



EFFECTIVENESS OF NLP SWISS TECHNIQUE ON REDUCING ANGER AND ENHANCING PSYCHOLOGICAL WELL-BEING AMONG POLICE OFFICERS

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ABSTRACT:

The purpose of this research was to investigate the effectiveness of NLP Swiss technique on reducing anger and enhancing psychological well-being among police officers. The study adapted purposive sampling technique and quasi-experimental research with pre-test, post-test design. The total population included 75 middle aged police officers. Among them, 20 participants were selected who had met with inclusion and exclusion criteria and had high scores in anger level and low scores in psychological well-being. For data collection Clinical Anger Scale (Snell et al.,1995) and Ryff's Psychological Well-Being Scale (Ryff et al., 2007; adapted from Ryff, 1989) were used. Pre-test values of anger and psychological well-being were collected. The selected 20 participants were administered with NLP Swiss technique and then post-test data were collected. The collected data were significantly analysed by using standard statistical tools such as t-test, ANOVA, Pearson product movement correlation. The findings revealed that there were significant difference between pre-test and post-test of anger and psychological well-being which means that the NLP Swiss technique was effective in reducing anger levels and enhancing psychological well-being among police officers.

Keywords: NLP Swiss technique, anger, psychological well-being, police officers.

1. INTRODUCTION:

Anecdotal evidence from media and experience of police personnel reveal that they have to constantly provide remedial measures for a number of problems within the society. These problems range from traffic control to communal riots with a number of interspersed issues like robbery, dacoity, looting, arson, community demonstrations, individual and interpersonal problems, VIP securities, maintaining law and order, accident prevention and others. While personnel are earmarked under separate divisions of law and order, crime, traffic, armed forces, etc., a constant interchange to meet immediate needs is an accepted work practice. The day to day work and constant reallocation brings a policeman directly in contact with number of antisocial activities resulting in increased work burden. As these events occur at any time of the day/night, a policeman has to be constantly geared up to meet these challenges as per the directions from his superiors. The issue of handing over tasks down the hierarchal line puts. Pressure at every cadre, beginning from senior most officials to constabulary level.

Due to constant work pressure and responsibility, the police officers are exposed to various psychological conditions such as stress, anger, anxiety, irritation and etc. Out of these factors anger has an crucial role, as anger is an important emotion which could lead to severe distress and affect the psychological well-being of an individual.

1.1 Anger:

Human emotions are essential to our continued existence, but they can also do us a damage. Emotional trouble contributes immensely to the burden of human distress. Anger is one of the most essential emotions. Anger is usual though sometimes unwanted or unreasonable emotion that everybody experiences time to time. William DeFoore, an anger management writer, described anger as a pressure cooker, stating that "we can only suppress or apply pressure against our happy for so long before it erupts".

Anger refers to subjective feelings such as tension, irritation, and rage. Anger is observed in unfair situations in which the needs or rights of individuals are ignored. Anger is an alarm that tells us that something is wrong.

Stories, myths, and spiritual beliefs reveal the significant and influential role that anger has played in human life since the beginning of recorded history. Various philosophies of human personality, ethical conduct, and the search for insight in human behaviour have struggled to conclude the essentials of anger. It is primarily linked to our depiction of personal and societal order and disorder. Everyone experience varying level of anger from mild annoyance and irritation to rage. It is a rejoinder to a perceived risk to self, dearest, and nearest one, property, our self-image, or some part of our individuality.

Anger can occur when people don't feel well, feel rejected, feel threatened, or experience some loss. The type of pain does not matter; the important thing is that the pain experienced is unpleasant. Anger is a strong emotion (Busch, 2009) and never occurs in isolation but rather is necessarily preceded by feelings of pain, it is often characterized as a "second hand emotion" (Mills, 2005). A study has discussed that anger can be a helpful medium to get in touch with one's personal needs, thoughts and feelings (Lerner, & Lerner, 1985). Harburg, Blakelock, & Roeper (1979) reported that it is, in fact, possible to handle anger in a healthy way.

