

Overcoming Stress, Worry and Low Mood Course

Participant Workbook

Workshop 6



The aims of this workshop are:

- To promote an awareness of the importance of assertiveness in stress and mood management
- To discuss some assertiveness skills
- To enable individuals to say 'No' effectively
- Discuss methods for recognising and preventing relapse
- Plan for the future
- To evaluate individual progress
- To evaluate the course
- Goodbyes

ASSERTIVENESS

You may wonder why we have included this session on expressing feelings and behaving more assertively as part of a stress and mood management course. In fact, there is often a strong relationship between feeling stressed and the repression of the more difficult emotions like anger, sadness, guilt, fear etc. For some people stress levels tend to go 'up' the more emotions are pushed 'down'.

People often fail to get what they need, either because they do not recognise their own needs, they are unable to ask for what they want, or they ask too aggressively and antagonise or intimidate other people.

Being assertive means being able to state your needs and feelings clearly and openly, but not at the expense of the rights and feelings of others. Being assertive, therefore, does not mean that you need to be aggressive. Nor does being assertive mean that you necessarily get what you want all the time. It does mean that you can negotiate effectively and are able to state your point of view.

In order to understand the subject of assertiveness it is helpful to recognise that we all sometimes swing from being submissive to aggressive in our dealings with others. Ideally when you are truly assertive you are speaking from a position of equality. You recognise and respect your own needs and views as being equal to other peoples and vice versa.

If you are submissive, and your attitude to your own needs is that they are less important than those of other people, you are unlikely to respect yourself as much as you respect other people and could start to feel bad about yourself.

When you are aggressive the opposite is true. You are out to meet your own needs at the expense of others and you do not respect other people's needs or rights.

ARE YOU ASSERTIVE?

Are you the sort of person who does not say when another person has upset you?
Do you avoid saying that you feel angry/sad/hurt at a particular event or situation?
Do you avoid "owning" and "expressing" your feelings?

If you have answered "yes" to these questions then it may be relevant for you to consider developing **assertiveness skills**.

ASSERTIVENESS SKILLS

There are three simple steps to assertiveness. It is important that individuals learning to be assertive understand and practice all three.

Step 1 involves actively listening to what is being said, then showing the other person that you have both heard and understood. (This does not mean that you necessarily have to agree with them). This makes you focus on the other person and not to use the time they are talking to build up your defence or

attack. By really listening you are able to demonstrate some understanding and empathy for their situation or point of view, even if you do not wholly agree with it.

Step 2 involves saying what you THINK and/or what you FEEL. This enables you to recognise and to directly state your thoughts or feelings without insistence or apology.

The word HOWEVER is a good linking word between step 1 and step 2. BUT tends to contradict your first statement, and may not be helpful. Therefore it is worth thinking of a number of assertive phrases like: on the other hand, nonetheless, in addition, even so, nevertheless, alternatively etc.

Step 3 involves stating what you would like to happen. This is essential, it allows you to indicate in a clear and straightforward way what action or outcome you would like. If your needs are not known they will not be taken into consideration in any negotiations, as people cannot be expected to know what you want unless you tell them.

Assertiveness does not mean that you will always get everything you want. It does mean you can ask for what you want and state what you think and feel. It also means that you recognise your own needs and rights as being important, but at the same time you respect the needs and rights of other people as equally important. In cases where there is disagreement you can negotiate.

UNDERSTANDING YOUR BEHAVIOUR

In order to learn to be more assertive we need to understand our underlying thoughts and beliefs which determine our existing patterns of behaviour.

Reasons why we may be unassertive include:

1. We feel anxious about possible negative consequences of being assertive.
For example we may think that.
 - The other person may get angry
 - They will not love us
 - They will think we are selfish
2. We have been rewarded for unassertive behaviour – praised for being agreeable or accommodating.
3. We may not have learnt assertive skills.
4. We mistake unassertive behaviour for politeness.
5. We are unaware of, or fail to accept, our personal rights.
6. We have made a hidden assumption – if I am nice to others, they will be nice to me.
7. Cultural conditioning may play a large part in how we behave.

What are the consequences of being unassertive?

