurs, we think about it and feel upset. We then feel more upset and think about more unpleasantness and so on and so on...
- It is important to understand (and accept) that your thoughts create your reality—your negative thoughts **DO HAVE AN EFFECT ON YOU** regardless of whether or not there is evidence to support your thoughts and regardless of whom your negative thoughts are directed.
- If you are having negative thoughts about yourself, **YOU** are affected. If you are having negative thoughts about another person, **YOU** are affected

THE MIND/BODY CONNECTION

- **THINK ABOUT THIS:** As you read negative words and statements do you **FEEL** anything? Do negative words or statements ever remind you of negative experiences?
- Have you ever re-lived a negative experience in your mind—meaning have you ever sat and thought about a negative experience? I guarantee that your body reacted to your thoughts.
- Your body and mind react very strongly to negative thoughts.
- As a matter of fact, your body and mind react to **ALL OF YOUR THOUGHTS**—whether or not you realize it.
- While your body and mind do react to negative thoughts, the good news is that your body and mind also react very powerfully to positive thoughts as well.
- Studies show that you can improve your health and well-being by doing something as simple as trying to think positive thoughts as much as possible!

BEHAVIORAL RESPONSES TO EMOTIONS

- Any thought will elicit a feeling or emotion which will elicit a behavioral response. The good news is that good thoughts and feelings elicit behavioral responses that **improve and enhance your wellbeing**. Try to evaluate how you feel as you read the statements to the right... Are you noticing how you feel as you read the statements?

- **The key is identifying ways and methods that truly relieve your stress and emotional discomfort and improve your wellbeing.** Finding healthy ways to relieve stress and emotional pain will end the vicious cycle and improve health and well-being without causing you legal trouble.
- Which thoughts make you feel best? Which places make you feel best? Which movies or TV shows make you feel best? Which people make you feel best? It's time to think about **WHAT MAKES YOU FEEL BEST** and aligning yourself up with just that.

7 COMMON UNHEALTHY THINKING PATTERNS TO AVOID

- **All-or-None Thinking-** Looking at a situation as either black or white with only two possible outcomes. **"If I am not a success, then I am a failure. "**
- **Catastrophizing-** Expecting the worst to happen without considering other possible outcomes. **"I will always be in trouble."**
- **Labeling-** Defining yourself or others in a rigid way that doesn't allow for more favorable evaluations. **"I am a total loser."**
- **Discounting the Positive-** Ignoring positive experiences or viewing positive experiences as being to chance. **"I got that job out of luck, not because I was qualified."**
- **Mind Reading-** Thinking that you know what others are thinking. **"I just know that my therapist thinks I am a waste of his time."**
- **Internalization-** Evaluating other people's behavior as being the result of something you did. **"She didn't say hi to me because she doesn't like me."**
- **Emotional Reasoning-** Believing something is true because it feels that way. "I must be an awful person; I always feel bad."

MINDFULNESS AND DECISION MAKING

- We make bad decisions that cause us problems when we fail to practice mindfulness.
- What is Mindfulness?
- **Mindfulness simply means "thinking things through" and "being aware" of the moment when we are faced with any decision.**
- Sounds simple right? Think of the hundreds of decisions you make every day. **How often do you think every single decision through and consider all possible consequences?**
- Think of mindfulness when going through a maze. How much harder would it be if you did not think it through?
- Practicing mindfulness takes a proactive effort.
- Think about it. How often have you done something and then thought, "I shouldn't have done that," or even, "why did I do that?"
- **We make hundreds of decisions each day, and it takes effort to be mindful of each and every decision.**
- **The first step is recognizing your when you practice mindfulness versus when you don't.**
- Think of a time when you made a good decision. Did you think about it before you made it? Or are you now thinking about how lucky you were that it was a good decision?

3 UNMINDFUL DECISION MAKING PRACTICES

- **Unconscious Decision Making happens when we make decisions without even realizing that we are making decisions.**
- **2. Impulsivity is when we make split second decisions without considering the consequences**
- **3. "It won't happen to me" Syndrome occurs when young adults feel invincible—**

leading them to make risky, irresponsible, on the spot decisions.

- Think of occasions in which you made un-mindful decisions...

