

Anger Management



At a Glance

Ways of Dealing with Anger

Right Ways

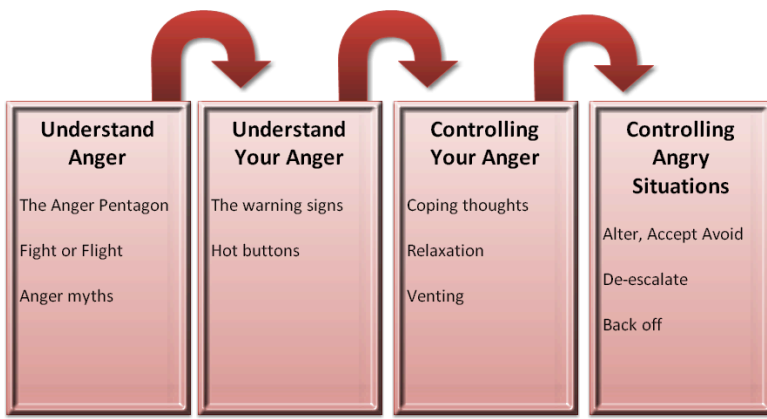
1. Acknowledge that you are angry.
2. Always take a moment before you react; calm yourself before you say anything.
3. Listen to what your body's saying.
4. Speak up, when something is important to you.
5. Be responsible for the pain you may cause.
6. Explain how you're feeling in a manner that shows ownership and responsibility.

Wrong Ways

1. Ignore the anger.
2. Hold the anger inside.
3. Become aggressive.
4. Become passive-aggressive.

Pentagon of Anger





Triple A Approach

Alter: Alter means that you initiate change.

1. Change non-productive habits.
2. Respectfully ask others to change their behaviour and be willing to do the same.
3. Change the way you view a situation.
4. Change the way you react to a situation.

Avoid: Avoid means steering clear of situations that can make you angry.

1. Steer clear of people who make you upset.
2. Steer clear of your 'hot buttons.'
3. Remove yourself from a stressful situation immediately.

Accept: Find learning, Seek higher purpose or Vent to a friend.

De-escalate the Situation

- **Active Listening:**
- **Increase personal space.**
- **Acknowledgement:**
- **Agreeing:**
- **Inviting Criticism:**
- **Help the person recover a sense of control.**
- **Reiterate your support.**

Identify the Problem

- **STEP ONE:** Get as much information as you can why the other party is upset.
- **STEP TWO:** Surface the other person's position. Reframe this position into a problem statement.
- **STEP THREE:** Review your own position. State your position in a problem statement as well.
- **STEP FOUR:** Having heard both positions, define the problem in a mutually acceptable way.

When to Back Off

1. When you feel so strongly regarding an issue you are unable to view it objectively.
2. When there are warning signs for physical violence.
3. When there is influence of drugs or mood-altering substances.
4. When no amount of rational intervention appears to work.
5. When there are signs of serious mental health.