1. We escape anxiety and conflict in the short term.
2. In the long term we can lose self respect and the respect of others. This can lead to low mood.
3. We have a sense of hurt whenever our assumptions are not met by others.
4. Suppression of feelings like anger, frustration and humiliation result in physical tension and stress, because we may not have learnt how to express these feelings in a positive or creative way.

Some reasons why we may be aggressive include:

1. This is the only effective way we know how to cope with our feelings of vulnerability and powerlessness.
2. We fear appearing weak.
3. To feel safe we need to control others.
4. It seems to work in getting what we want.
5. Unassertive behaviour builds up tension and we explode in aggression.

What are the consequences of being aggressive?

1. Our needs are met short term.
2. Our sense of power controls our fears.
3. Long term we lose or fail to establish close relationships.
4. Our aggression does not guarantee control. Sometimes we have to be vigilant against indirect attack from others.

Why would we choose to be assertive?

Because the negative consequences of not being assertive make the effort and risk worthwhile.

What are the consequences of being assertive?

1. We maintain our integrity and increase self respect and the respect of others.
2. Our personal relationships are more authentic and satisfying when others are confident of our honesty.
3. Others know where they stand with us when we let them know our opinions, feelings and needs.
4. We increase control over our own life by making our own choices.
5. We strengthen our own judgement when we act on it, allowing us to be independent of the judgement of others.

BODY LANGUAGE

When we communicate with others we do so both verbally and non-verbally. It is estimated that about 75% of the messages we give are conveyed non-verbally. So when we want to be assertive we need to deliver the message assertively not only with the words we choose but also in an assertive manner via our body language.

When considering body language or non verbal communication we need to consider such things as our posture, the gestures we use, our facial expression and eye contact, as all these give strong signals to others and will indicate whether we are submissive, aggressive or assertive. Listed below is some of the non-verbal body language that could be used when we are aggressive, submissive and assertive.

Aggressive

Submissive

Assertive

Content of speech

Demanding, blaming, makes threats, firmly stating own point of view as the right one. Attacking, giving orders when not appropriate. Deciding for others. Being pushy, trying to force others to do things.

Repeating "I'm sorry" and "I'm afraid". Waffling, avoiding the point. Backing down frequently and putting oneself down. Complaining behind the scenes. Not saying what you want. Going along with others to keep the peace or to be liked. Agreeing to do things you don't want without negotiating (then being resentful).

Honest, open to the point, saying no when you need, giving praise and criticism. Stating what you want clearly, gently and firmly, recognises own rights and those of others. Standing up for yourself and those dependent on you.

Eye Contact

Glaring, staring, hard gaze. Looking down from a height.

Avoiding eye contact. Looking up from a lower position.

Gentle, direct, relaxed gaze. Being at the same eye level whenever possible.

Posture

Solid stance, perhaps hips, feet apart. Moving uncomfortably close to emphasise points. Trying to get physically higher.

Round-shouldered, head down, chest cramped, slumped, staying at a lower level, (sitting with the other person standing).

Relaxed, upright, balanced facing the other person directly at a distance acceptable to the other's cultural background.

Aggressive

Submissive

Assertive

Gestures

Pointing, waving, poking with finger. Clenched fist. Sharp flicks of the wrist. Hand crunching handshakes. Hard slaps on the back.

Nervous fiddling. Generally hands/arms turned in on self.

Balanced, open, relaxed gestures to emphasise points.

Facial Expression

Tense, clenched teeth, frown. Superior, indignant or angry expression.

Nervous smile. Apologetic, down in the mouth or blank look.

Relaxed, open, firm and pleasant.

Timing

Interrupting, leaving no time for others to have their say. Incessant chatter while bulldozing

Hesitating, leaving lots of gaps where others can butt in, waffling for a long time or keeping quiet.

Concisely putting own point of view and allowing others to have their say.

Voice tone, volume etc.

Loud, sharp, firm. and threatening.

Quiet, strained and childlike.

Low pitched, relaxed, Firm, with medium Volume.

