

EFFECTIVELY COMMUNICATING ANGER AND OTHER DIFFICULT EMOTIONS

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This seminar is a condensed version of one section in our longer "Conscious, Compassionate Communication" series, covering specific strategies of addressing anger and other difficult emotions. It offers several simple strategies one can immediately begin to use.

This session exposes a lesser known truth about anger - that it is often a "secondary" emotion. Under anger lies more difficult emotions like powerlessness or disappointment. Identifying, feeling and communicating these underlying and often difficult to express emotions is a powerful tool in helping people to strongly improve relationships, to feel calmer and to discover their true feelings.

Some people believe it is best to not express their feelings, thinking others will use this against them, or that it will make no difference as the other person won't change. Others believe one should not express vulnerable emotions at work. This is not true, if done well. Both of these attitudes can impede effective communication on a professional or personal level. This session addresses these beliefs and shows why it's so important to express oneself and how to do it well.

Every leader and employee in an organization or company will benefit from learning what lurks behind their anger. This session teaches experiential techniques to help identify more difficult emotions, and techniques to appropriately express them in professional and personal circumstances. It shows how to keep the focus on oneself vs. pointing fingers at others, and how to resolve problems. In-class practice and role play create more comfort with the skills taught.

Seminar Topics Include:

- Anger is a normal emotion, not to be avoided but to be felt and appropriately expressed.
- Personal beliefs about how anger and other deeper feelings should or shouldn't be expressed.
- Both parties must take responsibility for their contribution to the creation of a conflict.
- Both parties should take responsibility for resolving a conflict.
- Anger is often a "secondary" emotion, occurring after other deeper feelings occur.
- The deeper emotions might include fear, sadness, disappointment, helplessness, etc.
- How to cultivate inner stillness so that emotions can be felt and identified.
- Ineffective, even destructive ways to express anger and other difficult emotions.
- The role of respect, honesty and empathy in communication.
- Catch phrases that help open up difficult conversations.
- "I" vs. "You" statements in conversation and conflict resolution.
- The DESC model to express feelings, needs and solutions to problem when resolving conflicts.
- Asking for one's needs to be met.
- The "Reflective" or "Active" Listening model to increase listening abilities.
- Making true apologies.
- Forgiveness.