HOW MINDFUL IS YOUR DECISION MAKING? Rate the following as Good or Poor

1. My ability to think through my decisions is...
2. My ability to explain myself and be understood is...
3. My ability to make good decisions is...
4. My ability to resolve conflicts at work, school and home is...
5. My ability to detect my emotional state is...
6. My ability to detect a bad decision is...
7. My ability to manage bad decisions under peer pressure is...
8. My ability to recognize a good decision is...
9. My ability to think through consequences of a decision is...
10. My ability to put highly charged decisions on hold is...

LOCUS OF CONTROL - The Locus of Control is a term that indicates whether people tend to;

- See themselves as having the power to control the events in their lives (**internal locus**)
- or*
- They locate the power to control events in their lives outside of themselves (**external locus**) in other people in other forces

INTERNAL LOCUS OF CONTROL “I control my life!”—External Locus of Control “Other forces control life”

- Having an internal locus of control is a CHOICE.
- **Having an internal locus of control will empower you to own and control your behavior.**

LOCUS OF CONTROL ASSESSMENT

Choose the statement you agree with circle the amount next to the statement (1 or 0) then add up each statement that you agree with that has 1 credit and keep a tally of it as you go along. Next, add up your tally.		
1	1	Many of the unhappy things in people's lives are partly due to bad luck.
	0	People's misfortunes result from the mistakes they make
2	0	One of the major reasons why we have wars is because people are involved enough in politics
	1	There will always be wars, no matter how hard we try to prevent them.
3	0	In the long run, people get the respect they deserve in this world.
	1	Unfortunately, an individual's worth is often not recognized no matter how hard he tries.
4	0	The idea that teachers are unfair to students is nonsense.
	1	Most students don't realize how much their grades are influenced by accidental happenings.
5	1	Without the right breaks, you cannot be an effective leader.
	0	Capable people who fail to become leaders have not taken advantage of their opportunities.
6	1	No matter how hard you try, some people just don't like you.
	0	People who can't get others to like them don't understand how to get along with others.
7	1	I have often found that what is going to happen will happen.
	0	I prefer to decide on a definite course of action rather than just trusting fate.
8	0	For a well-prepared student, there is rarely, if ever, such a thing as an unfair test.
	1	Many times, exam questions are so unrelated to the course work that studying is useless.
9	0	Becoming a success is a matter of hard work, luck has little or nothing to do with it.
	1	Getting a good job depends mainly on being at the right place at the right time.
10	0	The average citizen can have an influence in government decisions.
	1	The world is run by a few people in power, and there is not much the little guy can do about it.
11	0	When I make plans, I am almost certain that I can make them work
	1	It doesn't always help to plan ahead, because many things are just a matter of luck
12	0	In my case, getting what I want has little or nothing to do with luck
	1	Many times, it's just as well to decide what to do by flipping a coin.
13	0	What happens to me is my own doing.
	1	Sometimes I feel that I don't have enough control over the direction my life is taking.
=		= TOTAL POINTS EARNED

RESULTS: Scores range from 0 - 13. A high score (7-13) indicates an external locus of control
A low score indicates an internal locus of control (1-6 points)

ANGER AND CONTROL

- Anger and control have a definite connection.

- You are more likely to get angry when you feel you have no control over your situation.
- People with a high **EXTERNAL LOCUS OF CONTROL** have a greater tendency to feel they are not in control and will therefore be more likely to get angry.
- People with a high **INTERNAL LOCUS OF CONTROL** are happier, healthier, and more successful in life.
- It is very desirable to have an **INTERNAL LOCUS OF CONTROL**
- If you do not exercise self-control and make good decisions to direct your destiny, someone else will do it for you.
- **Good behavioral decisions empower you and put you in control of your own destiny!**

COMMUNICATION STYLE

- Believe it or not, communication style has a direct impact on communication cooperation.
- Have you ever noticed that some people capture everyone's attention when they speak?
- While others can't seem to capture anyone's attention? They speak and no one listens.
- Have you noticed that when you communicate with active concern for yourself and others, the quality of communication is enhanced?
- So, what's the secret ingredient to effective communication?

AGGRESSIVE, ASSERTIVE AND PASSIVE COMMUNICATION

- Psychologically, our communication style sends a strong aggressive, passive, or assertive message when we speak.
- One communication style involves directness or how direct we are in expressing our views, wants and opinions – some people can be very direct or blunt and others less so – they might imply or infer.
- Another feature involves the consideration that the sender of the message gives to the opinions, wants and needs of the recipient—some people can be very thoughtful, and others can be thoughtless, rude or too blunt.