Consequences

Interpersonal conflict, guilt, poor self image, frustration, stress, lost opportunities, loneliness, feeling of being out of control, dislike of others, isolation. (Many of these apply to the aggressor and recipient).

Interpersonal conflict, depression, helplessness, poor self-image hurting self, lost opportunities stress, feeling out of control, dislike of self/others, Loneliness and isolation, anger with self.

Solves problems, good feelings about self and others satisfaction, self respect, creation of opportunities, calm, relaxed, sense of being in control, confidence.

SAYING NO TO AN UNREASONABLE REQUEST

Before Saying No

- Make sure you know the facts – ask questions
- Take time – you do not have to respond at once
- Listen to your gut response

Saying No

- Make the message clear – use the word “no”
- Use “I” statements
- Keep it short
- Use assertive body language

Explaining

- You do not always need to explain. Sometimes you may feel it is necessary, but avoid making it sound submissive.

Apologies

- Be assertive in your own way; if saying sorry helps you to say “no” then do it – but do not overdo it and become submissive.

Showing concern

- If you feel the other person may be upset or hurt, show your concern – but beware of the manipulator.

Alternatives

- Suggest another time or solution if this suits you.

Persisting

- Stick to it – you may have to repeat yourself
- Show that you have *listened, heard and understood* the other person’s point of view.

Say “Yes”

- Having considered all the factors, you may decide you *want* to say yes. If this is really what you want to do then do it.

SAYING NO

Most of us have difficulty saying “no” to people. It’s great when people are obliging towards each other, saying yes to a request and meaning it. But there is a price to pay for saying yes when we really mean no. Apart from the practical issues of time management and/or creating more work for yourself, the big price of not saying no is reduced self-worth and feelings of stress, unhappiness and/or anger and resentment. Remember, respecting both your own rights and needs and those of other people will help you to say in control and make the right choices for you.

Why saying No is so difficult

We are conditioned to consider other people. Even as children we were told “Don’t say no to me”, which made us feel guilty or bad. “No” can subconsciously fill us with guilt, dread and foreboding. It is a natural human disposition to please others rather than disappoint them. Remember the feelings caused by saying “no” as a child are not necessarily still relevant to you now. As an adult you can rationally decide whether ‘yes’ or ‘no’ is an appropriate response to a request from your colleague, your friend, a member of your family or a neighbour.

How to say No

Remind yourself every now and then that:

- You have the right to say no, without feeling guilty.
- It is also OK for other people to say no to you.
- Saying yes when you mean no may reduce your feelings of self-worth.
- It’s better to say no at the start rather than let somebody down later.
- Saying yes to extra work or obligations can cause you stress.
- Taking on too much might lower your standard of work or mean that the important people in your life don’t get their due attention.
- It might not be as disappointing for the other person to get a ‘no’ response as you imagine.
- Being respected and respecting yourself is more important than being liked all the time.

The process:

- Try saying no in a casual or impersonal situation where you usually just drift into a yes.
- If your immediate response is no, hang on to this before being nice takes over - remember what the cost of saying yes might be.
- Be firm but polite.
- Give a reason for your no response if you feel it’s appropriate, not as an excuse. In the long run it is more respectful to give an honest reply.
- If you need time to think say “I’ll get back to you later” and make sure that you do.
- Ask for more information. “How long will it take? Is there anyone else who could do this for you?”
- Use body language and your voice to show in saying no you are not being hostile, and to demonstrate that you mean what you say and are not going to be manipulated.
- Stay calm and relaxed – drop your shoulders and breathe deeply so that your voice and pace remains assertive, not aggressive or submissive.
- Think it through – by listening to the other person you might actually realise that you want to say yes after all. Don’t be manipulated, but it is perfectly all right to change your mind if you are doing so out of choice.

Like most things, saying no becomes easier with practice. Learning to say no in an assertive and non-aggressive manner helps to ensure that your stress levels remain manageable and that you respect yourself enough to know what your limits are.

Taken from Perfect Assertiveness: All you need to know to get it right the first time. By Jan Ferguson. Random House Business Books, 1996.