1.2 Psychological well-being:

Over the time, there has been many ways of referring to psychological well-being. But the point is that, psychological well-being is a core feature of mental health. Huppert defined "psychological well-being as the combination of feeling good and functioning effectively". It was also believed by researchers that well-being stems from individualistic perception of the world and its situations (Emerson, 1985). Psychological well-being is attained by achieving a state of balance affected by both challenging and rewarding life events.

TWO IMPORTANT INGREDIENTS:

- a. The subjective happy feelings brought on by something we enjoy.
- b. The feeling that what we are doing with our lives has some meaning and purpose.

1.2.1 Six factor model of psychological well-being:

A theory developed by Carol Ryff which determines six factors which contribute to an individual's psychological well-being, contentment, and happiness. Psychological well-being consists of:

1. self-acceptance
2. positive relationships with others
3. autonomy
4. environmental mastery
5. a feeling of purpose and meaning in life
6. personal growth and development.

1.3 Neuro Linguistic Programming (NLP):

- Neuro-linguistic programming (NLP) is a pseudoscientific approach to communication, personal development and psychotherapy, that first appeared in Richard Bandler and John Grinder's 1975 book *The Structure of Magic I*.
- NLP claims that there is a connection between neurological processes (neuro-), language (linguistic) and acquired behavioural patterns (programming), and that these can be changed to achieve specific goals in life.
- According to Bandler and Grinder, NLP can treat problems such as phobias, depression, tic disorders, psychosomatic illnesses, near-sightedness, allergy, the common cold, and learning disorders, often in a single session. They also claim that NLP can "model" the skills of exceptional people, allowing anyone to acquire them.
- NLP has 365 techniques, and so called as tool kit.
- Even though all humans are hardwired for fear and anger responses, this does not mean that you cannot learn how to moderate your responses. And this is just one of many areas where Neuro Linguistic Programming (NLP) excels.

1.3.1 NLP Swiss Technique:

The “Swish” may be one of the most popular NLP processes. It's used widely to create highly motivated states. An NLP Swish Pattern is the process of taking a behaviour or state and changing the submodalities to enhance a new behaviour or state, sometimes accompanied by a noise like “swwwwishhhh” at the time of changing them.

1.4 Background of the study:

Anger is completely normal, usually healthy human emotion. However, when it gets out of control, it can become destructive. Uncontrollable anger affects individual's health, work life, and interpersonal relations. Psychological well-being is the ability to cope with day to day stresses of life, work productivity, interact positively with others and realize our own potential. There are many studies which showed there is a correlation between anger and psychological well-being and an effective intervention enhances individuals psychological well-being and reduction in anger levels.

1.5 Purpose of the study:

The purpose of the study is to evaluate the effectiveness of NLP Swiss technique as a possible intervention to reduce anger levels and enhance psychological well-being among police officers.

1.6 Objectives of the study:

The following objectives were determined based on the problem:

- I. To assess the levels of anger and psychological well-being among police officers
- II. To examine the effectiveness of NLP technique on reducing anger and enhancing psychological well-being among police officers
- III. To compare pre-test and post-test

1.7 Hypothesis:

1. There will be significant difference in the level of anger and psychological well-being between pre-test and post-test of NLP Swiss technique.
2. NLP Swiss technique will be effective in reducing anger and enhancing psychological well-being.