WINNER AND LOSER COMMUNICATION

- Assertiveness is not the same as aggressiveness.
- Are you an aggressive communicator?
- Do you violate the rights of others when communicating?
- Do others react to you by feeling angry or upset when you communicate?
- Do you intend to win, or do you intend to be fair to all concerned?

AGGRESSIVE COMMUNICATION GAMES

- **Some communication is highly aggressive and makes others responsible for your behavior.**

Psychologists consider this type of communication “VIOLENT COMMUNICATION”

- **Some examples include:**
- **Blaming Others for Your Anger**
- **Justifying Angry Behavior**
- **Taking Your Anger Out on Others**
- **Using Exaggeration Statements**

THE BLAMING GAME

- **Have you ever played the blaming game?**
- **When you say: “it’s your fault” what you are really saying is: “you have control over my behavior.”**
- **The blaming game sends a strong message that you are unable to control your own behavior.**
- **And when you feel out of control of your own behavior, it only evokes more angry feelings which evokes more angry behavior which evokes more feelings of powerlessness and well...you get the idea, it turns into a vicious cycle.**

THE JUSTIFICATION GAME

- Justification of your anger is when you try to *justify* your anger or angry actions by accusing someone else for its cause.
- Putting the blame on someone else is like saying, *“I’m helpless to control myself; you have to do it!”*
- JUSTIFICATION: *“Well, if you would do [this or that], I wouldn’t get angry!”*
- WHAT YOU ARE REALLY SAYING: *“I’m out of control, I’m helpless! I have no power over my behavior, you have all of the power!”*

THE SCAPEGOAT GAME

- The scapegoat game is a lot like the blaming game.
- In the scapegoat game, when you are having a bad day, your bad mood makes you more likely to get angry. And you may take your anger out on an innocent bystander.
- Again, the simple fact of the matter is that the display of your anger is a choice that you alone make.
- Putting the blame on someone else for any reason is like saying, *“I can’t help it; it’s not my fault, it’s your fault! You have all of the control over my behavior.”*

THE EXAGGERATION GAME

- Exaggerations or overgeneralizations are a form of distorted thinking.
- Obviously, statements like, “you always do this or that” or “you never do this or that” are false in the case that the opposite is true even one time in a million.
- This type of distorted thinking is always a method to hide or cover up the lack of control of your own behavior.
- Exaggerations are an expression of fear. By avoiding exaggerations, you reduce your fear and insecurity.
- Avoiding exaggerations can help you to see the situation, circumstance or person in a more realistic manner minimizing anxiety, fear and ultimately anger.

YOU MAKE ME ANGRY!

- Statements such as: “*if you wouldn’t do this or that, I wouldn’t get angry!*” not only places the blame on someone else, but it also depletes you of your self-power.
- It gives someone else all of the power over your emotions and behavior and essentially over you.
- Being unable to control your reactions to your emotions like anger, essentially means you are a slave to your emotions and not the master.
- The truth is that everyone has choices, and everyone is responsible for their own choices. Looking outside yourself for answers to your problems is tempting; but the answer is ALWAYS within you and under your control.

THE POWER STRUGGLE

- Everyone wants to be in control of themselves, but when you give control of your behavior to someone else, you create a power struggle.
- Statements like: “If you wouldn’t do—this or that—I wouldn’t get angry” create a power struggle.
- Anytime you use statements such as the one above, you are essentially giving up having control of yourself and instead are trying to control someone else.
- Trying to control external things is a NEVER-ENDING battle that you were never meant to fight. It is always a lose-lose situation because ultimately you lose control of yourself, and you lose sight of the fact that you never had control of the other person.
- Believe it or not, this is good news. This means that you can have more power and control over your anger than you probably realize. You are in total control of your thoughts and behavior and in total control of your own destiny.

Rate each statement as excellent or needs improvement to enhance awareness of your communication abilities.

