



## ANGER MANAGEMENT

### AT WORK

**I supervise a hard driving team with a lot of independent thinkers. Sometimes we encounter tantrums and disruptive emotions which have a dampening effect on progress too long after the initial eruption of emotion. What can I do to help the team move past the anger?**

Following are useful techniques to cool emotion when the passion is out of control:

1. Take a time out (formal or informal) and gain some 'emotional' distance
2. Talk to a friend (someone you trust) who is less involved and can help with an objective perspective

3. Use the Conflict Resolution Model to expose issues useful to resolution.

- a. Identify the problem that is causing the conflict.
- b. Identify the individual positions taken and the individual emotions that are associated with the conflict.
- c. Identify the impact of the conflict on achievement of group goals.
- d. Establish that the team has to cooperate, be respectful and courteous. Being friends is a bonus.
- e. Decide whether to resolve the conflict.
- f. To resolve conflict: ask conflicting parties to state a

common goal resolution of the conflict:

How would you like the problem to be resolved? Is a compromise needed?

4. Exercise (take a walk, go to the gym, etc.).

5. Explore the primary feelings beneath the anger. Exposing feelings can be helpful, however it is a requirement to choose behavior that is respectful and courteous toward all team members.

#### Leadership Orientation Session B

16 Mar 2017  
Sheldon (NCC)  
8:30am - 11:30am

#### CONTACT US TODAY:

Please contact our office by calling 800-779-6125 or e-mailing Joy (joy@connectionseap.com) for more information or register online at:

[www.connectionseap.com](http://www.connectionseap.com)

#### ATTENTION: SUPERVISORS, MANAGERS, ADMINISTRATORS:

**Session A:** "Leadership Orientation to the EAP", is always available on the website - for new leadership employees or as a refresher course.

Each employer has their own unique user name and password for the leadership section and also a username and password for the employee section. Please check your wallet cards or contact your HR department for your username and password.

Website Information – Webinars, skill builders, articles and much more are available in the Work/Life Services site. Log in on Connections website, and you will find this site in the drop down menus under Employee or Leadership Resources. (To access webinars, continue to scroll down on the Work/Life Services opening page. All webinars are archived for later viewing.)

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