How to maintain recovery

Most of us get through our problems in a series of ups and downs. You can think you are on the road to recovery and then a setback occurs which can make you feel discouraged. However do, remember that set-backs are to be expected. It is important that you don't see every setback or disappointment as a failure – this will take away your confidence. Instead, look on a setback as an opportunity to learn.

If you are worried about getting out of control, or about depression or anxiety recurring, you might like to try the mood chart in Section 2 of the workbook, to keep track of your feelings, thoughts and behaviour or fill in your thoughts diary again for a week or two. These may help you to notice anxious or negative thought patterns as soon as they begin, so you can start using your self-help strategies.

The example of a mood chart gives you some ideas – but only you will know what to put on these lists that will be relevant to you. Therefore, a blank chart has been included to give you an opportunity to make your own individual mood chart. It is suggested to use the mood chart once a week to monitor your progress and assist in preventing a relapse. A positive checklist is also included on the mood chart to rate your level of belief about positive thoughts you feel on any given day. For example, if you included 'I like myself' on the chart you would score yourself 0 if you did not believe it to be true score yourself 5.

Fill in your own mood chart in Section 2 of the workbook, identifying your own feelings, thoughts, behaviours and positive item checklists. Then rating them over the week

For an example of a mood chart see below.

	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Feelings I am aware of:							
SAD	0	3	4	5	2	2	0
LONLY	0	2	5	5	3	1	0
Thoughts that bother me:							
NOBODY LIKES ME	0	2	5	5	3	1	0
I CANT COPE	0	3	4	5	2	2	0
Unhelpful behaviour:							
I'M TRYING TO DO TOO MUCH AT ONCE	0	3	5	5	2	2	0
I'M AVOIDING PEOPLE	0	2	4	5	3	1	0
Positive checklist							
I AM COPING WITH LIFE	5	2	1	0	3	4	5
I AM IN CONTROL OF MY THOUGHTS AND FEELINGS	5	3	1	0	2	3	5

You can complete your own mood chart in Section B of this workbook

Preventing setbacks

If you think you may be starting to relapse, ask yourself the following questions:

What caused you to feel increased anxiety or depression? If you experience anxiety or a drop in your mood, take a few minutes of quiet reflection to try and pinpoint the trigger for the anxiety or depression. You may be feeling under the weather, or be worried about work or a relationship, you may have withdrawn from people around you – any new stresses could cause you to have increased anxiety symptoms or to withdraw and have a reduction in your mood.

Look at your lifestyle: Is your lifestyle healthy? Are you getting enough exercise, are you smoking too much, or drinking too much tea, coffee or other stimulants? Alcohol can also increase the symptoms of anxiety and depression. Keep taking time each day to practice your relaxation and breathing techniques. If your coping strategies are rusty, you won't be able to deal with a setback as well.

Take your time: Don't try to take on too much all at once; you may be trying to take too big a step, or move on without adequate preparation. If you don't feel ready for a challenge, then don't take it unless it is essential. If you do feel ready, be sure that you are well equipped with coping strategies.

Don't worry: Just because you may experience a setback, this doesn't mean that you will have a relapse of your anxiety or depression. Don't exaggerate the problem – look on it as a learning experience.

Negative Emotions

Negative emotions, such as sadness, grief, anger, boredom, loneliness, disappointment and frustration can make us more vulnerable to relapse. When we feel these things we tend to avoid difficult or stressful situations, which could make these situations worse.

We can tackle this by recognising and anticipating negative emotions before they start to affect our behaviour. They may be connected to negative thinking, or any number of life stresses such as arguments with a friend or a partner, or money worries.

Coping with setbacks

You probably experienced the occasional setback while you were practicing your coping strategies, when it became more difficult to face your fears and your anxiety temporarily increased. There may also be times in the future when you find it more difficult to face your fears.

