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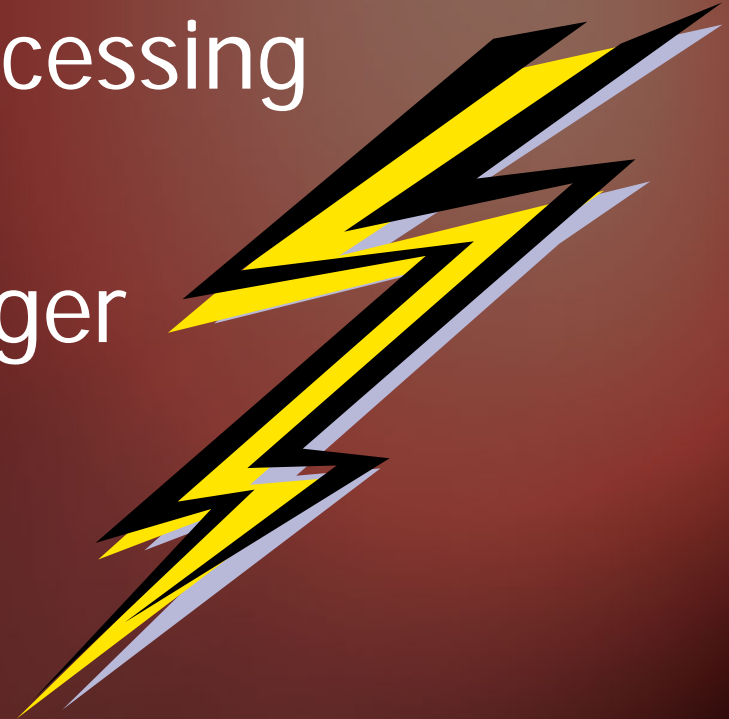
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Managing Anger in the Workplace

What is *Anger*?

- A very powerful feeling
- An emotional response
- Right brain driven
- Emotional vs. factual processing
- Irrational vs. rational
- Repressed feelings of anger



Types of Anger

- Reaction to the loss of something
- Sadness over anticipated outcome
- Anger begins at home
- Fearful, anticipation of being hurt
- Fear of being controlled or feeling out of control



Bringing anger into the workplace:

People get Angry more easily when.....

- Stressed
- Depressed
- Scared
- Frustrated
- Hopeless
- Empty emotional bank account



Managing *Anger*. It is easier when.....

- The person is not related to you
- There is no fear of loss (person or situation; job, spouse, friend)
- You are not worried about an emotional reaction
- Duration of anger is short and over
- The person has little or no impact upon your life

We are less able to cope with *Anger* when....

- There is more emotions: Screaming, loud, intense, angry expression
- It is familiar and not surprising
- There is too much anger and it has become pervasive
- There is trauma associated with it

We are less able to cope with *Anger* when....

- There is a fear of physical violence
- It is abusive: Emotional, physical or sexual
- We are more stressed with less outlets or buffers
- We feel unable to diffuse it:
Locus of control: Actor vs.
Reactor



The Power Hierarchy of *Anger*

- Employer vs. friend
- Parent vs. spouse
- Spouse vs. child



The Qualities of *Anger*

- Is it predictable or unpredictable?
- Is it critical or offers constructive help?
- Is it modulated or explosive?
- Is the person cold and uncaring or usually supportive?



The Qualities of *Anger*

- Is it repressed and about an event that happened some time ago or at the time?
- Is it positive, providing a learning experience or part of a negative relationships (Defeatist outcome: confirmation of expected criticism)
- Is disgust communicated?
- Is it explained or unexplained?

Anger Evoking Situations in the Workplace

- Crowded spaces, violation of borders and boundaries
- Depression or anger
- Difficulty getting to work:
 - Highway construction
 - Ice storms
- Noisy, smoky room
- Extremely hot or cold rooms



Anger and Personalities in the Workplace

Personality types determine:

- The reaction to the anger of others
- The way the individual responds to his or her own anger



Dependent Personality and *Anger*

- Repressed anger until explodes
- Saved up anger, Longer to resolve
- Difficult to diffuse and relieve
- Guilty, unclear, vague, less exact
- Sulky, withdrawn, physical illness
- Feels guilty after becoming angry
- Disguised with nasty comment, teasing humor