COMMUNICATION ASSESSMENT					
WHILE COMMUNICATING...	Rate each statement from (5) excellent to (1)not good				
1. I am concise and to the point	5	4	3	2	1
2. I express myself clearly	5	4	3	2	1
3. I regulate the tone of my voice to convey precise meaning	5	4	3	2	1
4. I use appropriate body gestures and facial expressions	5	4	3	2	1
5. I am assertive and definite, rather than hesitant and apologetic	5	4	3	2	1
6. I summarize the key points for clarity	5	4	3	2	1
7. I am direct, I do not “beat around the bush.”	5	4	3	2	1
8. I am specific and give examples to make my points clear	5	4	3	2	1
9. I directly let others know when I do not understand them	5	4	3	2	1
10. I pause to ask others if they understand me.	5	4	3	2	1
11. I encourage others to participate in the discussion.	5	4	3	2	1
12. I listen while expressing interest	5	4	3	2	1

13. I don't get too emotional or aggressive when speaking	5	4	3	2	1
14. I do not react negatively to the feelings of others	5	4	3	2	1
15. I listen to understand rather than just waiting for my turn to speak	5	4	3	2	1
16. I avoid using slangs; I use simple language the listener will understand	5	4	3	2	1
17. I give equal respect to others as valuable communicators	5	4	3	2	1
18. I try to see the other person's point of view	5	4	3	2	1
19. I stay focused while communicating	5	4	3	2	1
20. I can tolerate silence well	5	4	3	2	1

NEXT: Give this assessment to your friends and family and have them fill it out with YOUR communication style in mind. This will help you enhance your awareness of how others view your communication abilities compared to how you view your communication.

- The communication assessment is designed to enhance awareness of your communication abilities.
- If your answers are all close to 5s (or excellent), then you are a very effective communicator. If your answers are lower, then work on your communication and take the assessment again at a later date.
- To gather more accurate information, let your family and friends rate your communication skills (and vice versa) to get feedback from others who know you about your communication skills.

THE ACTIVE LISTENING ACTIVITY

- The Active Listening game is a role-playing activity designed to enhance your active listening skills. Practice this when you both are not angry. Ask a partner to *imagine* that he or she is very angry at you and follow the following guidelines:
- Direct Questioning: Start asking the reasons for your partner's anger in a calm manner.
- *Your partner now answers you in a calm manner. Your partner may say, "I'm sorry but I'm too angry right now, your questions are important to me so I will give you an answer in 15 minutes."*
- Rationalizing: Try to understand your partner's feelings and the reasons for his or her behavior.
- *Your partner now discusses the way he or she feels using "I feel angry (or sad, frustrated, etc.) when..." statements.*
- Clarifying: Clarify your partner's responses by stating "So, you're saying you feel sad when..."
- *Your partner clarifies his or her feelings using "I" statements: "Yes, I feel sad when..."*
- Supporting: As much as possible try to support your partner's viewpoint. "I understand your feelings."
- *Your partner thanks you for any support that you offer for his feelings.*
- NOW SWITCH ROLES!

THE POWER OF THOUGHT

- **Your own thoughts form every emotion that you feel. Think about it... your thoughts**

form your opinions, they affect your decisions, they affect your relationships, and they even effect the way you view the world and they certainly affect the way you see yourself and others.

- How we evaluate and think about ourselves, other people, and events can have a major impact on our mood. For example, let's say you commonly have the thought, "I'm so frustrated with everything." Whenever this thought pops into your head, you will immediately feel frustrated. The reverse is also true. If you are feeling frustrated, you are likely to have more thoughts that are frustrating (which reinforces your mood).
- We all have negative thoughts from time to time (especially when we are experiencing stress!) It is important to learn how to cope with thoughts that cause anger and recognize faulty thinking patterns.
- Negative thinking is a vicious cycle. For example, an unpleasant event occurs, we think about it and feel upset. We then feel more upset and think about more unpleasantness and so on and so on...
- It is important to understand (and accept) that your thoughts create your reality—your negative thoughts **DO HAVE AN EFFECT ON YOU** regardless of whether or not there is evidence to support your thoughts and regardless of whom your negative thoughts are directed.
- If you are having negative thoughts about yourself, **YOU** are affected. If you are having negative thoughts about another person **YOU** are affected

CAN I CONTROL MY OWN EMOTIONS?

