

WHAT IS ANXIETY?

Anxiety is a mental and physical reaction to perceived threats. In small doses, anxiety is helpful. It protects us from danger, and focuses our attention on problems. But when anxiety is too severe, or occurs too frequently, it can become debilitating.

Symptoms of Anxiety

- uncontrollable worry
- excessive nervousness
- sleep problems
- muscle tension
- poor concentration
- increased heart rate
- upset stomach
- avoidance of fear

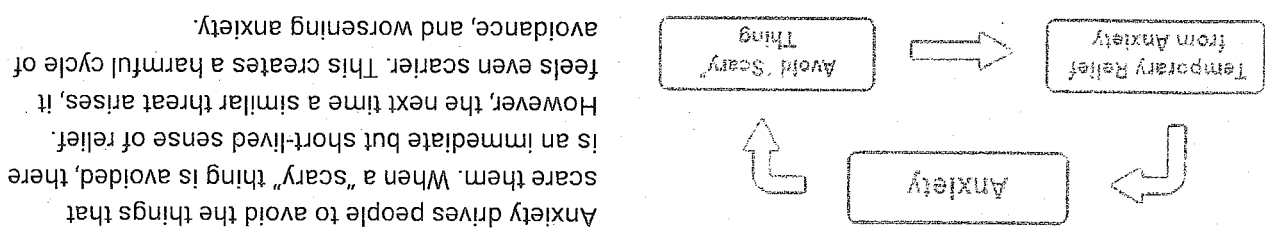
Types of Anxiety

Generalized Anxiety: An excessive amount of anxiety or worry in several areas of life, such as job responsibilities, health, finances, or minor concerns (e.g. completing homework).

Phobias: A very intense fear of a specific situation or object, which is out of proportion to its actual threat. For example, a fear of giving speeches, or of spiders, could be considered a phobia.

Panic: An extreme anxious response where a person experiences a panic attack. During a panic attack, the individual experiences numerous physical symptoms, and is overwhelmed by a feeling of dread.

How Does Anxiety Grow?



Anxiety Treatments

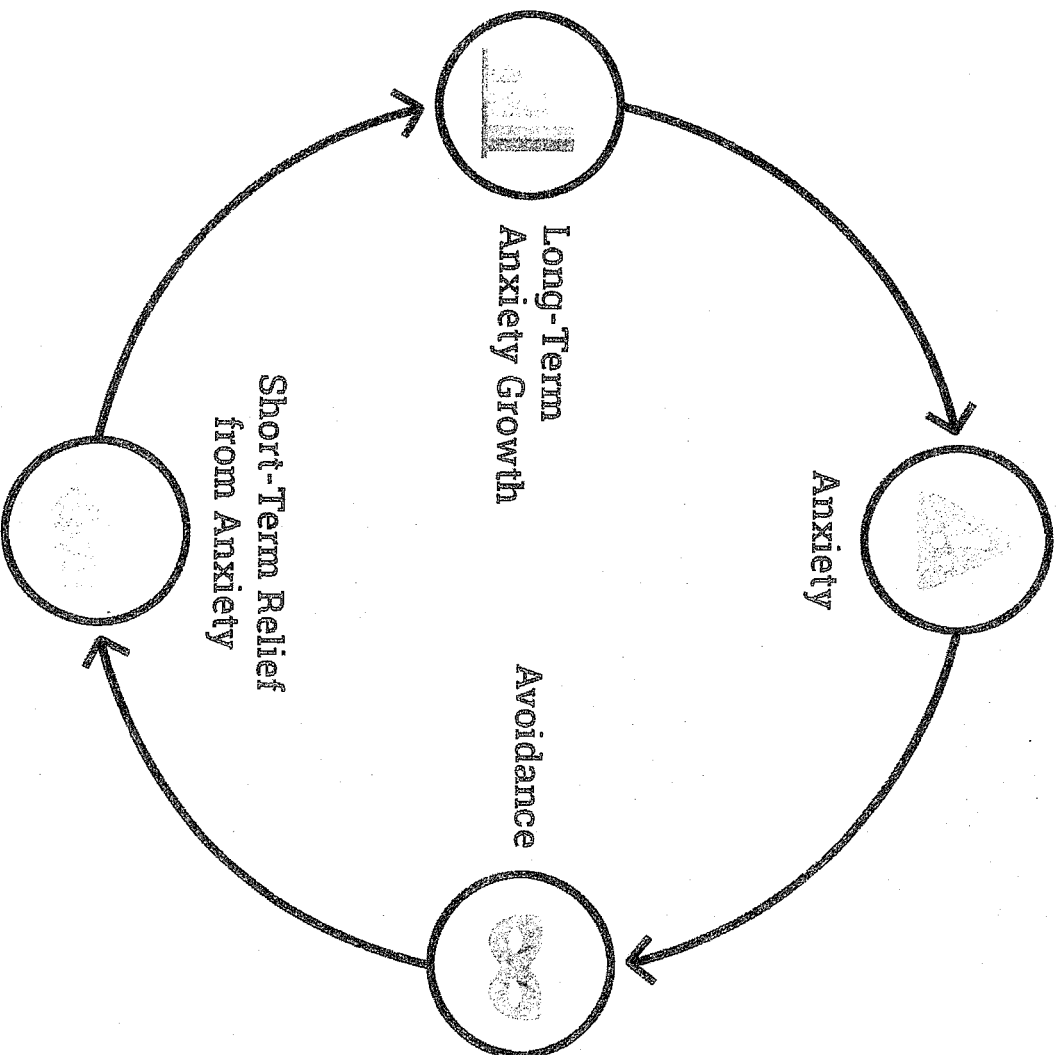
Cognitive Behavioral Therapy (CBT)
 CBT is a very effective treatment for anxiety. During CBT, the unhealthy thinking patterns that create anxiety are identified, and challenged. Oftentimes, CBT will also include components of exposure therapy and relaxation skills.

