**Conflict Resolution Key Points**

# Anger Management

# Myths about anger

* + 1. Getting angry is the only way to accomplish tasks
		2. It's only natural to respond that way
		3. Strongly confronting angry people will back them down
		4. Intimidation wins respect
		5. Verbal or physical venting will have calming effects
		6. Anger is a bad emotion
		7. There is only one way to deal with anger
		8. Anger can't be helped
		9. Not getting angry means that they got away with it
		10. Ignore anger and it will go away
	1. Controlling yourself
		1. Breathe
		2. Relax
		3. Maintain a healthy attitude
		4. Use positive self-talk
	2. Anger Management Techniques
		1. "Think before you speak" is the most effective
		2. Recognize stress (it usually underlies anger)
		3. Respond instead of reacting
			1. Do not say things you will later regret
			2. Do not make promises that you cannot keep or threats that you cannot enforce
	3. Communicate assertively
	4. Get some exercise
		1. Physical activity provides an outlet for emotions and stimulates brain chemicals that help relieve stress
	5. Use humor when appropriate
		1. Laughter is the best medicine
		2. Laughter helps release chemicals in the brain that create a more positive mood
		3. Do not be sarcastic
	6. Practice relaxation skills
		1. Take a hot bath
		2. Listen to relaxing music
		3. Work on your favorite hobby
		4. Do anything that takes your mind off your stress
	7. Know when to seek help
		1. Learn what anger is
		2. Identify what triggers your anger
		3. Recognize signs of becoming angry
	8. Learn to respond in a controlled, healthy way
		1. Explore underlying feelings such as sadness or depression
	9. Work at problem-solving
		1. If something is making you angry, look for solutions to that problem
		2. For example, if your spouse is always late for dinner, try moving dinner to a later time
	10. Learn better ways to communicate
1. Passive, Assertive, and Aggressive
	1. Passive
		1. Acting in a way that does not meet one's own needs and fuels feelings of frustration and anger
		2. Saying "yes" when wanting to say "no"
		3. Expressing outwardly a submissive, indecisive and/or helpless attitude while inwardly feeling conflict, tension, and/or stress
	2. Assertive
		1. Standing up for your rights without infringing on others
		2. Recognizing and respecting the equality, rights, and truths of other people
		3. Expressing beliefs, feelings, and preferences in a way which is direct, honest, and appropriate, and shows a high degree of respect
	3. Aggressive
		1. When someone stands up for their rights without regard for others
		2. Self-expression which demands, attacks, or humiliates other people, generally in a way which shows lack of respect for others
2. Dealing with Difficult People
	1. Six Types of Difficult People
		1. Arrogant
			1. Claims to know it all
			2. Needs no help from anyone
			3. Feels others are less qualified
		2. Whining
			1. Always sees the negative side of things
			2. Always complaining
		3. Demanding
			1. Wants things done faster, neater, and more thoroughly
			2. Issues threats if demands are not met
		4. Uncooperative
			1. Fails to meet obligations
			2. Ignores multiple requests, deadlines, or threats for participation
		5. Inconsistent
			1. Says one thing and does another
			2. Claims to never have been committed to doing it in the first place
		6. Lackadaisical
			1. Does not seem to care about anything
			2. Does not care about the quality of work
3. Six Strategies for Dealing with Difficult People
	1. Avoid labeling or judging others
		1. We subconsciously judge others prior to communication
		2. We tend to "expect" certain behavior
	2. Step back before you speak
		1. Think before you speak
	3. Try to separate the behavior from the person
		1. Stop wishing they were different and change your thinking and behavior
	4. Use a learning mindset approach
		1. Keep an open mind
		2. Listen to what is being said and remain open to other viewpoints
	5. Acknowledgement vs. argument
		1. Do not give into an initial reaction to argue or defend
		2. Acknowledge their perspective and offer to collaborate
		3. Position yourself as a partner
	6. Avoid being difficult yourself
4. Factors Contributing to Hostility
	1. Prejudice
	2. Favoritism
	3. Rejection
	4. Insensitivity
	5. Criticism
	6. Inadequate training
	7. Withdrawal of earned benefits
	8. Unreasonable demands
	9. Broken promises
	10. Poor communication
	11. Unmanaged Anger