

Managing Anger at Work

If you're like most people, once in a while, something happens at work that makes you mad.

It's not unreasonable to get angry when things don't go as planned or something upsets you. However, it is important to control how, when, and with whom you express your anger.

Angry outbursts don't always help us "let off steam." Sometimes, all they do is make the situation worse and increase stress and tension. In addition, outbursts or tirades directed at co-workers are inappropriate and could lead to disciplinary action.

So how do you keep your temper in check when you're having a rough day? These suggestions may help:

- ▶ **Don't ignore your anger.** Recognizing and accepting your feelings is the best way to keep them under control.
- ▶ **Regroup.** Avoid knee-jerk reactions or quick retorts. Instead, take a deep breath and count to ten. When you respond, do so in a calm, reasonable manner.
- ▶ **Focus.** Concentrate on the words and behavior of the people around you, rather than on emotional reactions or past grievances and frustrations.



- ▶ **Think about the consequences of your behavior.** Avoid actions that would not be in your own or your family's long-term best interest.
- ▶ **Turn negative thoughts into positive statements.** "Why do I get stuck with this chore?" is a negative statement. Try turning it around to focus on something positive. For example: "Performing this task is an important part of maintaining our team's workflow."
- ▶ **Don't blame others for your emotions.** You are responsible for your own thoughts, feelings, and behaviors.

If you are having difficulty managing feelings of anger, either at home or at work, LifeMatters can help. Practical suggestions and emotional support are available 24/7/365.

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