Exposure Therapy
 During exposure therapy, the therapist and their client create a plan to gradually face anxiety-producing situations, thus breaking the cycle of avoidance. With enough exposure, the anxiety loses its power, and the symptoms diminish.

Relaxation Skills
 Various techniques—such as deep breathing, progressive muscle relaxation, and mindfulness—provide immediate relief from the symptoms of anxiety. With practice, relaxation skills will become a powerful way to manage anxiety in the moment.

Medication
 Medication can help control the uncomfortable symptoms of anxiety. However, because medication does not fix the underlying problems of anxiety, it is typically used in conjunction with therapy. The need for medication varies greatly, case-by-case.

The Cycle of Anxiety



▲ Anxiety

An anxiety-producing situation leads to uncomfortable symptoms such as worry, fear, a racing heart, sweating, or a feeling of being overwhelmed.

∞ Avoidance

Uncomfortable symptoms are controlled by avoiding the anxiety-producing situation. Examples of avoidance include:

- Skipping class to avoid giving a presentation
- Using drugs or alcohol to numb feelings
- Procrastinating on challenging tasks

■ Short-Term Relief from Anxiety

Avoidance of the anxiety-producing situation gives an immediate sense of relief. The symptoms of anxiety lessen, but only temporarily.

■ Long-Term Anxiety Growth

The fear that initially led to avoidance worsens, and the brain learns that when the anxiety-producing situation is avoided, the symptoms go away. As a result, the symptoms of anxiety will be worse the next time, and avoidance is more likely.

Relaxation Techniques

When a person is confronted with anxiety, their body undergoes several changes and enters a special state called the *fight-or-flight response*. The body prepares to either fight or flee the perceived danger.

During the fight-or-flight response it's common to experience a "blank" mind, increased heart rate, sweating, tense muscles, and more. Unfortunately, these bodily responses do little good when it comes to protecting us from modern sources of anxiety.

Using a variety of skills, you can end the fight-or-flight response before the symptoms become too extreme. These skills will require practice to work effectively, so don't wait until the last minute to try them out!

Deep Breathing

It's natural to take long, deep breaths, when relaxed. However, during the fight-or-flight response, breathing becomes rapid and shallow. Deep breathing reverses that, and sends messages to the brain to begin calming the body. Practice will make your body respond more efficiently to deep breathing in the future.

Breathe in slowly. Count in your head and make sure the inward breath lasts at least 5 seconds. Pay attention to the feeling of the air filling your lungs.

Hold your breath for 5 to 10 seconds (again, keep count). You don't want to feel uncomfortable, but it should last quite a bit longer than an ordinary breath.

Breathe out very slowly for 5 to 10 seconds (count!). Pretend like you're breathing through a straw to slow yourself down. Try using a real straw to practice.

Repeat the breathing process until you feel calm.