What to do when a setback occurs

1. Don't assume you will end up back at square one. This is just a temporary failure to manage a situation that you have managed before. You are in a better position now because you have learnt new ways of coping.
2. Restrict the setback – don't let it spread to similar situations and don't assume it will automatically spread or happen again.
3. Remember your coping strategies. Think about the ways you have learnt to cope and what has worked best for you. Practice your coping strategies in a non-stressful situation or at times when you are feeling quite positive and confident.
4. Enter the setback situation. Go back to the setback situation as soon as possible and try to notice the very first signs of anxiety or depression coming on. As soon as you notice this, apply your coping strategies such as relaxed breathing or thought challenging.
5. Stay there until your anxiety has reduced. If you leave too soon it will only reinforce your fear.
6. If it doesn't work – try a slightly easier situation. Try 'graded practice' where situations are approached gradually.
7. If it does work – go back to the setback situation a few times, using your coping strategies to control your anxiety or low mood. Once you have managed your anxiety or low mood successfully a few times the situation should no longer be a problem.

Positive Risks

A good way to prevent relapse is to take positive risks. This means putting yourself in stressful or new situations. Entering feared situations and coping successfully leads to positive outcomes – you will feel good about yourself, your confidence will increase and you will have a better quality of life in the long term. Keep using your coping techniques to deal with everyday problems and you will be more confident that you are able to cope with difficult situations and that you can enjoy things that you haven't done for a while.

TIPS TO REMEMBER

- ✓ Always remember that anxiety is a normal human emotion that will not harm you.
- ✓ Don't try to fight your fear or run away. If you wait, your fear will pass. Use it as an opportunity to use your relaxation and breathing exercises.
- ✓ Don't avoid situations that make you anxious. If you do you will never know how well you could cope, and you will start a vicious cycle of avoiding more and more things.
- ✓ Try all of the coping strategies at first. No two people experience anxiety in the same way, so you must develop a program that is right for you.
- ✓ Learn the difference between being tense and relaxed. The easiest way of doing this is to simply tense one set of muscles – for example the arms or legs – then quickly let them go limp. Dwell on the contrast.
- ✓ Don't try to push yourself. Set a pace and programme that is right for you and stick to it.
- ✓ Arm yourself with different ways of distracting yourself and practice challenging your negative thoughts. With time, you should find it easier to use these strategies when you experience anxiety.
- ✓ Practice what you have learnt everyday.
- ✓ Plan for the future with problem solving and time management so that you are prepared for upcoming situations.
- ✓ Be easy on yourself. Don't be over critical of your weaknesses – instead focus on your strengths. In particular, while you are learning new skills, you should be patient with yourself. It may take time and practice, but the benefits will be worth it.

Exercise

Exercise is an important weapon in your fight against stress because exercise actually stimulates the bodies own 'feel-good' chemicals. This helps to reduce anxiety and depression naturally and is something you can be in control of.

Exercise helps in other ways as well:

- Increases confidence and self-esteem.
- It provides an outlet for tension and frustration.
- It helps us to relax and to sleep better.
- It helps to prevent physical illnesses such as heart disease and osteoporosis.
- It can also provide an opportunity to socialise or meet new people.

Getting active simply means doing more of the things you usually do, but more energetically. Taking extra time each day to exercise will soon build up your fitness as well as enhancing your mood.

It is important to choose a sport or exercise that you enjoy and to set realistic targets for yourself. You will only get discouraged if you dread doing it or have set too rigorous a goal. If you find difficulty in motivating yourself, try something that involves other people such as tennis, football or salsa or line-dancing.

There are many different guidelines for how often and for how long you should exercise. However in general 20 – 30 minutes 2 or 3 times a week is a good start and work towards half an hour each day of moderate exercise. This means pacing yourself so that you are moderately 'puffed' but not gasping for breath.

Points to bear in mind when you decide to increase your exercise:

- Remember to warm up for two or three minutes before starting to exercise by stretching and running on the spot. This will loosen your joints and increase your pulse rate so your heart and lungs are ready to increase circulation to your muscles.
- Build up slowly and do not over-exercise. Exercise within your comfort limits; if it hurts, stop (Let your breathing be your guide).
- If you feel excessively tired, stop and rest – you can always do it tomorrow.
- When you stop exercising, cool down gradually and stretch your major muscle groups to prevent stiffness.

We can help to defend ourselves against stress and build up our physical defences by improving our physical and mental fitness. A healthy body helps to maintain a healthy mind.

