

## ANGER MANAGEMENT: TAMING THE BEAST AND QUIETING THE WORKPLACE

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### THE PROBLEM:

- Anger as a normal, human emotion vs. anger as a problem
- The difference between anger problems and domestic violence
- What triggers anger?
- The costs of anger – to the angry person themselves, to those close to them personally, to those who work with them, and to the workplace itself
- The underlying causes of chronic anger – circumstances that can't be controlled, addiction and psychological disorders, fatigue and other factors
- Underlying vulnerable emotions that precede anger: fear, powerlessness, disappointment, etc.
- Different forms of ineffective anger expression: aggression, passive-aggressiveness, passivity
- What anger looks like: recognizing the signs and symptoms

### THE SOLUTION: STRATEGIES FOR ADDRESSING ANGER PROBLEMS PERSONALLY

- Step 1: Owning one's anger and admitting the problem
- Resources for getting help
- Deep breathing and other stress management tools
- Taking a time out
- Talking things out
- Journaling and writing
- Developing empathy
- Learning to forgive oneself and others
- Reframing events to see them from a different perspective
- Learning to not take things personally
- Lowering expectations
- Assertive communication

### THE SOLUTION: STRATEGIES FOR COMPANIES AND INSTITUTIONS TO ADDRESS ANGRY EMPLOYEES

- Presenting a united front from the top down: commitment by leadership to address anger issues
- Company practices including writing anger management policies, codes of conduct, documenting problems, establishing clear reporting avenues, ensuring no retaliation for complainants, and more
- Addressing the angry individual: setting up immediate and staged and tiered responses, talking to the person, addressing performance issues, making apologies, and more
- Anger management resources: for referring for help