Imagery

Think about some of your favorite and least favorite places. If you think about the place hard enough—if you really try to think about what it's like—you may begin to have feelings you associate with that location. Our brain has the ability to create emotional reactions based entirely off of our thoughts. The imagery technique uses this to its advantage.

Make sure you're somewhere quiet without too much noise or distraction. You'll need a few minutes to just spend quietly, in your mind.

Think of a place that's calming for you. Some examples are the beach, hiking on a mountain, relaxing at home with a friend, or playing with a pet.

Relaxation Techniques

Paint a picture of the calming place in your mind. Don't just think of the place briefly—imagine every little detail. Go through each of your senses and imagine what you would experience in your relaxing place. Here's an example using a beach:

- a. Sight: The sun is high in the sky and you're surrounded by white sand. There's no one else around. The water is a greenish-blue and waves are calmly rolling in from the ocean.
- b. Sound: You can hear the deep pounding and splashing of the waves. There are seagulls somewhere in the background.
- c. Touch: The sun is warm on your back, but a breeze cools you down just enough. You can feel sand moving between your toes.
- d. Taste: You have a glass of lemonade that's sweet, tart, and refreshing.
- e. Smell: You can smell the fresh ocean air, full of salt and calming aromas.

Progressive Muscle Relaxation

During the fight-or-flight response, the tension in our muscles increases. This can lead to a feeling of stiffness, or even back and neck pain. Progressive muscle relaxation teaches us to become more aware of this tension so we can better identify and address stress.

Find a private and quiet location. You should sit or lie down somewhere comfortable.

The idea of this technique is to intentionally tense each muscle, and then to release the tension. Let's practice with your feet.

- a. Tense the muscles in your toes by curling them into your foot. Notice how it feels when your foot is tense. Hold the tension for 5 seconds.
- b. Release the tension from your toes. Let them relax. Notice how your toes feel differently after you release the tension.
- c. Tense the muscles all throughout your calf. Hold it for 5 seconds. Notice how the feeling of tension in your leg feels.
- d. Release the tension from your calf, and notice how the feeling of relaxation differs.

Follow this pattern of tensing and releasing tension all throughout your body. After you finish with your feet and legs, move up through your torso, arms, hands, neck, and head.

Coping Skills

Anxiety

Deep Breathing

Deep breathing is a simple technique that's excellent for managing emotions. Not only is deep breathing effective, it's also discreet and easy to use at any time or place.

Sit comfortably and place one hand on your abdomen. Breathe in through your nose, deeply enough that the hand on your abdomen rises. Hold the air in your lungs, and then exhale slowly through your mouth, with your lips puckered as if you are blowing through a straw. The secret is to go slow: Time the inhalation (4s), pause (4s), and exhalation (6s). Practice for 3 to 5 minutes.



Progressive Muscle Relaxation

By tensing and relaxing the muscles throughout your body, you can achieve a powerful feeling of relaxation. Additionally, progressive muscle relaxation will help you spot anxiety by teaching you to recognize feelings of muscle tension.

Sit back or lie down in a comfortable position. For each area of the body listed below, you will tense your muscles tightly, but not to the point of strain. Hold the tension for 10 seconds, and pay close attention to how it feels. Then, release the tension, and notice how the feeling of relaxation differs from the feeling of tension.

Feet	Curl your toes tightly into your feet, then release them.
Calves	Point or flex your feet, then let them relax.
Thighs	Squeeze your thighs together tightly, then let them relax.
Torso	Suck in your abdomen, then release the tension and let it fall.
Back	Squeeze your shoulder blades together, then release them.
Shoulders	Lift and squeeze your shoulders toward your ears, then let them drop.
Arms	Make fists and squeeze them toward your shoulders, then let them drop.
Hands	Make a fist by curling your fingers into your palm, then relax your fingers.
Face	Scrunch your facial features to the center of your face, then relax.
Full Body	Squeeze all muscles together, then release all tension.

Coping Skills

Anxiety

Challenging Irrational Thoughts

Anxiety can be magnified by irrational thoughts. For example, the thoughts that "something bad will happen" or "I will make a mistake" might lack evidence, but still have an impact on how you feel. By examining the evidence and challenging these thoughts, you can reduce anxiety.

Put thoughts on trial. Choose a thought that has contributed to your anxiety. Gather evidence in support of your thought (*verifiable facts only*), and against your thought. Compare the evidence and determine whether your thought is accurate or not.