Diet

The food we eat can play an important part in the way we feel both physically and mentally. Too much sugar, tea, coffee or salt can cause tension and irritability. For general well-being the secret is a properly balanced diet.

Some tips on a sensible diet:

- Eat enough carbohydrate (rice, pasta, cereal or bread) to keep your energy levels high. If your energy level is low your mood is likely to be low as well.
- Avoid 'junk' foods and high-calorie, high-fat snacks.
- Eat plenty of vegetables, fruit and pulses (beans or lentils) as these contain essential fibre and nutrients.
- Choose low or no-fat varieties of dairy products, and cut back on the butter and cheese. However do not cut out dairy products altogether as they are a rich source of calcium for your bones, as is soya for vegetarians.
- Keep your intake of animal fats down.
- Include plenty of protein in your diet such as fish, chicken, lean meat and vegetable sources such as soya and pulses. Protein has a positive effect on mood.

Alcohol

Alcohol can be a source of pleasure and enjoyment, but drinking too much or at the wrong time can cause problems. The important thing is to know where the benefits end and the risks begin.

The following daily guide for men and women indicate how much you can drink without significant risk to health.

Men: Between 3 and 4 units a day or less

Women: Between 2 and 3 units a day or less

One unit is equivalent to half a pint of beer, lager or cider or a small glass of wine or a single pub measure of spirits.

These guidelines apply whether you drink every day, twice a week or only occasionally. They do not apply to young people who have not reached physical maturity.

Drinking too much can cause:

- Raised blood pressure and the risk of coronary heart disease and some kinds of stroke.
 - Liver damage and cancers of the mouth and throat.
 - Weight gain
 - Problems in pregnancy. Drinking too much can affect the baby's health and birth weight.
 - Psychological and emotional problems, including depression.
- Accidents – the effects of alcohol on co-ordination and reaction times make accidents more probable at home, work, driving and on holiday.

Sleep

Good sleep habits: The following simple checklist of good sleep habits may help.

Do's

Do go to bed and get up at a regular time.

Do have a bedtime routine and wind down before bedtime.

Do get up if you are worrying or are not asleep after 30 minutes and do something relaxing.

Do exercise regularly, but not in the late evening.

Do remember that sleep changes throughout our life cycle and that lack of sleep won't harm us.

Do make sure your bed and bedroom are comfortable, for example, noise, temperature, light, etc.

Do check whether any medicines you are taking may be affecting your sleep.

Don'ts

Don't worry about not getting enough sleep.

Don't lie in bed worrying about other problems.

Don't use your bed for things other than sleep.

Don't eat or drink caffeine close to bedtime, and cut down during the day.

Don't smoke close to bedtime.

Don't drink alcohol close to bedtime.

Don't go to bed until you feel sleepy.

Don't take naps during the day.

Don't stay in bed longer to catch up on lost sleep.

These techniques have been proven to help many people but take time and hard work. Good luck

Workbook Section 2

Mood chart

	<i>Mon</i>	<i>Tues</i>	<i>Wed</i>	<i>Thurs</i>	<i>Fri</i>	<i>Sat</i>	<i>Sun</i>
1. Feelings I am aware of							
2. Thoughts that bother me:							
3. Negative behaviour:							
4. Positive checklist:							

Rate each item on a scale of 0 – 5

For sections 1-3

0 = no problems

5 = could hardly be any worse

For section 4

0 = do not believe it

5 = believe it 100%

Wellbeing Kit

When you are feeling happy, it is a good time to notice how it feels to be well and what positive things you do to stay that way. Now that you have successfully completed this course, it is also a good time to think about preventing possible relapses or setbacks that might happen in the future:

Try answering the following questions:

1. What am I like when I am well? (e.g. calm, fun etc)

 2. What do I need to do to keep well? (e.g. phone a friend, walking etc)

 3. What gives life value? (e.g. dancing, creativity, spirituality, family etc)

 4. What do I need to keep doing to stay well? (e.g. drink less, take frequent leave etc)
- **Every Day** – what do I need to do? (e.g. sleep enough, eat well, exercise etc)