Avoidant, Anxious Personality and *Anger*

- Fear driven, intense, clipped tone, tense
- Critical and judgmental if “let down”
- Driven by fear of consequences
- Uses humor to disguise anger
- Stressed, frustrated, overwhelmed,
- Avoidance, withhold love and affection, not talking about anger



Histrionic and Narcissistic Personality Types and *Anger*

- Emotionally reactive, lots of drama
- Usually more angry at others than at self
- Complains of being let down
- Self-Defeating Features, predicted problems
- Feels sorry for self, melodramatic, "How could you do this to me?"
- Very justified being angry, blaming others



Depressive Persona and *Anger*

- Just as predicted, blames you
- More fuel for prediction of doom and gloom,
- Unforgiving uses as confirmation of inadequacies or bad traits
- Unforgiving, bitter, unhappy, impulsive, critical, judgmental, derogatory, nasty comments
- Irritable malcontent



Borderline Personality Types and *Anger*

- Unpredictable, out of control, accusatory, irrational, mean, impulsive, brutal
- Use of anger to as reason for inappropriate behavior
- Mean to everyone, the household shakes and the pets run for cover
- Intense, threatening, unforgiving
- Anger for small things, petty



Obsessive Compulsive Personality and *Anger*

- Critical and judgmental
- Accusatory, "Why did you do that? You should have done this"
- Related to task not completed
- Anger evoking infraction seen as related to inadequacy



Paranoid, Schizoid, Schizotypal Personality Types and *Anger*

- Suspicious, untrusting, fragile, withdrawal
- Difficulty becoming angry
- Keeps it inside and turns against self
- Unpredictable, Vague in presentation
- Does not talk about things makes resolution difficult
- Feels hurt and wounded, does not let things go

Type A Personality Types and *Anger*

- Ism: Alcoholic type, extreme, black white personality
- Intense, loud, abusive, emotionally charged and reactive
- Dominating, not honoring borders
- Short duration, quickly forgotten
- Can be derogatory and blaming



Personality Types that Cut you off when angry

- Depressive
- Paranoid
- Borderline
- Schizoid, Schizotypal



Diffusing *Anger*

- Type A: Don't Argue, Listen. Agree to disagree, provide feedback to promote feeling heard, present opposing thoughts at later time
- Depressive: Key=Maintain Happy, Positive Stance. Confirm you "heard" and address crooked thinking
- Borderline: Key=Control and Distance. Keep it impersonal, acknowledge, prepare for lack of resolution

Diffusing *Anger*

- Dependent: Key=Caring and Reassurance. Last the duration to “clean out the closet”
- OCD & Avoidant, Anxious: Key=Calm and Reassurance. Appear interested, focus on constructive criticism



Diffusing *Anger*

- Paranoid, Schizoid, Schizotypal: Key=Safety, Honor Borders. Provide necessary time to express self adequately and sort through the vagueness
- Histrionic and Narcissistic: Key=Control. Keep it short, focus on primary issue



Anger rules, Anger is not about....

- Fighting
- Personally attacking, Rejection or humiliation
- Reactive screaming or abusive behavior
- Running away or leaving the argument



Anger rules, Anger is not about.....

- Ridiculing or teasing
- Off topic discussion, Hurling words
- Opening Pandora's box: Revealing long kept secrets or deceptions



Anger Do's and Don'ts, what to teach others

- Not using terms: You did this and that
- Use "I" in speech: I feel....
- Do not generalize: be specific
- No kitchen sink routine
- Keep it short, no sermons or lectures
- Honor borders/boundaries
- Stick to the point: Address the issue.

Getting rid of your own *Anger*, Four Step Method

1. Discharge the anger energy

Disengage (anger diary, activities, exercise)

2. Look underneath the anger

Identify the feelings (ask why questions)



Getting rid of your own *Anger*, Four Step Method

3. Consciously decide what to do with the anger

Examine alternatives (options, big picture)

4. Re-frame the situation to re-engage

Different Perspective (seek to understand)



Tip for the Day.....

When people remain **Angry**:

- They change their personality
- They look more hardened
- They do not age as well
- Stress is present more of the time
- Lowered immune system
- It takes years off of their lives
- Coherence is the key to graceful aging

Cognitive dissonance

- Anger escalates, calm dissipates
- Being loving and anger are two opposing thoughts
- Bring in loving thoughts and you cannot be angry
- When you feel loving so does everyone around you