Use Socratic questioning. Question the thoughts that contribute to your anxiety. Ask yourself:

- "Is my thought based on facts or feelings?"
- "How would my best friend see this situation?"
- "How likely is it that my fear will come true?"
- "What's most likely to happen?"
- "If my fear comes true, will it still matter in a week? A month? A year?"

Imagery

Your thoughts have the power to change how you feel. If you think of something sad, it's likely you'll start to feel sad. The opposite is also true: When you think of something positive and calming, you feel relaxed. The imagery technique harnesses this power to reduce anxiety.

Think of a place that you find comforting. It could be a secluded beach, your bedroom, a quiet mountaintop, or even a loud concert. For 5 to 10 minutes, use all your senses to imagine this setting in great detail. Don't just think fleetingly about this place—really imagine it.

What do you see around you? What do you notice in the distance? Look all around to take in all your surroundings. Look for small details you would usually miss.

What sounds can you hear? Are they soft or loud? Listen closely to everything around you. Keep listening to see if you notice any distant sounds.

Are you eating or drinking something enjoyable? What is the flavor like? How does it taste? Savor all the tastes of the food or drink.

What can you feel? What is the temperature like? Think of how the air feels on your skin, and how your clothes feel on your body. Soak in all these sensations.

What scents are present? Are they strong or faint? What does the air smell like? Take some time to appreciate the scents.



Grounding Techniques

After a trauma, it's normal to experience flashbacks, anxiety, and other uncomfortable symptoms. Grounding techniques help control these symptoms by turning attention away from thoughts, memories, or worries, and refocusing on the present moment.

5-4-3-2-1 Technique

Using the 5-4-3-2-1 technique, you will purposefully take in the details of your surroundings using each of your senses. Strive to notice small details that your mind would usually tune out, such as distant sounds, or the texture of an ordinary object.



What are 5 things you can see? Look for small details such as a pattern on the ceiling, the way light reflects off a surface, or an object you never noticed.



What are 4 things you can feel? Notice the sensation of clothing on your body, the sun on your skin, or the feeling of the chair you are sitting in. Pick up an object and examine its weight, texture, and other physical qualities.



What are 3 things you can hear? Pay special attention to the sounds your mind has tuned out, such as a ticking clock, distant traffic, or trees blowing in the wind.



What are 2 things you can smell? Try to notice smells in the air around you, like an air freshener or freshly mowed grass. You may also look around for something that has a scent, such as a flower or an unlit candle.



What is 1 thing you can taste? Carry gum, candy, or small snacks for this step. Pop one in your mouth and focus your attention closely on the flavors.

Categories

Choose at least three of the categories below and name as many items as you can in each one. Spend a few minutes on each category to come up with as many items as possible.

Movies	Countries	Books	Cereals
Sports Teams	Colors	Cars	Fruits & Vegetables
Animals	Cities	TV Shows	Famous People

For a variation on this activity, try naming items in a category alphabetically. For example, for the fruits & vegetables category, say "apple, banana, carrot," and so on.

Grounding Techniques

Body Awareness

The body awareness technique will bring you into the here-and-now by directing your focus to sensations in the body. Pay special attention to the physical sensations created by each step.

1. Take 5 long, deep breaths through your nose, and exhale through puckered lips.
2. Place both feet flat on the floor. Wiggle your toes. Curl and uncurl your toes several times. Spend a moment noticing the sensations in your feet.
3. Stomp your feet on the ground several times. Pay attention to the sensations in your feet and legs as you make contact with the ground.
4. Clench your hands into fists, then release the tension. Repeat this 10 times.
5. Press your palms together. Press them harder and hold this pose for 15 seconds. Pay attention to the feeling of tension in your hands and arms.
6. Rub your palms together briskly. Notice and sound and the feeling of warmth.
7. Reach your hands over your head like you're trying to reach the sky. Stretch like this for 5 seconds. Bring your arms down and let them relax at your sides.
8. Take 5 more deep breaths and notice the feeling of calm in your body.

Mental Exercises

Use mental exercises to take your mind off uncomfortable thoughts and feelings. They are discreet and easy to use at nearly any time or place. Experiment to see which work best for you.