 - **Every Month/Year** – what do I need to do? (e.g. holiday, complete goals I set myself etc)

5. Triggers – what things set off a chain of negative thoughts/behaviour? (e.g. Problems at work, family conflict, physical illness etc)

6. Action Plan – What have you found that reduces the impact of your triggers and prevents things from spiralling downwards? (e.g. controlled breathing, friends, diary keeping etc)

7. Early warning signs – What changes in your own feelings, behaviour or thoughts indicate to you that things could spiral and cause you problems? (e.g. withdrawal, being mentally weary, jumping to negative conclusions etc)

8. What can you do when you notice these changes in yourself to make things better? What has worked in the past? (e.g. getting organised, problem solving, relaxation, challenging thoughts etc)

9. What can others do to help you (e.g. cuddles, take me for a walk, child care, giving some space etc)

Use your answers to these questions to form a plan to prevent and to minimise the impact of setbacks and relapses. If you identify ways that friends and family members could support then perhaps you could talk to them about your plan and what part they can play in keeping you at your best.

FUTURE ACTION PLAN

Things I still want to work on	Ways I can tackle my goals

Staying well can be assisted by setting appropriate and enjoyable challenges. Self-esteem and confidence are enhanced when these are tackled or achieved.

Further Reading and Helpful Contacts

BOOKS

1. "Overcoming Anxiety" by Helen Kennerley, Robinson Publishing, 1997. (Cost £7.99)
2. "Overcoming Anxiety" by Chris Williams. Hodder Arnold Publishers, 2003. Also available from the internet site: <http://www.calipso.co.uk> (Cost £15.00)
3. "Coping Successfully with Panic Attacks" by Shirley Ticket, 1992, Sheldon Press. (Cost £5.50)
4. "Overcoming Shyness & Social Anxiety" by Gillian Butler, 1999, Robinson Publishing. (Cost £7.99)
5. "Understanding Obsessions and Compulsions" by Frank Tallis, Sheldon Publishing, 1992 (Cost £ 6.99)
6. "How to stop worrying" by Frank Tallis, Sheldon Publishing, 1990 (Cost £ 6.99)
7. "Overcoming Depression" by Paul Gilbert, 2000, Robinson Publishing. (Cost £7.99)
8. "The Feeling Good Handbook: Using The New Mood Therapy in Everyday Life" by David Burns. Plume Book, 1990 (detailed information- how to balance your thinking) (Cost £12.99)
9. "Mind Over Mood: Cognitive Therapy Manual for Clients" Dennis Greenburger, & Christine Padesky, The Guildford Press. 1995 (Cost £15.95)
10. "Overcoming Depression" by Chris Williams. Hodder Arnold Publishers, 2003. Also available from the internet site: <http://www.calipso.co.uk> (Cost £15.00)
11. "Overcoming Irritability and Anger" by Will Davies, Robinson Publishing, 2000. (Cost £7.99)
12. "Managing your mind: the mental fitness guide" by Gillian Butler and Tony Hope.
13. "Overcoming Low Self-esteem" by Melanie Fennell, 1999, Robinson Publishing (Cost £7.99)

AUDIOTAPES

1. "Coping with Depression" available from **Talking Life**, PO Box 1, Wirral L47 7DD. Tel: 0151 632 0662. Fax: 0151 632 1206. (Info and self help)
2. "Coping with depression" available from **Relaxation for Living**, 29 Burwood Park Rd, Walton-on-Thames, Surrey, KT12 5LH. SAE only.

INFORMATION/SUPPORT/HELPLINES

National Phobics Society, Zion CHRC, 339 Stretford Road, Hulme Manchester. M15 4ZY.
Tel: 0870 122 2325. Web site for factual info www.phobics-society.org.uk

No Panic, Helpline: 0808 808 0545. 10am-10pm; Useful website for anxiety, phobias, obsessions and panic that enables you to order books, audiotapes, video's and written recovery programmes etc. www.nopanic.org.uk

