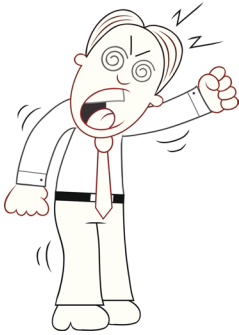


How To Deal With Anger



We all have times when our temper gets the better of us. Unfortunately, when anger takes over we may say things and act in a way that we later regret — especially if a supervisor, customer, or other coworkers are nearby to see the unpleasant event. In addition, your words and actions may be caught on video that may be posted on social media! These tips can prevent an anger explosion with a coworker and save you from a possible Facebook video that will allow others to view the event over and over again.

Do not immediately “let off steam” to get rid of your anger. When angry, your brain shuts down and become like an “animal brain” — less reasonable and thoughtful — and your words less acceptable. What you say to another “to let off steam” will increase bad feelings, make the problem worse, and may cost you a raise or promotion. But, to suppress (bury or keep secret) your anger does not work. To keep anger inside will cause health problems (high blood pressure, lack of sleep), bad habits (unhealthy eating, excess complaining), and addictions (drinking alcohol or taking drugs). **Anger management** is capturing your anger and turning it into something useful and good for you. Use these tips to calm anger, think about anger, and create a plan to use anger for a smart and good-for-you purpose.

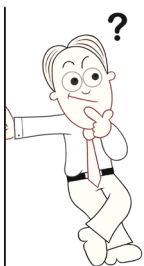


Admit — you are mad. You gain nothing by lying to yourself about your feelings. Increase your self-awareness: a) Accept your emotions; b) Admit that you are angry. Take time to think through the problem — even writing it down or talking with a trusted friend or counselor. Anger is an emotion caused by underlying feelings such as frustration, emotional pain, or fear. Why are you feeling angry? What is the underlying feeling below your anger?

Wait — before acting. To wait before acting is NOT doing nothing. Angry people hate to do nothing. Rather, wait before acting is simply DELAYING your response to the situation. Thomas Jefferson said, “When angry, count to ten before you speak — if very angry, count to a hundred!” Think of yourself as putting your anger in a box to be opened with a successful plan later.

Leave — the situation. If possible, remove yourself physically from the situation while emotions are intense. Anger may be an attempt to control another person. By taking a break from the situation you give yourself the important message that you cannot control others, but only yourself. Also, you give others the message that you are not going to be controlled.

Breathe — deep and slow. Deep breathing gives oxygen to the brain and brings a feeling of calm. Slowing your breathing “tricks” your mind into thinking you are calm even when you’re not. A ten-minute walk can work miracles by giving you a needed break and bring fresh oxygen to the brain. Think 8-6-8 — Breathe in to the count of 8, hold for 6, then breathe out to the count of 8. Do this ten times.



Think — Are there unreal thoughts in your brain? Change unreal thoughts into truth.

1) CHANGE “I must get even!” **TO** “What would happen if I tried to get even?” **AND** “How can I solve this situation in a way that will help me look good at work?”

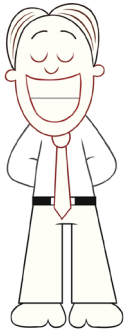
2) CHANGE “If I wasn’t so stupid, people wouldn’t treat me that way.” **TO** “I’m not stupid. I have good things about me.” **AND** “Why does this person treat people mean?” **AND**, “If I learn

how to smile, and deal with mean people, I can learn skills needed to be a manager someday! I'm going to practice **my manager skills** by treating this person respectfully."



Plan — for victory ahead of time. To fail to plan is planning to fail. Create a plan to:
a) Successfully deal with the coworker and situation, and b) That will demonstrate you are a professional worker. Think of a worker or manager who successfully deals with difficult people and situations. What actions would this person take? What words would this person speak? To think about how you are going to act, and what you are going to say, ahead of time is like **your brain's fire drill** — it helps your brain practice for the real thing.

Listen — to the coworker when it is time to deal with the situation. To listen carefully requires you to use your frontal lobe (part of brain behind forehead). The frontal lobe is your friend because your best thinking and planning skills comes from the frontal lobe part of the brain. **Listen to just understand;** not to agree with the coworker. **Use reflective listening** — repeat back, in your own words, what you heard your coworker say. This will give you self-control and calm the person.



Speak in a low, clear voice. Speak your case assertively (positive and confident) and respectfully. Do not let fear keep you from speaking up. Keep emotional distance —do not allow this coworker's problem to become your problem — and do not let this coworker control your emotions. A low, clear voice sends the message that you are in control.

Solve — the situation so that it never happens again. Can you continue to work around this person? Can you learn to control your anger and smoothly deal with difficult people? Do you need to respectfully talk to your supervisor about a solution? Is a transfer to another job a solution? In the work world you may find that one difficult person comes between you and an enjoyable and good paying job. Or, one difficult person tries to damage your work world personality to prevent you from earning a raise or promotion that he or she wants. Use the tips in this lesson to: a) practice dealing with difficult people; b) practice "manager" skills; c) so you become a successful, smooth, in control, and outstanding worker!

(Adapted from Abide Counseling Anger Worksheet)

QUICK CHECK:

1. a) What happens when anger takes over?
b) What may happen on social media?
2. a) What happens to your brain when angry?
b) What happens to your words?
3. What 3 things happen if you keep anger inside?
4. What is anger management?
5. a) What do you admit? b) Why? c) List 2 ways to increase your self-awareness. d) What 3 underlying feelings may be causing anger?
6. a) Wait before acting is simply what?
b) What did Jefferson say?
7. a) By taking a break, what message do you give yourself? b) What message do you give others?
8. a) Why should you think? b) What do you change unreal thoughts into? c) What skills do you learn by dealing with mean people?
9. Create a plan to do what 2 things?
10. a) Why is it good to think of worker or manager who successfully deals with difficult people?
b) With what does a brain fire drill help?
11. a) What part of your brain is used when listening? b) What is reflective listening?
12. a) Describe how you should speak. b) What message does this voice send to others?
13. In the work world, what may you find?
14. Why may a difficult person try to damage your work world personality?
15. List 3 things tips in this lesson will help you do.