2. REVIEW OF LITERATURE:

1. Kyoungsun Yun, Yang Sook Yoo (2021) conducted study on Effects of Anger Management Program for Nurses. The purpose of this study was to examine the effects of an anger management program on anger, job stress, psychological well-being, and heart rate variability in clinical nurses. A quasi-experimental study was conducted using a non-equivalent control group, pre-post test design with repeated measures. The participant included 43 nurses assigned to the experimental and controlled groups. Chi-square test, t-test, Fisher's exact test, and GEE (Generalized Estimating Equations) were used to analyse the data. The researchers found that anger management program for nurses effectively attenuated anger and job stress, improved psychological well-being, and regulated heart rate variability.
2. E Sadri Damirchi, S Bashorpoor, Sh Ramezani, Gh Karimanpour (2018) conducted effectiveness of resilience training on anger control and psychological well-being in impulsive students. The research was quasi-experimental and the design was pre-test, post-test with control group. The population included all female students with aggressive behaviour in 1394-1395 academic year in Kamyaran Shahid Ghafari high school among 30 students who had high scores in Barratt Impulsiveness Questionnaire were randomly selected and assigned into a control group (n=15) and an experimental group (n=15). For data collection, the Spielberger state-trait anger and Psychological Well-Being questionnaires were used. The result showed that resilience training can be effective in psychological well-being and anger control in students with impulsive behaviour.
3. Fatemeh Tabrizi, Atefeh Nezhadmohammad Nameghi (2017) conducted the study on Effectiveness of acceptance and commitment therapy (ACT) on psychological well-being and anger reduction among mothers with deaf children in Tehran. Thirty mothers of deaf children, who met the inclusion criteria, were randomly divided into control and experimental groups (15 women per group). Multidimensional Anger Inventory (MAI), and Ryff Scales of Psychological Well-being were the tools used. The study resulted that ACT affected the psychological well-being and anger reduction among mothers with deaf children.

4. M. Shokouhi Yekta, M. Rafi' Khah, N. Zamani, J. Pour Karimi (2014) conducted the study on The Impact of Anger Management Instruction on Mothers' Psychological Well Being. This study examined the impact of cognitive-behavioral anger management instruction on mothers' psychological well-being. This semi-experimental research had a single group pre-test, post-test design. The population of the study comprised all mothers residing in Tehran and the sample included 81 mothers who were selected via non-probability sampling. The participants were assigned to four groups and received identical instruction. The anger management training sessions were held for seven weeks and in each week the subjects had a two-hour training session. Ryff's psychological well-being scale (1989) was administered for both pre and post-tests. Results of dependent t-test showed that from among the components of psychological well-being scale, the changes observed in the mean of purposeful life and personal growth were statistically significant, whereas the changes in self-acceptance, positive relation with others, autonomy, and environmental mastery were not significant.
5. Fatemeh Tabrizi, Dr. Abdollah Shafiabadi, Dr. Kianoush Zaharakar (2015) conducted the study on Investigation the effectiveness of assertiveness training using neuro-linguistic strategies (NLP) to reduce anger among married women. The sample group consisted of 30 married women, who were randomly selected and divided into two groups of 15 experimental and control groups. 57 items of questionnaires was used to measure participants spielberger state-trait anger expression inventory (STAXI-2) as a pre-test-post-test was used. For data analysis, descriptive statistics and inferential statistics (analysis of covariance) was used. Analysis of the data revealed a significant difference between the anger score of pre-test and post-test in the experimental group and also showed that training skills, assertiveness, using strategies of neuro-linguistic most effective in reducing state anger, anger expression show few signs of influence in reducing trait anger.
6. Lifan Yu, Maria Gambaro, Robert D. Enright (2021) conducted the study on Forgiveness therapy in a maximum-security correctional institution: A randomized clinical trial. In a two-tiered study, volunteer participants within a correctional institution (N = 103) were asked to report past experiences of abuse and unjust treatment prior to their first crime and were measured on anger, anxiety, depression, hope and forgiveness. Twenty four of the most clinically compromised participants were selected from this initial assessment, with pairs first matched on certain characteristics and then randomly assigned to either experimental or control group interventions followed by a cross-over design (N = 9 in each group at the study's end). The study concluded Forgiveness Therapy is shown to be effective for correctional rehabilitation in healing clinical psychological compromise and in promoting positive psychological well-being in men within a maximum-security facility.
7. Yael Netz, Meng-Jia Wu, Betsy Jane Becker, Gershon Tenenbaum (2005) conducted the study on Physical Activity and Psychological Well-Being in Advanced Age: A Meta-Analysis of Intervention Studies. A meta-analysis examined data from 36 studies linking physical activity to well-being in older adults without clinical disorders. The weighted mean-change effect size for treatment groups was almost 3 times the mean for control groups. Aerobic training was most beneficial, and moderate intensity activity was the most beneficial activity level. Longer exercise duration was less beneficial for several types of well-being, though findings are inconclusive. Physical activity had the strongest effects on self-efficacy, and improvements in cardiovascular status, strength, and functional capacity were linked to well-being improvement overall. Social-cognitive theory is used to explain the effect of physical activity on well-being.
8. DiGiuseppe, R., & Tafrate, R. C. (2003) conducted study on Anger treatment for adults: A meta-analytic review. Included 50 between-group studies with control groups and 7 studies with only within-group data in a meta-analysis of adult anger treatments. Overall, the authors examined 92 treatment interventions that incorporated 1,841 subjects. Results showed that subjects who received treatment showed significant and moderate improvement compared to untreated subjects and a large amount of improvement when compared to pre-test scores. In the group of controlled studies significant heterogeneity of variance and significant differences among effect sizes for different dependent variable categories were found. Anger interventions produced reductions in the affect of anger, reductions in aggressive behaviours, and increases in positive behaviours.
9. Denis G. Sukhodolsky, Stephanie D. Smith, Spencer A. McCauley, Karim Ibrahim and Justyna B. Piasecka (2016) conducted study on Behavioural Interventions for Anger, Irritability, and Aggression in Children and Adolescents. Objective: Anger, irritability, and aggression are among the most common reasons for child mental health referrals. This review is focused on two forms of behavioral interventions for these behavioral problems: Parent management training (PMT) and cognitive-behavioral therapy (CBT). Methods: First, we provide an overview of anger/irritability and aggression as the treatment

