



How to Defuse Anger and Calm People Down

Break anger's grip on your office

Anger in the office is the enemy of productivity, teamwork, and creativity. Sometimes it's obvious — a white-hot rage with tempers flaming. Other times it's subtler — and potentially more damaging. That's when defensiveness, cynicism and negativity creep into the workplace and take over. Before long, department morale plummets, enthusiasm is dampened and teamwork breaks down.

There are specific steps you can take and proven strategies you can follow to turn things around quickly. Find out how to recognize the early signs of anger — in yourself and others — and redirect the energy wasted on it to achieve positive outcomes such as improved teamwork, increased enthusiasm, and heightened creativity throughout the workplace.

Four ways managers and supervisors benefit

1. You'll recognize potential problem areas before they erupt into a crisis
2. You'll know how to help your team channel the energy of anger into positive change and productivity
3. You'll become a better communicator and listener, which will enhance your value to the organization and boost your career
4. You'll decrease absenteeism and turnover by working to create a pleasant, goal-focused environment that's inviting to employees

Six key skills that put you in control of anger

1. Stay calm in any situation, Even in the heat of anger. Calm the physical signs of anger that push you "over the top" and discover the art of buying yourself precious recovery time before you speak.
2. Identify and understand co-workers' "hot button" issues. Everyone has sensitive areas where it pays to tread lightly — or not at all. Learn to recognize and anticipate issues that may trigger a negative or angry response from co-workers.
3. Use proven ways to manage the anger of others. Develop listening skills that help you get in touch with staff problems before they erupt inappropriately.
4. Learn strategies for helping others cool off. Determine the best way to stop anger from escalating. Identify different strategies to use for "hot" and "cold" expressions of anger.
5. Establish a climate in which conflict can lead to positive growth. Gain skills that help ensure that conflict will lead to creativity, positive solutions, and teamwork, rather than accusations, negativity, and outbursts.
6. Implement techniques that reduce stress and increase productivity. Learn strategies for dealing openly and honestly with anger, and enjoy the resulting benefits: lower stress and higher productivity.

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Program Agenda

Learn to Defuse Anger Before It Erupts

- Listening skills that can turn around a tough situation in the office
- How and when to use silence as a positive motivator
- Tips to help you sidestep emotions and focus on positive change
- Techniques that allow others to save face and avoid embarrassment
- Three main approaches to anger and the outcomes of each
- Anger signals that are often mistaken for something else

Channel Anger into Growth

- Techniques to help you soothe irate individuals
- The things you must do if hostilities get out of hand
- How to recognize anger triggers
- Cognitive restructuring — the power of changing the way you think
- When to be a referee; when to be a coach
- Steps to handling people who have a low tolerance for frustration
- How to identify different types of anger buildup
- Why your own behavior may worsen conflict, and what to do about it
- Specific questions to ask in the problem-solving process

Calm Stress and Increase Productivity

- Techniques that help employees face the issues really causing their stress
- Stress-reduction techniques you — and your staff — can use anywhere
- How self-talk fans the fires of a bad temper
- Ways to channel anger into progress
- How to get staff members to stick with difficult challenges when resolution doesn't come quickly
- The phases of anger, how judgment is affected in each, and how you should tailor your responses at each phase
- How to identify the subtle signs of hidden anger

Finish the Issue Without Resentment — and With a Positive Spin

- Four ways to rebuild a team damaged by anger
- Mistakes that escalate anger and create problems down the road
- Strategies for recognizing potential areas of conflict and sidestepping them
- The secret of getting diverse individuals to work together as a productive group
- A process for turning conflict into a growth experience
- How to replace angry thoughts with balanced, healthy thoughts
- Policies that reduce conflict and defuse anger