

# ANGER STYLES

STUFFING

ESCALATING

MANAGING I

- MANAGING** — an assertive style of coping with anger situations.  
 — the most effective style of coping with anger situations.



*I'm really working hard on managing my anger — so . . . I need to talk to you. I feel angry when . . .*



**Do you “manage” your anger? \_\_\_\_\_**

**Do you allow anger to move you in positive directions? \_\_\_\_\_**

*OPEN, HONEST AND DIRECT EXPRESSION is the most effective way of managing anger. Easier said than done, huh? When expressing anger directly, keep these important skills in mind . . .*

- Remind yourself that anger is a normal, human emotion . . . it's OK to feel angry! Give yourself permission to feel anger.
- Before *open, honest and direct expression*, consider the following:  
 What was the event that triggered your anger? Is this good timing for the listener?
- Set a specific time limit for anger discussion.
- Be aware of the power of your body language:  
 firm voice — moderate tone — direct eye contact —  
 maintain personal “space” — establish an even eye-level with the listener.
- Avoid attacking or blaming.
- Focus on the specific behavior that triggered your anger.
- Avoid *black and white* thinking.  
 “You never \_\_\_\_\_,” INSTEAD, try “I’d prefer that \_\_\_\_\_, then I would feel \_\_\_\_\_.”
- Use “I” statements.  
 “I” feel angry when . . .”
- Avoid statements/actions that you’ll regret later.
- This is not the time to drag in old, unresolved issues.
- Check for possible compromises.
- After *open, honest and direct* discussion, close the discussion, and move on.
- When it’s over, pat yourself on the back for your assertiveness!
- Say to yourself “I (and perhaps the people around me) will be better off in the long run!”

**NOW say to yourself —**

**“By managing my anger, I took an important step in improving my sense of well-being!”**