- Name all the objects you see.
- Describe the steps in performing an activity you know how to do well. For example, how to shoot a basketball, prepare your favorite meal, or tie a knot.
- Count backwards from 100 by 7.
- Pick up an object and describe it in detail. Describe its color, texture, size, weight, scent, and any other qualities you notice.
- Spell your full name, and the names of three other people, backwards.
- Name all your family members, their ages, and one of their favorite activities.
- Read something backwards, letter-by-letter. Practice for at least a few minutes.
- Think of an object and "draw" it in your mind, or in the air with your finger. Try drawing your home, a vehicle, or an animal.

Deep Breathing

Deep Breathing: a relaxation technique performed by purposefully taking slow, deep breaths. When practiced regularly, deep breathing provides both immediate and long-term relief from stress and anxiety.



How Deep Breathing Works

During periods of anxiety, the body triggers a set of symptoms called the **stress response**. Breathing becomes shallow and rapid, heart rate increases, and muscles become tense. In opposition to the stress response is the **relaxation response**. Breathing becomes deeper and slower, and the symptoms of anxiety fade away. Deep breathing triggers this response.

Instructions

Sit back or lie down in a comfortable position. Close your eyes, if you would like to do so. When you're learning, try placing a hand on your stomach. If you breathe deeply enough, you should notice it rising and falling with each inhalation and exhalation.



1 Inhale. Breathe in slowly through your nose for 4 seconds.

2 Pause. Hold the air in your lungs for 4 seconds.

3 Exhale. Breathe out slowly through your mouth for 6 seconds.

Tip: Pucker your lips, as if you are blowing through a straw, to slow your exhalation.

4 Repeat. Practice for at least 2 minutes, but preferably 5 to 10 minutes.

Tips

- If it isn't working, *slow down!* The most common mistake is breathing too fast. Time each step in your head, counting slowly as you do so.

- Counting out your breaths serves a second purpose. It takes your mind off the source of your anxiety. Whenever you catch your mind wandering, simply return your focus to counting.

- The times we use for each step are suggestions, and can be lengthened or decreased. Lengthen the time if it feels natural to do so, or decrease the time if you feel discomfort.

WHAT IS MINDFULNESS?

Mindfulness: a state of nonjudgmental awareness of what's happening in the present moment, including the awareness of one's own thoughts, feelings, and senses.

🌸 Components of Mindfulness

Awareness. During a state of mindfulness, you will notice your thoughts, feelings, and physical sensations as they happen. The goal isn't to clear your mind or to stop thinking—it's to become aware of your thoughts and feelings, rather than getting lost in them.

Acceptance. The thoughts, feelings, and sensations that you notice should be observed in a nonjudgmental manner. For example, if you notice a feeling of nervousness, simply state to yourself: "I notice that I am feeling nervous". There's no need further judge or change the feeling.

🌿 Benefits of Mindfulness

Reduced symptoms of depression and anxiety	Improved memory, focus, and mental processing speed	Improved ability to adapt to stressful situations
Greater satisfaction within relationships	Reduced rumination (repetitively going over a thought or problem)	Improved ability to manage emotions

🕒 Mindfulness Practice

Note: Mindfulness is a state of mind, rather than a particular action or exercise. However, without practice, mindfulness is difficult to achieve. These techniques are designed to help you practice.

Mindfulness Meditation

Sit in a comfortable place, and begin paying attention to your breathing. Notice the physical sensation of air filling your lungs, and then slowly leaving. When your mind wanders—which it will—simply notice your thoughts, and turn your attention back to breathing.

Body Scan

Pay close attention to the physical sensations throughout your body. Start with your feet, and move up through your legs, groin, abdomen, chest, back, shoulders, arms, hands, neck, and face. Spend anywhere from 15 seconds to 1 minute on each body part.

Mindfulness Walk

While walking, make a point to practice mindfulness. Start by noticing how your body moves and feels with each step. Then, expand your awareness to your surroundings. What do you see? Hear? Smell? Feel? This technique can also be expanded to other daily activities.

Five Senses

Make a conscious effort to notice the present moment through each of your senses.

- 5 things you see
- 1 thing you taste
- 4 things you feel
- 1 thing you smell
- 3 things you hear

Mindfulness Meditation

The goal of mindfulness meditation is simple: to pay attention to the present moment, without judgement. However, as you practice, you'll find that this is easier said than done. During mindfulness meditation, you will focus on your breathing as a tool to ground yourself in the present moment. It's normal that your mind will wander. You'll simply bring yourself back into the moment by refocusing on your breathing, again and again.