- Yes and no... While you cannot control negative feelings, you are not powerless over your emotions!
- You can control your thoughts and your actions which have a direct influence over your emotions.
- So, by controlling your thoughts and behavior, you can control your negative emotions.
- **YOU ARE POWERFUL!** You have unlimited power over your emotions, I promise! Let me explain:
- *While you may not be able to control the feelings of emotions, you CAN control the way you act on emotions.*
- *The way you act on your emotions or feelings will enhance the emotion or feeling.*

THE TRUTH ABOUT EMOTIONS

- Emotions (like anger, jealousy, fear, etc.) just come into your mind without your permission and you feel them. It just happens.
- Okay, this is where it gets complicated.
- The truth is that the behavior you choose to deal with your emotions will either make the emotion stronger or weaker.
- If you choose to react to your angry emotions by throwing temper tantrums, your anger will keep getting stronger and it will be more and more difficult to control.
- If you choose to react in a calm manner (it might be very difficult at first), your anger will grow weaker, and it will be easier to control in the long run.

THE SECRET ABOUT EMOTIONS

- There is a fascinating connection between emotions and behavior in the human brain.

- Any emotion that you consistently act upon will become stronger.
- So, acting on negative emotions by indulging in negative self-talk (or beating up on yourself) will enhance feelings of helplessness and powerlessness. It's like a workout for that negative emotion that you are feeling.
- And what happens when you work out? You get stronger!
- It's the same with emotion; if you exercise your negative emotions, they will get stronger.
- And if you do not exercise your negative emotions and stay calm, it will grow weaker.
- When your negative emotions grow weaker, you take control!
- Negative emotions when indulged and exercised can be very powerful. Anger, for example, has ended relationships, broken hearts and has even caused wars!
- Negative emotions are the dominant emotion behind ALL PROBLEM BEHAVIOR
- You can learn to take control of your emotions and express your emotions without hurting yourself or others.
- It takes work, but the more you practice controlling your negative emotions, the easier it will become.
- Managing your negative emotions can help you regain your personal power, improve your relationships and lead to a healthier, more satisfying life.

NEGATIVE EMOTION: STOP THINK AND ACT

- *STOP*- Recognize when you are getting angry/sad/frustrated and announce that you need a few minutes to cool down. "Hey, I'm getting really frustrated about this, I need a few..." Then leave the situation.
- *THINK*- Leave the situation and take all of the time you need to cool down. Breathe deeply, look up at the sky and calm your body down.
- *ACT*- Go back when you cool down and talk. Understand that you and only you are responsible for your own happiness. Understand that everyone has a right to act and behave to enhance their own happiness (whatever that may be) ...INCLUDING YOU!

WHAT CAN I DO ABOUT NEGATIVE THOUGHTS?

- Ask yourself the following questions about your thoughts:
- *What evidence do I have for this thought? What evidence do I have against this thought? Are there times when this thought hasn't been true?*
- *Do I have this kind of thought when I am feeling OK as opposed to feeling sad, angry, or anxious?*
- *What would I tell someone else who was having this kind of thought?*
- *Is it possible that I am having this thought just out of habit? What might be an alternative explanation?*
- Asking yourself these types of questions can help break the habit of unhealthy thinking, improving your mood.
- When you notice that you are having an unhealthy thought, simply view the thought as just a thought and nothing else. It is just something your mind does when you are feeling a certain

way or faced with a certain situation. It is a habit and not an indication of the truth.

- Take a step back from your thoughts; diminish their power over your mood AND think of the best positive memory you can remember.

POSITIVE THINKING AND BEHAVIOR

- Your thoughts are powerful, in fact it is your thoughts that create your life! And it is your thoughts that guide and direct your life creating your destiny. It works like this:
- *Your thoughts affect your feelings, which affects your emotional state, which affects your focus, which affects your viewpoint, which affects your judgment, which affects your decisions, which affects your behavior which affects your direction in life which ultimately affects YOUR DESTINY!*
- Often, thoughts simply occur out of habit (that is, because we have had similar thoughts in the past), and not because they are actually reflecting any truth.
- For example, the thought, "I always get in trouble," it is highly unlikely that you are always getting in trouble, even if you experience multiple episodes of getting in trouble.
- Even though a thought may *feel* true, in reality, it is not. Believing that it is, however, can negatively impact your behavior, putting you at risk for more of the same trouble or worse. Therefore, it is important to learn how to identify unhealthy thought patterns and behaviors and address them before they affect your behavior and decisions.

5 Steps to a Happy Life and a Positive Attitude

Step 1: Believe Happiness is a Choice-

I used to blame this on all kinds of outside forces — fate, experiences, parents, relationships — but never really stopped to think that I could *choose* to be happy.