targets of behavioral interventions, followed by a discussion of the general principles and techniques of these treatment modalities. Then we discuss our current work concerning the transdiagnostic approach to CBT for anger, irritability, and aggression. Results: PMT is aimed at improving aversive patterns of family interactions that engender children's disruptive behavior. CBT targets deficits in emotion regulation and social problem-solving that are associated with aggressive behaviour. Both forms of treatment have received extensive support in randomized controlled trials. Given that anger/irritability and aggressive behavior are common in children with a variety of psychiatric diagnoses, a transdiagnostic approach to CBT for anger and aggression is described in detail.

3. RESEARCH METHODOLOGY:

3.1 Participants:

For this study, data was collected from 75 police officers. From these 75 participants, 35 of the participants were eligible to participate in this study. However, out of these 35 participants, only 20 participants met with the inclusion and exclusion criteria.

3.2 Criteria for selecting participants:

Inclusion Criteria:

- a) Age between 31 and 45 years
- b) Both males and females
- c) Police officers who belong to Tamil Nadu State and Krishnagiri district
- d) Willing to participate in NLP technique

Exclusion Criteria:

- a) Below 31 years or above 45 years
- b) Police officers who do not belong to Tamil Nadu State and Krishnagiri district
- c) Does not agree to participate in NLP technique

3.3 Tools:

The following tools were used for data collection:

- I. Clinical Anger Scale (CAS)
- II. Ryff's Psychological Well-Being Scale (RPWBS)

3.3.1 Clinical Anger Scale (CAS):

The Clinical Anger Scale (CAS) is a self-report questionnaire, developed by Professor Snell in 1995. The CAS is not meant as a formal diagnosis of clinical anger. This scale consists of 21 clusters of statements, which has four options. Each cluster of statements was scored on a 4-point Likert scale, with A = 0, B = 1, C = 2, and D = 3. Subjects' responses on the CAS were summed so that higher scores corresponded to greater clinical anger (21 items; range 0 - 63). CAS scores is accomplished through the following interpretive ranges: 0-13 - minimal clinical anger; 14-19 - mild clinical anger; 20-28 - moderate clinical anger; and 29-63 - severe clinical anger. Reliability of CAS is 0.90 and test-retest score is 0.83. Based on the findings, it can be said that the CAS is a reliable and valid tool for measuring anger.

3.3.2 Ryff's Psychological Well-Being Scale (RPWBS):

The Ryff's Psychological Well-Being Scale (RPWB) is a structured, self-report instrument of psychological well-being, developed by Carol D. Ryff in 1989. This questionnaire consists of 42-items which is rated on a scale of 1 to 6, with '1' indicating strong disagreement and '6' indicating strong agreement. Out of 42-items, 20-items are negative phrased items, so the first step in scoring is to reverse-score (i.e., if the score is 6, then adjusted score is 1) each of the negatively worded items. Then the scores are calculated by totalling the scores of all the items. A higher score indicates high level of psychological well-being. The internal consistency of RPWBS varied between 0.87 to 0.96 and test-retest reliability coefficients ranged between 0.78 and 0.97 for six subscales. These findings demonstrate RPWBS are valid and reliable and are suitable for use in assessing the psychological well-being.

