

Jamison: Patient Education and Wellness

HANDOUT 14.13: TIPS FOR HANDLING ANGER

HANDLE YOUR OWN ANGER BY:

- ☐ identifying the real reason for being angry
Look for:
 - the current trigger
 - your overall circumstances
- ☐ analysing your self-talk
Question the appropriateness of your self-talk by:
 - checking whether it is worth getting upset
 - reminding yourself that you value diverse opinions
 - reminding yourself you can remain calm with difficult people
 - using thought stopping
- ☐ not dumping on innocent bystanders
- ☐ picking the appropriate time and place to express anger

DEAL WITH ANGER IN OTHERS BY:

- ☐ listening actively to what is being said
 - ask questions to clarify the individual's grievance
 - make it clear you take the grievance seriously
 - attempt to understand the reason for the person's anger
- ☐ respond to the person's anger appropriately by
 - making it clear you understand their perspective, you do not have to agree
 - not matching their emotion, i.e. try to be calm
 - using 'I' rather than 'You' when expressing anger
 - never arguing, moralizing or lecturing
- ☐ keep an open mind
 - visualize the other's position
 - take a balanced view of various positions. Use the thinking hats

See

<http://www.webmd.com/anxiety-panic/guide/mental-health-managing-anger>

<http://www.webmd.com/video/coping-road-rage>

<http://www.webmd.com/video/managing-workplace-anger>