Step 2: Rid Your Life of Negativity-

If you want to live a positive, joyful and happy life, you cannot — absolutely CANNOT — be surrounded by negative people who are not encouraging your happiness!

Step 3: Look for the Positive in Life-

There is the positive aspect in everything. In every person, in every situation, there is something good. Most of the time it is not all that obvious. We have to look, and sometimes we have to look hard.

Step 4: Reinforce Positivity in Yourself-

Once you start thinking more positively and adapt to a more positive attitude, you will realize you have to reinforce these thoughts and behaviors to yourself so they stick. As with any sort of training, practice makes perfect, and, yes, you can practice being positive.

Step 5: Share Happiness with Others-

Not only do you need to be positive with yourself for this new *positive attitude* to really take effect, you also need to be positive with others. You have to share your wealth of positivity with the world.

The Steps to Positive Thinking and to Creating a More Positive Life

- A desire to change where you are in life.
- Believing in happiness is a choice.
- Rid your life of negativity!
- Share happiness with others.
- Become a cheerful giver.

WHAT IS A CHAIN ANALYSIS?

- A chain analysis is a technique designed to help a person understand the function of a particular problem behavior. During a chain analysis of a particular problem behavior (for example, shoplifting or stealing), a person tries to uncover all the factors that led up to that behavior.
- In other words, a person tries to discover all the links in the chain that ultimately resulted in the problem behavior.
- For example, a person may identify the situation he was in, the thoughts he was experiencing, the feelings he was having just prior to engaging in that behavior or what was going on in his or her life when the behavior started.
- In doing so, a person can increase his awareness of all the factors that may put him at risk for a problem behavior. This way, a person has the better ability to intervene early on to prevent that behavior in the future.

WHO SHOULD DO A CHAIN ANALYSIS?

- It can be important for a person with a compulsion to shoplift to learn how to do a chain analysis. People who shoplift are dealing with a problem behavior and it is important to recognize that these problem behaviors develop for a reason. They serve some kind of function, often times helping someone avoid, escape or deal with stress or distress.
- A chain analysis can help you identify *why* you are engaging in certain problem behaviors. It will help you figure out all the things that can contribute to a problem behavior and give you insight into how to change the problem behavior.
- After you go through the chain analysis, come up with different coping strategies that you could use at each stage. In addition to identifying the function a problem behavior serves, it is also incredibly important to figure out how to "break the chain" through the use of healthier coping strategies.

USING A CHAIN ANALYSIS TO CHANGE BEHAVIOR

1. The first step is to identify the behavior that you want to change. For example, you want to stop shoplifting because that is the behavior that is causing problems for you in your life.
2. Next, think about what happened prior to you engaging in the problem behavior. What was going on in your life when the behavior started? Was there a death in the family? Family problems? Divorce? Basically, you want to identify the event or situation that served as the starting point for your problem behavior.
3. Now, identify what kinds of thoughts were brought up by the situation or event you came up with in Step 2. How did you evaluate the situation or yourself in that situation? Did you engage in catastrophic or all-or-none thinking?

4. Think about what emotions you were having as a result of that situation. List as many emotions as you possibly can, such as fear, sadness, boredom, anger, shame, guilt, embarrassment, or dread.
5. Pay attention to what you feel in your body. Try to recognize and label all the sensations that came up. For example, did you experience shortness of breath? Muscle tension? An increased heart rate? Think about how your body reacted to the situation you identified in Step 2.
6. Next, list off what your thoughts, emotions, and bodily sensations made you want to do. That is, did they make you want to escape the situation or do something to make those feelings stop? Did you feel a need or desire to engage in your problem behavior?
7. Finally, think about the consequences of engaging in your problem behavior. Did you feel better afterwards? Did you feel disappointed in yourself? Ashamed? Try to list off as many consequences (both positive and negative) as you can.

6 POWERFUL TIPS AND TECHNIQUES TO MANAGE YOUR EMOTIONS AND BEHAVIOR

- These techniques may seem foreign and even uncomfortable at first, but give them a try and I promise, in time you will see a difference!
- The benefit to you will be a new feeling of relaxation so you can start enjoying your life and the people in it.
- Also, remember, you are not alone!
- Negative emotions are a tough beast to tame for EVERYONE!