3.4 Research design

The present study has adapted the “quasi-experimental research with pre-test, post-test design.”
The sampling method chosen for this study is purposive sampling.

3.5 Statistical analysis

Data obtained before and after the intervention were analysed using descriptive and inferential statistics, by SPSS software version 29.0 at $P < 0.05$ significance level. The following statistical techniques were used to analyse the collected data: Mean, Standard deviation, t-test, P-value.

Table 1 Showing distribution of samples on the basis of demographic variables of selected participants

DEMOGRAPHIC VARIABLES	SUB-VARIABLES	FREQUENCY	PERCENTAGE (%)
Gender	Male	11	55
	Female	9	45
Age	31-35	7	35
	36-40	8	40
	41-45	5	25
Posting	State	12	60
	District	8	40
Grade	Grade 1	5	25
	Grade 2	6	30
	Grade 3	9	45
Force	Crime	8	40
	Railway	6	30
	Traffic	6	30

It is observed from Table 3.1 that the total number of participants were 20.

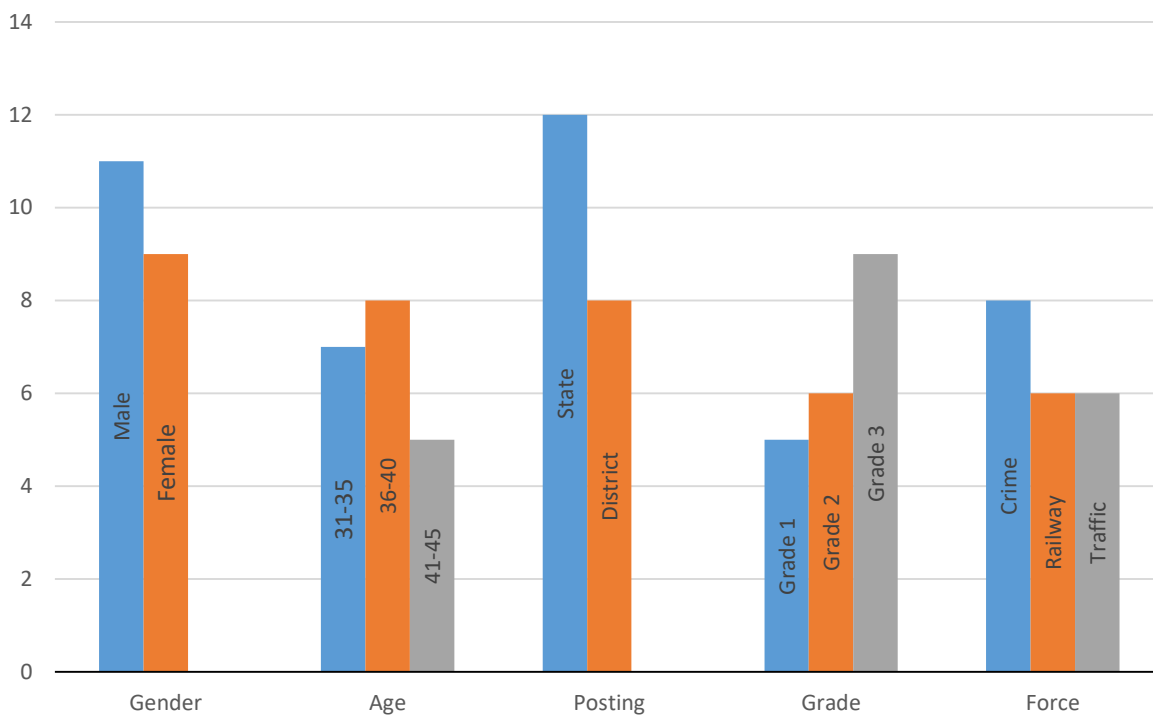
From gender, 55% of the participants are male, and 45% of the participants are female. Hence, it was concluded that the majority of the participants were female.