First Steps to Freedom for people who suffer from phobias, obsessive compulsive disorder (excessive washing, checking, unwanted thoughts etc.), those with general anxiety and panic attacks. Practical help on how to overcome anxiety disorders, withdrawal from tranquillisers, panic attacks and obsessive compulsive disorder. Telephone self-help groups. One to one telephone counselling/befriending. and act sheets, self-help booklets, videos, audio tapes, books and audio self-help tapes. A confidential helpline every day from 10am to 2am the next day: Tel 0845 1202916. web site : www.first-steps.org

OCD Action- 22-24 Highbury Grove, Suite 107, London N5 2EA. Tel: 0845 390 6232. Support and information for people with obsessive compulsive disorder. Web site with basic facts www.ocdaction.org.uk

Depression Alliance (information only – no helpline -for those affected by depression and their carers) 212 Spitfire Studios, 63 - 71 Collier Street, London N1. Tel 0845 123 2320. Web site; www.depressionalliance.org

Fellowship of Depressives Anonymous, (information line, contact for a local self-help group) Box FDA, c/o Self-help Nottingham, Ormiston House, 32-36 Pelham Street, Nottingham, NG1 2EG. Tel 0870 774 4320. Web site: www.depressionanon.co.uk

Seasonal Affective Disorders Association

PO Box 989, Steyning, West Sussex, BN44 3HG. Tel 01903 814942 Web: www.sada.org.uk

SUPPORT GROUP

Triumph over Phobia (TOP U.K.) A support group run by lay people and the leaders are generally ex-phobics or ex-Obsessive-Compulsive Disorder sufferers. A structured self-treatment exposure programme is followed by group members, using *Living with Fear* as a self-help manual. The group meets weekly in a supportive environment.

For further information, or to enquire about local groups:

Triumph Over Phobia (TOP U.K.)

Tel: 0845 600 9601

PO Box 3760

Bath BA2 3WY

Web site www.triumphoverphobia.com.

CBT ONLINE PROGRAMMES (FREE)

www.moodgym.anu.edu.au

www.livinglifetotheull

PASSIVE

You Do

- Hope that you will get what you want
- Sit on feelings
- Rely on others to guess what you want

You Don't

- Ask for what you want
- Express your feelings
- Usually get what you want
- Upset anyone
- Get noticed

AGGRESSION

You Do

- Try to get what you want in any way that works
- Often give rise to bad feelings in others
- Threaten, cajole, manipulate, be sarcastic, fight

You Don't

- Respect that other people have a right to get their needs met
- Look for situations in which you both might be able to get what you want (win-win situation)

ASSERTION

You Do

- Have rights
- Ask for what you want
 - Directly and openly
 - Appropriately
 - Confidently, without undue anxiety

You Don't

- Violate other people's rights
- Expect other people to magically know what you want
- Freeze up with anxiety

OVERCOMING STRESS, ANXIETY AND LOW MOOD COURSE FEEDBACK FORM

Your feedback on the course enables us to make future courses more effective. We would therefore appreciate your constructive comments on aspects that have been done well and any that could be improved. Please indicate by ticking the boxes below that most accurately describes your feelings.

1. How much did you enjoy the course?

- Very enjoyable
- Most of the course was enjoyable
- Some of the course was enjoyable
- I did not enjoy the course

5 most enjoyable	least enjoyable
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2. Was the subject material and the level of the course appropriate to you?

- Was very good
- Was about right
- Only some of it was right
- On the whole it was poor

5 most appropriate	least appropriate
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3. How effective was the course in helping you understand and manage stress?

- Very effective
- Effective
- Some of it was effective
- None were effective

5 most effective	least effective
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4. How effective were the exercises in helping you learn?

- Very helpful
- Helpful
- Some of them were helpful
- None were helpful

5	most helpful	least helpful
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5. How useful were the handouts in helping you learn about stress and ways to manage stress?

- Very useful
- Useful
- Not very useful
- I did not find them helpful in any way

5	most useful	least useful
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6. How confident are you that you can apply the information given?

- I feel I will have no problem in applying the skills/information learnt
- I will be able to apply most of the skills/information learnt
- I will only be able to apply some of the skills/information learnt
- I feel I will be unable to apply any of the skills/information learnt

5	(please state the skills/information you will not be able to apply)
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Any other comments