

Student name: _____ Date: _____

MODULE 12

List techniques for maintaining self-control.

Objectives:

- A. Define self-control.**
- B. List and define self-control techniques.**
- C. List the four steps contained in a self-control plan.**

MODULE 12: INFORMATION SHEET

TO THE STUDENT: Read and study the following information sheet; then complete the student activities at the end of this module.

What is Self-Control?

Self-control is defined as "restraining one's actions or feelings of rage and anger or undesirable behavior." Many things in the work place can cause feelings of anger which may lead to a person's losing his/her self-control. For example, criticism, untruths, lack of sleep, personal conflict with someone, or just plain bad luck can cause you to lose your temper. Once we allow ourselves to become angry, our temper seems to control us. However, you can regulate and maintain your self-control by using the following methods:

1. Try to control your temper by bringing your positive traits into play. Personal characteristics such as patience, cheerfulness and sense of humor are very valuable in helping you to react properly.
2. Learn to "count to 10" before responding--Wait until you are in control of your negative emotions.
3. You must depersonalize the situation and not let things "get under your skin," or bother you.
4. Try to view the bright side of every situation.
5. Learn to laugh at yourself and your mistakes.

The above techniques may sound very simple, but in actuality, they are not easy to put into practice. Have patience and make a conscious effort to become a more well-adjusted employee. Try to learn something from the experience. Determine where your shortcomings lie and then try to improve yourself. Decide upon specific ways in which you need to change your behavior and then implement those changes. Self-control is based upon mental discipline and personal will power.

The Nature of Self-Control

All behavior is learned. The behavior that is shown in a given situation is influenced by that person's learning experiences in similar situations. Thus, your ability to control your temper is a learned response.

In order to achieve self-control, you need to learn new behaviors appropriate for the situation. It is possible to develop techniques to decrease undesirable behaviors.

Self-Control Techniques

The following techniques can be utilized to help develop appropriate behaviors:

1. Self Observation--In order to change a behavior, you must monitor yourself and collect information about your problem behavior. It is very helpful to keep a chart or a notebook and record the situation and results when your control is tested.
2. Reward Technique--Reward yourself when you exhibit the desired behavior. Make sure the reward is meaningful to you, is readily available to you, and provides a strong incentive for you to maintain self-control.
3. Punishment Technique--Penalize yourself each time you exhibit loss of control.
4. Extinction--Stop providing a reward for the desirable behavior. For example, if you lose your temper, don't pamper yourself after work to feel better. Directly face your incorrect response and deny yourself the pampering.
5. Alternate Behavior--Train yourself to turn to an alternate behavior when you are confronted with a problem where you would normally behave poorly.

6. Stimulus Control--Learn to recognize the stimulus which triggers your negative behavior. Then try an alternate behavior, as in step 5, each time the stimulus, appears. Also, use rewards or punishments as appropriate. Eventually this will help bring your behavior under control.

Planning Your Self-Control

You must develop a plan of action to achieve your goal of eliminating an undesirable action. The following steps will guide you in developing your own personal self-control plan.

1. Identify the undesirable behavior.
2. Begin self-observation--Chart the behavior and include the following information:
 - a. When does the behavior occur?
 - b. What are the circumstances surrounding the behavior?
 - c. What are the consequences that follow the behavior?
3. Use the self-control techniques previously listed.
4. Monitor your progress.

3. List the six self-control techniques described in the information sheet and give an example from your own experience.

a.

b.

c.

d.

e.

f.

4. Describe, in a complete paragraph, the four steps to planning your self-control.

Activity 3: Read the following Case Studies. Answer the question at the end of each case study with complete sentences.

1. You are employed in a shoe store at the mall. A customer enters the store. You have had past negative experiences with this customer in which you lost your temper and insulted the customer. You really don't want to wait on him, but you are the only clerk in the store. How will you handle the situation?

2. A co-worker constantly chatters during her work shift. She really gets on your nerves and you feel like telling her off. What can you do to handle this situation before you lose your temper?

3. During your shift at the car repair shop, you notice that everyone else is taking a break, leaving you with all the work. This is not the first time this has happened. To make matters worse, your co-workers usually take an extended break when the employer is not present. What can you do to handle this situation?

Activity 4: Answer the following questions:

1. On a separate sheet of paper, divide the paper into three columns. In the first column, make a list of four things that cause you to lose your self-control.
2. In column 2, describe your feelings in each instance when you lose your self-control.
3. In column 3, make a list of things you can do to avoid each these situations, or a list of things to do when you feel your control slipping.

MODULE 12: STANDARDS ADDRESSED IN THIS MODULE**Pennsylvania's Academic Standards for Career Education and Work****13.3.11. Career Retention (Keeping a Job)**

- A. Analyze work habits needed to advance within a career.

Pennsylvania's Academic Standards for Reading, Writing, Speaking and Listening (RWSL)**1.1.11. Learning to Read Independently**

- E. Establish a reading vocabulary by identifying and correctly using new words acquired through the study of their relationships to other words. Use a dictionary or related reference.

1.5.11. Quality of Writing

- A. Write with a sharp, distinct focus.
- Identify topic, task and audience.
 - Establish and maintain a single point of view.
- F. Edit writing using the conventions of language.
- Spell all words correctly.
 - Use capital letters correctly.
 - Punctuate correctly (periods, exclamation points, question marks, commas, quotation marks, apostrophes, colons, semicolons, parentheses, hyphens, brackets, ellipses).
 - Use nouns, pronouns, verbs, adjectives, adverbs, conjunctions, prepositions and interjections properly.
 - Use complete sentences (simple, compound, complex, declarative, interrogative, exclamatory and imperative).

Secretary's Commission on Achieving Necessary Skills (SCANS)**PERSONAL QUALITIES**

Self-Management: Assesses own knowledge, skills, and abilities accurately; sets well-defined and realistic personal goals; self-starter.