Regarding the age, 35% of the participants fall under the age group of 31-35 years old, 40% of the participants fall under the age group of 36-40 years old, and 25% of the participants fall under the age group of 41-45 years old. Therefore, it was concluded that the majority of the participants fall under the age group of 36-40 years old.

Considering the area of posting, 60% of the participants were from State, and 40% of the participants were from District. In conclusion, majority of the participants were posted at State.

Taking into consideration of grade, 25% of the participants belonged to Grade 1, 30% of the participants belonged to Grade 2, and 45% of the participants belonged to Grade 3. Thus, it was concluded that majority of the participants belonged to Grade 3.

Looking at the force, 40% of the participants were from crime, 30% of the participants were from railway, and 30% of the participants were from traffic. Therefore, it was concluded that the majority of the participants were from crime.

Figure 1 Showing distribution of samples on the basis of demographic variables of selected participants

4. RESULTS AND DISCUSSION:

Table 2: Comparison between the difference of pre-test and post-test anger score of the participants.

	N	Mean	SD	t-value	P-value
Pre-test of anger	20	25.85	13.303	8.178	<.001 (S)
Post-test of anger	20	12.90	6.290		

S – Significant

Source: Primary data

Ho There will be significant difference between the level of anger in pre-test and post-test after intervention of NLP technique

The above table shows Mean, SD, and t-value of the pre-test and post-test of anger. Based on that, it is inferred from the obtained results, the pre-test of anger obtained a mean value of (25.85) and the post-test of anger obtained a mean value of (12.90). The calculated t-value is (8.178), which is significant and there is a significant difference between two group means. The P-value of (<.001) also proved that there is significant difference between the pre and post-test of anger.

Table 3: Comparison between the difference of pre-test and post- test psychological well-being (PWB) of the participants.

	N	Mean	SD	t-value	P-value
Pre-test of PWB	20	54.85	13.535	-19.709	<.001 (S)
Post-test of PWB	20	111.80	26.301		

S – Significant

Source: Primary data

Ho There will be significant difference between the level of psychological well-being in pre-test and post-test after intervention of NLP technique

The above table reveals Mean, SD, and t-value of the pre-test and post-test of psychological well-being. Based on that, it is inferred from the obtained results, the pre-test of psychological well-being obtained a mean value of (54.85) and the post-test obtained a mean value of (111.80). The calculated t-value is (-19.709), which is significant and there is significant difference between two group means. The P-value of (<.001) also proved that there is significant difference between pre and post-test of psychological well-being. Hence, after intervention participant’s psychological well-being has been enhanced.

Figure 2: Comparison of pre-test and post-test level of anger among participants regarding NLP technique

