



TT Online Services™ Temper Talk™ Anger Management Class Course Approval Information

To Whom It May Concern:

This document is designed to show an attorney, judge, probation officer or other referral source how the TT Online Services™, Temper Talk™ class learning model works and what is required to receive a certificate of completion from the program. (TT Online Services™ also offers the “Theft Talk” online class™.

TT Online Services™ staff began researching and working with anger management clients in 1994. At the onset the service was called Temper Talk. Now, Temper Talk™ is a nationwide leader in providing anger counseling and education programs. Temper Talk™ was developed to be the highest quality online anger management class available. We use a research, evidence based, cognitive restructuring and psycho-educational model. Our approach is to address the criminogenic risk variable of “attitudes values and beliefs. The primary goal of the Temper Talk anger management class is to reduce the probability of a client re-entering the Justice System as a result of further anger related incidents. Our anger class is a distance learning program that teaches about specific thinking errors and other skills related to four key objectives:

OBJECTIVE 1: Empowerment: To assist the client in developing a sense of personal responsibility for each decision they make. Prior to completing our online course each client will acknowledge that anger behaviors are learned and utilized, either because they appears effective or because of a lack of alternative anger skills.

OBJECTIVE 2: Education: To inform each client of myths associated with anger. Further, to educate each client about the source of the anger emotion and orient to the process of choosing anger behaviors. The purpose is to have each client perceive anger quite differently and to question his/her existing attitudes, values and beliefs.

OBJECTIVE 3: Skills: To facilitate the development of an anger strategy and expose the client to a variety of “in the moment” mental and behavioral anger management techniques. The need to identify specific strategies and techniques and practice is encouraged and emphasized.

OBJECTIVE 4: Victim Awareness: Special attention is paid to identify the impact that inappropriate anger emotions and behaviors has on strangers, friends, family, fellow students and work colleagues, and particularly the immediate victim of angering behaviors. Prior to the completion of the anger class, the client will be aware that inappropriate anger behaviors create victims.

OBJECTIVE 5: Empathy Development: To have each client consider the value he/she places on “others.” This objective entails having the offender look into him/herself, introspectively and weigh the value placed on SELF vs. the value placed on OTHERS. Prior to, and long after completing the course each client will question themselves – asking, seriously, how important they believe others really are.

This is an 8, 10 or 12 hour curriculum and contains several hundred pages of information. This class is delivered in the form of an online classroom, where videos, content, quizzes and multi-media presentations utilized. This course is considered interactive and comprehensive. Temper Talk™ is an evidence based program.

Temper Talk™ was founded through the combined 43 years of experience of a parole officer, a juvenile probation officer, two college instructors and a justice system policy analyst. Each of these roles contributed greatly to the style, delivery and content of the work we do.

As you surely know, getting results with offenders is no easy task. We don't make ridiculous claims like a 95% success rate but we do know that we use best practices. Temper Talk™ addresses victim issues, accountability and personal responsibility. Our approach is the most effective intervention - cognitive restructuring - and is based on the ground breaking work outlined in "The Psychology of Anger" by Steven M. Houseworth, MA.

We know that of the thousands of clients who have gone through - and successfully completed - this program, 87% do not re-offend within one year. Of equal or greater importance is that 84% do not re-offend after two years. We are proud of our work and expect you will be pleased with the service and quality offered.

Students of this online anger class have certain responsibilities:

1. All students are required to participate in class sessions. These sessions have content, multi-media and quizzes within those sessions. In order for a student to progress to the next section of material, they must pass all prior quizzes. This ensures that each student learns the necessary information and is ready to review a new set of materials.
2. All sessions are timed. Students cannot simply click through pages and take the quizzes without comprehending the material. The program is set up for the average reader (150 words per minute) and written to the 5th grade level. Students are required to complete each session which mimics a live in person session.
3. To receive a certificate of completion, all students must pass each chapter as well as a final exam with a passing score of 79% or better. Unlike most live classes, we require competency of materials and believe that a final exam is a fair way to achieve this goal.
4. All students can print out a Certificate of Completion upon passing the Final Exam. Each certificate is provided with a verification number for authenticity.

Why is Temper Talk™ a superior way of completing an anger class requirement?

1. Online education has become one of the most acceptable ways of completing educational requirements as evidenced through almost all major universities offering online classes.
2. There are several advantages to taking our online anger class vs. a face to face class. Some of these advantages to the client include:
 - A reduction of cost to the client vs. a face to face program. Our program is about ½ the cost of a live program.
 - Our program is self-paced and can be taken from any internet based computer 24 hours a day, 7 days a week.
 - Participants do not have the argument that they couldn't find a class close to work or home.
 - Participants will not lose wages from work because the classes can be worked on during lunch hours or during breaks, evenings, or weekends. Available 24 hours a day, 7 days a week.
 - Interaction with the client is much easier because it is not in a group setting; therefore individual questions and requests can be answered on a one/one basis.
 - It is a very “green” alternative to driving somewhere to complete a class. We will also allow any court official who wishes to view our program to call our office and we will set up a guest user registration at no charge.

TT Online Services™ can be reached in person by calling 503-860-2567 or by email at info@ttos.us or info@tempertalk.com