

Career Headlines

Controlling Anger During Conflict

Anger results from some other emotion you feel. For example, if someone insults you, your self-esteem is wounded. In psychology it's called a *secondary emotion*. If the put-down occurs in public, you may be embarrassed or ashamed.

Many different types of feelings can arouse anger. Here are just a few of them:

- Humiliation
- Guilt
- Disappointment
- Frustration
- Fear
- Jealousy
- Resentment
- Grief



In a work situation, uncontrolled anger may produce severe consequences like these:

- You say something unwise.
- You exaggerate the situation.
- You make other people angry.
- You strain or break relationships.
- You undermine team spirit.
- The original conflict becomes harder to correct.

Anger is also bad for your health. It's known to cause stress, anxiety, headaches, upset stomach, ulcers, high blood pressure, heart disease, stroke and insomnia. You can use these seven steps to manage anger:

Step 1: Admit to yourself that you are angry. Accept responsibility for your anger.

Step 2: Analyze what you are mad about. What is the real problem?

Step 3: Be sure you understand the real facts of the situation. Do some research.

Step 4: Decide who to talk to about the problem—the person who made you angry, your boss, a trusted friend.

Step 5: Be assertive once you decide to speak up. Describe the problem objectively.

Step 6: Propose a solution that is acceptable to both parties. Don't expect an apology.

Step 7: Reflect on the experience. What should you have done differently?

Action: Think of a time when you became seriously angry and respond to these questions: What circumstances led to your anger? What feelings came before the anger? What were the consequences?

**Career Solutions Publishing 1199 Lancaster Avenue Berwyn, Pennsylvania 19312 United States
(610) 993-8292**