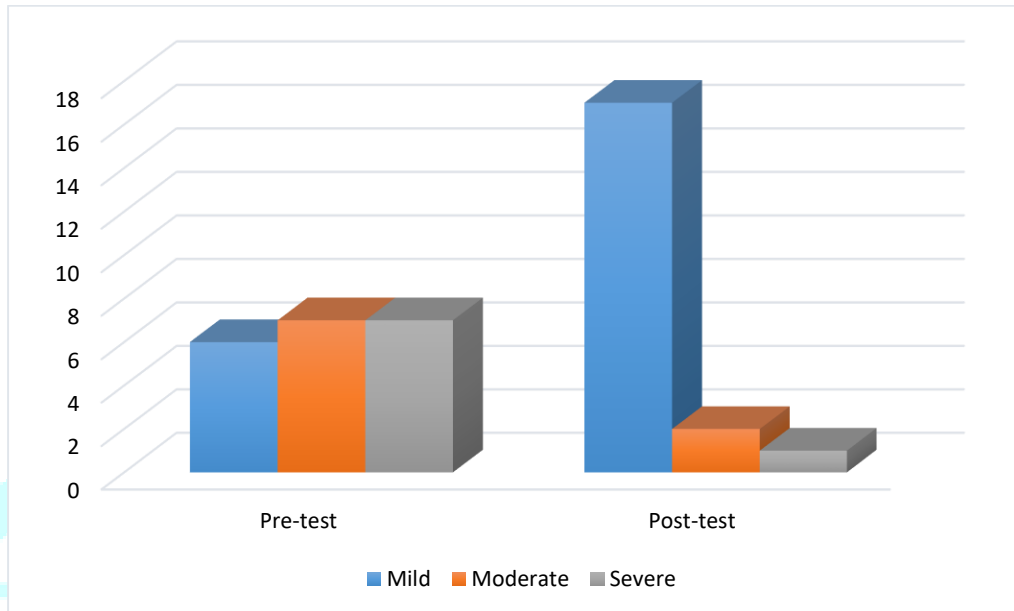


Figure 2 depicts that during pre-test, majority 70% of the participants have moderate and severe level of anger, whereas after implementation of NLP Swiss technique 70% of the participant have mild and 30% of the participants have moderate and severe level of anger in post-test. Hence, NLP Swiss technique helps to reduce the level of anger.

Figure 3: Comparison of pre-test and post-test level of psychological well-being among participants regarding NLP technique

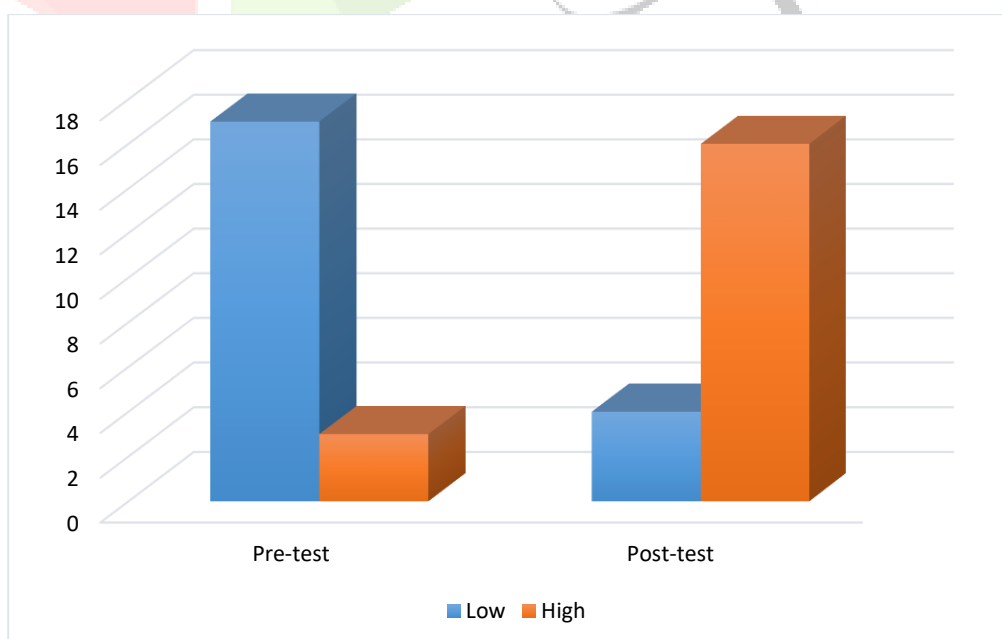


Figure 3 picturizes that during pre-test majority 80% of the participants have low level of psychological well-being and 20% of the participants have high level of psychological well-being, whereas after implementation of NLP Swiss technique, 85% of participants have shown high level of psychological well-being in the post-test. Therefore, NLP Swiss technique helps for improving psychological well-being.

5. CONCLUSION:

Psychological well-being is an individual's emotional health and overall functioning; it is the combination of feeling good and functioning effectively. Anger can be a positive and useful emotion if it is expressed appropriately. Uncontrollable anger leads to many problems (physical, psychological, work life disturbances., etc). Anger also affects individual's psychological well-being. NLP Swiss technique is useful to help people address an unwanted behaviour response to a specific stimulus by changing key modalities in order to enhance a new behaviour. Thus, the present study found that NLP Swiss technique helped to reduce anger levels and enhance the level of psychological well-being by changing the unwanted behaviour patterns and emotions.

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