Follow the instructions below to begin practicing mindfulness meditation.

Time & Place

Aim to practice daily for 15-30 minutes. More frequent, consistent, and longer-term practice leads to the best results. However, some practice is better than no practice. Find a time and place where you are unlikely to be interrupted. Silence your phone and other devices, and set a timer for your desired practice length.

Posture

- ❖ Sit in a chair, or on the floor with a cushion for support.
- ❖ Straighten your back, but not to the point of stiffness.
- ❖ Let your chin drop slightly, and gaze downward at a point in front of you.
- ❖ If in a chair, place the soles of your feet on the ground. If on the floor, cross your legs.
- ❖ Let your arms fall naturally to your sides, with your palms resting on your thighs.
- ❖ If your pose becomes too uncomfortable, feel free to take a break or adjust.

Awareness of Breathing

Because the sensations of breathing are always present, they are useful as a tool to help you focus on the present moment. Whenever you become distracted during meditation, turn your focus back to breathing. Notice the sensation of air as it passes through your nose or mouth, the rise and fall of your belly, and the feeling of air being exhaled, back into the world. Notice the sounds that accompany each inhalation and exhalation.

Wandering Mind

It's normal that your thoughts will wander during mindfulness meditation. At times, it might feel like a constant battle to maintain focus on your breathing. Don't worry—that's normal. Instead of struggling against your thoughts, simply notice them, without judgment. Acknowledge that your mind has wandered, and return your attention to breathing. Expect to repeat this process again and again.

Progressive Muscle Relaxation Script

Progressive muscle relaxation is an exercise that reduces stress and anxiety in your body by having you slowly tense and then relax each muscle. This exercise can provide an immediate feeling of relaxation, but it's best to practice frequently. With experience, you will become more aware of when you are experiencing tension and you will have the skills to help you relax. During this exercise, each muscle should be tensed, but not to the point of strain. If you have any injuries or pain, you can skip the affected areas. Pay special attention to the feeling of releasing tension in each muscle and the resulting feeling of relaxation. Let's begin.

Sit back or lie down in a comfortable position. Shut your eyes if you're comfortable doing so. Begin by taking a deep breath and noticing the feeling of air filling your lungs. Hold your breath for a few seconds.

(brief pause)

Release the breath slowly and let the tension leave your body.

Take in another deep breath and hold it.

(brief pause)

Again, slowly release the air.

Even slower now, take another breath. Fill your lungs and hold the air.

(brief pause)

Slowly release the breath and imagine the feeling of tension leaving your body.

Now, move your attention to your feet. Begin to tense your feet by curling your toes and the arch of your foot. Hold onto the tension and notice what it feels like.

(5 second pause)

Release the tension in your foot. Notice the new feeling of relaxation.

Next, begin to focus on your lower leg. Tense the muscles in your calves. Hold them tightly and pay attention to the feeling of tension.

(5 second pause)

Release the tension from your lower legs. Again, notice the feeling of relaxation. Remember to continue taking deep breaths.

Next, tense the muscles of your upper leg and pelvis. You can do this by tightly squeezing your thighs together. Make sure you feel tenseness without going to the point of strain.

(5 second pause)

Progressive Muscle Relaxation Script

And release. Feel the tension leave your muscles.

Begin to tense your stomach and chest. You can do this by sucking your stomach in. Squeeze harder and hold the tension. A little bit longer.

(5 second pause)

Release the tension. Allow your body to go limp. Let yourself notice the feeling of relaxation.

Continue taking deep breaths. Breathe in slowly, noticing the air fill your lungs, and hold it.

(brief pause)

Release the air slowly. Feel it leaving your lungs.

Next, tense the muscles in your back by bringing your shoulders together behind you. Hold them tightly. Tense them as hard as you can without straining and keep holding.

(5 second pause)

Release the tension from your back. Feel the tension slowly leaving your body, and the new feeling of relaxation. Notice how different your body feels when you allow it to relax.

Tense your arms all the way from your hands to your shoulders. Make a fist and squeeze all the way up your arm. Hold it.

(5 second pause)

Release the tension from your arms and shoulders. Notice the feeling of relaxation in your fingers, hands, arms, and shoulders. Notice how your arms feel limp and at ease.

Move up to your neck and your head. Tense your face and your neck by distorting the muscles around your eyes and mouth.

