



## KEEPING IT CALM IN TIMES OF ANGER

**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 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.

**(adapted from SAMHSA's new 'Anger Management for Substance Abuse and Mental Health Clients' course)**

### **\*Watch For Up Coming Virtual Leadership Development Classes**

#### **Leadership Orientation Session B**

**\* Please watch for up coming classes.**

#### **CONTACT US TODAY:**

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

Session A: "Leadership Orientation to the EAP", is always available on the website. Please check your wallet cards or contact your HR department for your username and password.

Website Information – Webinars and skill builders are available in the Work/Life Services site. Log in on Connections website go to Employee or Leadership Resources tab 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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