



# Dealing with Anger ~ Yours and Theirs

A 60-minute Webinar

## **9 WAYS TO STAY COOL, CALM, & COLLECTED**

- 1) Remember that focusing on \_\_\_\_\_ will just drive you crazy.
- 2) How much of this issue is \_\_\_\_\_?
- 3) Avoid actions that will make the situation \_\_\_\_\_.
- 4) Recognize that when you are angry, you've made a \_\_\_\_\_.
- 5) Don't listen to the "\_\_\_\_\_".
- 6) Ask yourself, "\_\_\_\_\_ am I angry?"
- 7) Is this a situation that I can \_\_\_\_\_?
- 8) What will it \_\_\_\_\_ me?
  - a) \_\_\_\_\_
  - b) \_\_\_\_\_
  - c) \_\_\_\_\_
  - d) \_\_\_\_\_

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- 9) \_\_\_\_\_ the result you'd like to see, and make sure your \_\_\_\_\_ are taking you there!
- 10) Use \_\_\_\_\_ when dealing with anger – yours or theirs.
- 11) When dealing with your own anger, use \_\_\_\_\_ and \_\_\_\_\_.
- 12) When dealing with their anger, use \_\_\_\_\_ and \_\_\_\_\_.
- 13) Ask yourself, "\_\_\_\_\_?"

## **ANGER MANAGEMENT SKILLS**

**SKILL #1 -** \_\_\_\_\_ it!

**SKILL #2 -** \_\_\_\_\_.

- A. Do you want to resolve the problem?
- B. Do they want to resolve the problem? Are they even aware there IS a problem??
- C. If you are a bystander, do you want to get involved?

**SKILL #3 - Be** \_\_\_\_\_.

- A. Go to the right person.
- B. Make your goals/purpose clear.
- C. Be specific about the real issues.

**SKILL #4 - Acknowledge** \_\_\_\_\_.

Explanations about why they shouldn't be angry can make someone even angrier because they:

- A. Deny the other person's anger.
- B. Compete with the anger for attention.
- C. Change the focus from what they are feeling to why they shouldn't feel that way.

**SKILL #5 – Think about what you have in** \_\_\_\_\_.

This is not meant to deny the anger, but to help everyone stay calm.

**SKILL #6 – Don't take it** \_\_\_\_\_.

***If we do, we make assumptions that:***

- A. We really heard what we think we heard.
- B. The person said it to hurt us.
- C. Others will believe what this person said.
- D. This person's opinion of us matters.
- E. The person is saying something about us.

**SKILL #7 – Get to the real** \_\_\_\_\_.

***Why are the real issues hard to identify?***

- A. Even when the real issues are identified, people have the opportunity, not the obligation, to respond to them as such.
- B. You may not like what the real issues are.
- C. You may have a different perspective on what the real issues are.

**SKILL #8 - Let** \_\_\_\_\_

Know what you can, will, want to, think you should, or are willing to do, and **what is out of your hands** and up to the other person. Even if you take all of the appropriate steps, **you still can't make things turn out the way you want.** You've *allowed* for what you want to happen, but **the response is in the other person's hands.**

**Be aware that letting go may incur many different feelings:**

- ... \_\_\_\_\_, because there's nothing else you can do
- ... \_\_\_\_\_, because of lost opportunities
- ... \_\_\_\_\_, because you recognize how little control you sometimes have
- ... \_\_\_\_\_, because the other person's response may be because of something you did or said
- ... \_\_\_\_\_, because you didn't get what you wanted
- ... \_\_\_\_\_, because your best efforts did not succeed

**Which of the 6 feelings listed do you normally experience when you have to "let go"?**

\_\_\_\_\_

**Why do you think that feeling is the one you experience when letting go?**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**1 THING I WILL DO DIFFERENTLY TO DEAL MORE EFFECTIVELY WITH ANGER:** \_\_\_\_\_

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