(5 second pause)

Release the tension. Again, notice the new feeling of relaxation.

Finally, tense your entire body. Tense your feet, legs, stomach, chest, arms, head, and neck. Tense harder, without straining. Hold the tension.

(5 second pause)

Now release. Allow your whole body to go limp. Pay attention to the feeling of relaxation, and how different it is from the feeling of tension.

Begin to wake your body up by slowly moving your muscles. Adjust your arms and legs.

Stretch your muscles and open your eyes when you're ready.

The Mental Health Benefits of Exercise

Research has shown us that people who exercise regularly tend to be more resistant to many mental illnesses. Exercise can help treat current symptoms, and prevent future episodes.

What problems can exercise help with?

Mental Illness

- Depression
- Anxiety
- Substance Abuse
- Bulimia
- Alzheimer's Disease

Other

- Sleep Difficulties
- Stress
- Physical Health
- Low Energy
- Self-Esteem

Aerobic Exercises

- Walking, jogging, or biking
- Elliptical or ski machines
- Swimming
- Dancing

Aerobic Exercises



Anaerobic Exercises



Beginning an exercise plan doesn't have to be difficult. Walking for as little as 30 minutes, 3 times a week, has been found to be beneficial. Don't worry too much about what exercise you choose. Aerobic and anaerobic exercises are both effective at improving mental health.

If you're crunched for time, you might still be able to squeeze some exercise into your day. Two 15 minute walks work just as well as one 30 minute walk! Here are some tips to help:



- Need to make a phone call? Walk and talk.
- Get an exercise partner to hold you accountable.
- Do an activity you enjoy, and it won't be a chore.
- Skip the elevator and take the stairs.
- Head outside for 10 minutes during lunch.
- Park at the back of the parking lot and walk.

THE MENTAL HEALTH BENEFITS OF EXERCISE

What days of the week can you find time to exercise?

Choose a minimum of three days per week to exercise. You should exercise for at least 30 minutes, but the time can be split up throughout the day.

Mon.	Tue.	Wed.	Thu.	Fri.	Sat.	Sun.

List three types of exercise you would like to try.

The best exercises are activities that you'll genuinely enjoy, without having too many obstacles to get started.

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②

③

What strategies can you use to make sure you remember to exercise?

It's easy to put off exercise, prioritize other things, or simply forget about your plan. Circle the ideas that might help you stick to your plan.

❖ Plan to exercise with a friend so you can both hold one another responsible.

❖ Set an alarm to remind you when to exercise. If you're using your phone alarm, set it to automatically repeat every day at the same time!

❖ Get into a routine by exercising at the same time every day. Try attaching exercise to a particular part of your day, such as walking every evening right after dinner.

❖ Reward yourself for a job well done. Treat yourself to something you enjoy when you exercise. However, you have to be honest! No exercise, no reward.

Cognitive Distortions

Cognitive distortions are irrational thoughts that can influence your emotions. Everyone experiences cognitive distortions to some degree, but in their more extreme forms they can be harmful.

Magnification and Minimization: Exaggerating or minimizing the importance of events. One might believe their own achievements are unimportant, or that their mistakes are excessively important.

Catastrophizing: Seeing only the worst possible outcomes of a situation.

Overgeneralization: Making broad interpretations from a single or few events. "I felt awkward during my job interview. I am *always* so awkward."

Magical Thinking: The belief that acts will influence unrelated situations. "I am a good person—bad things shouldn't happen to me."

Personalization: The belief that one is responsible for events outside of their own control. "My mom is always upset. She would be fine if I did more to help her."

Jumping to Conclusions: Interpreting the meaning of a situation with little or no evidence.

Mind Reading: Interpreting the thoughts and beliefs of others without adequate evidence. "She would not go on a date with me. She probably thinks I'm ugly."

Fortune Telling: The expectation that a situation will turn out badly without adequate evidence.

Emotional Reasoning: The assumption that emotions reflect the way things really are. "I feel like a bad friend, therefore I must be a bad friend."

Disqualifying the Positive: Recognizing only the negative aspects of a situation while ignoring the positive. One might receive many compliments on an evaluation, but focus on the single piece of negative feedback.

"Should" Statements: The belief that things should be a certain way. "I should always be friendly."

All-or-Nothing Thinking: Thinking in absolutes such as "always", "never", or "every". "I never do a good enough job on anything."