EMOTION MANAGEMENT TIP #1-

- **Explore the Real Reason for Your negative emotion and decide if it is really worth it.**
 - Ask yourself this question: “I’m angry right now, but will this matter to me in 5 years?” If your answer is no, then getting angry is just not worth it.
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EMOTION MANAGEMENT TIP #2-

- **Get in the habit of not judging anyone.**
- When we judge things as good, bad, right or wrong, we spend a lot of mental energy working ourselves up into a frenzy.
- So...it is much easier and much more relaxing to accept situations, circumstances and the behavior of others as outside events that we just observe.
- Avoid judging situations and events as good, bad, fair and unfair and simply accept all situations or circumstances as they are.

EMOTION MANAGEMENT TIP #3-

- **You can have expectations on circumstances and goals that you are working towards, but not on people. You cannot control people and their behaviors.**
- When you have expectations, you are expecting something specific to happen. You believe that this result will be best for you. Having a coach or mentor in your life can help you figure out realistic goals.
- When something you expect to happen does not happen, you feel frustrated, and you cannot be happy and frustrated at the same time. However, your frustrations can lead to learning how to accomplish the task! Talk to your coach or mentor to see how you can accomplish your goals. There may be an angle you did not consider!
- Remember that your life is a work in progress, your experiences are designed for you to grow and develop. Failure is the basis for success! You can learn from your mistakes and succeed!

EMOTION MANAGEMENT TIP #4-

- **As soon as you find yourself starting to get angry, take a time out.**
- I know what you're thinking: That's too simplistic; that's what parents use for kids! But believe it or not, it really works.
- As you know, anger is a powerful feeling. The key to controlling such a powerful emotion is recognizing it as soon as it creeps in.
- Learn to recognize your own personal feelings of anger, and as soon as you begin to feel angry, take time out-remove yourself from the situation.

EMOTION MANAGEMENT TIP #5-

- **Maintain your personal power.**
- You are powerful and capable of controlling your behavior.
- Never blame your anger on others.
- Be aware of "bad moods" and keep your guard up to maintain control of your behavior.
- Practice remaining calm when you feel angry, remove yourself from the situation, take a break, distract yourself with humor and I promise, with time, it will get easier!

EMOTION MANAGEMENT TIP #6

- **Anger management is a journey of change!**
- Your anger did not grow overnight. It will take time to change. At first it will be very difficult, but it WILL get easier.
- Remember that every day is an opportunity to start fresh. Any small changes are successes, and any setbacks are opportunities to learn and tweak your techniques.

EXAM REVIEW

- YOU HAVE THE POWER TO CONTROL YOUR BEHAVIOR

EMOTION MANAGEMENT ASSESSMENT

Respond to the following questions honestly. Provide feedback as to the management of your own anger.

1. How do I know when I'm angry?

2. How do I feel inside when I'm angry?

3. What actions do I take regarding my anger? (Regarding behavior)

4. The last time I got angry, what happened?

5. What are the reasons I usually become angry?

6. What problems have been caused by my anger?

Answering questions about your angry behavior will give you insight into situations that make you angry. Identifying the situations, circumstances and the consequence of your anger is the first step toward changing your reaction to angry feelings.

EMOTION MANAGEMENT GOALS

Identify ways to deal with your anger more productively. *Break the situation down into steps. Examine each step...* Analyze your goals and desired expectations.

1. Identify a situation in which you have expressed anger inappropriately.

2. Situation: Describe the situation...

3. Goals/Expectations: Describe your ideal self in regards to the situation (or how you would have liked to react) ...

4. Steps in the event: Now describe the situation in each step.

5. Describe any benefits that this anger produced.

6. Did the anger cost you anything or cause any harm?

7. Did you experience regret due to your actions? Why?

8. What would you do differently?

9. What prevented you from doing things differently then?

10. How can you overcome these barriers in the future?

CONGRATULATIONS, YOU HAVE COMPLETED PETIT LARCENY/ THEFT PREVENTION/ SHOPLIFTING AWARENESS

“All suffering is caused by ignorance. People inflict pain on others in the selfish pursuit of their own happiness or satisfaction”—Dalai Lama

- Please remember: Change is an inevitable process of life. You do not have to force yourself to practice the concepts in this course. Simply being aware of and understanding the concepts will create small changes in your life.
- **Every day** is a new day. **Every day** is a new opportunity.
- Educating yourself is the key to a healthier, more satisfying life.

We wish you the very best,

gisela bryant

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