Leading Through Anger, Without Losing Your Credibility

Alex Willis
ABB and Leadership Surge

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Leading Through Anger, Without Losing Your Credibility

MODULE I

Anger Anatomy

Key Points:
• Is anger good or bad?
• Five famous myths about anger
• Having the “Right Mind Set” for managing anger
• Physical effects of anger
Is Anger Good or Bad?

OBJECTIVES

- Uncover how anger affects and even shapes your life
- Explore the roots of your anger and discover ways to manage your anger in a more effective manner
- Dispel common anger myths
Positives and Negatives of Anger

Team 1:
In your team, use the flip chart paper to brainstorm situations when anger can be constructive and can lead to a positive outcome.

Team 2:
In your team, use the flip chart paper to brainstorm situations when anger can be destructive and can lead to a negative outcome.

5 Famous Myths About Anger

I. Men are angrier than women

II. Punching a pillow or similar action helps get rid of anger

III. Anger is all about getting even

IV. Anger is instinctive

V. Anger results only due to actions of others
Having the “Right Mindset” for Managing Anger

Anger is like an alarm telling you there’s something wrong
Everybody gets angry
You can stop fight or flight
All anger gets expressed
“People are not disturbed by things, but the view they take on them.”
Everybody gets angry

You can stop fight or flight
All anger gets expressed

People are not disturbed by things, but the view they take on them.

Epictetus – a first century philosopher
Physical Effects of Anger

Group Brainstorming Activity

Anger and Energy
Anger and High Blood Pressure
Anger and Heart Disease
Anger and Digestion
Anger and Your Immune System
My Personal Anger Pie

Part 1:
Personal Anger Pie

Part 2:
My Anger Signals

Key Points:

- Having the “Right Skill Set” for managing anger
- The 4 Key sources underneath anger
- The assertive statement to communicate anger
- Rules of assertive behavior
The “Right Skill Set” to Manage Anger

1. Separate the trigger from the cause of anger
2. Discover the real source of your anger
3. Communicate assertively
4. Learn anger and stress reduction techniques

The 4 True Faces of Anger

1. Fear
2. Shame
3. Sadness
4. Guilt
An Assertive Statement to Express Anger Must Have 2 Thoughts:

1. The Fact that you are angry and the reason why you are angry
2. What you want the other person to do or how you want the situation to change

A simple form for such a statement is:

“I feel angry because …………… I want you to …………………”

Know Your Anger’s ABC’s

A
nger Trigger
B
elief
C
onsequence
## Example of the ABC Form

<table>
<thead>
<tr>
<th>Anger Trigger</th>
<th>Belief</th>
<th>Consequence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Write down what triggered your feelings (it could be an outside event or something inside their mind)</td>
<td>Write down the thoughts and beliefs that went through your mind</td>
<td>Write down (a) your feelings and (b) what you did as a result (your actions and behaviors)</td>
</tr>
</tbody>
</table>
| • Someone jumping in front of me in the queue | • That is not fair | • Anger (feeling)  
• Irritation (feeling)  
• Gave them an angry look (action) |
| • Workmate not forwarding important report when I asked twice | • He is ignoring me | • Anger (feeling)  
• Frustration (feeling)  
• Shouted at him (action) |

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**WILL THIS REALLY MATTER TOMORROW? A WEEK FROM NOW? NEXT MONTH?**

- Is there another way to look at this particular event?
- What is the worst thing that could happen?
- Am I right to think on these lines?
- How important is it to give a reaction?
6 Types of Hot Thoughts

- Labelling
- Mind Reading
- Fortune Telling
- Catastrophizing
- Should Statements
- Vengeance

What Irrational Beliefs Are You Walking Around With?

- I must not ever make mistakes
- I must be liked by everyone
- People should agree with me
- Other people should always act the way I think they should
Discover Your Problematic Beliefs

Please Follow Trainer’s Instructions

Module 2 | 24

Personality statements are generally JUDGMENTS (positive and negative) about a person.

EXAMPLE:

“You are a nice person”
“You are lazy”

Behavior statements DESCRIBE how a person is acting.

You make a point of saying hello to everyone every day
“You don’t ask customers for all the information we need on the applications”

Module 2 | 31

Focus on Behavior Not Personality
Be Specific

VAGUENESS creates questions

EXAMPLE:
"You provide excellent service"

• What kind of service?
• What does the person do?

Behavior statements DESCRIBE how a person is acting

You make a point of saying hello to everyone every day
“You don’t ask customers for all the information we need on the applications”

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To Communicate Assertively, It Is Important to Use “I” Messages.

✗ “YOU” MESSAGES PUT PEOPLE ON THE DEFENSIVE:
Examples:
• You made me angry when you said I was lazy.
• You are frustrating when you keep saying the same thing over and over again.

 ✓ “I” MESSAGES TAKE RESPONSIBILITY FOR FEELINGS
Examples:
• I am angry because I heard you say I was lazy.
• I am frustrated because I think you are saying the same thing over and over again.
I can understand how this can be upsetting

That’s fair

I hear you

I see

Acknowledge the Point

Rules of Assertive Behavior

- Maintain good eye contact
- Notice your body posture
- Notice your proximity and physical contact
- Pay attention to your facial expressions
- Pay attention to your gestures
- Notice your voice, tone, volume, and inflection
MODULE III

The Anger Management Process

Key Points:
- My personal anger assessment
- A four step process to effectively express your anger

The Anger Management Process

**STEP I**
Identify the real cause of anger, without confusing it with the trigger or with the evaluation

**STEP II**
Identify the internal image or judgment that is making us angry. (The real source of anger)

**STEP III**
Bring our full attention to the need that is behind the judgment

**STEP IV**
Saying to the other person 4 pieces of information
MODULE IV
Handling Anger in Others

Key Points:
• The Importance of listening
• Summarizing and reflecting back what was said
• Reflecting emotions and reframing statements
• Three step technique for handling anger in others

It’s Important to Listen
• When we are angry, most of us have the need to be listened to
• So don’t forget to listen not just listen but acknowledge
Reflecting What Others Say

“It sounds like…”

“I believe … is important to you.”

“You feel strongly about …….”

“When you said…, I understood …”

“So, for you it’s important to …. ”

Reflecting Emotions

**Statement**

- “I can’t believe he messed up another presentation!”
- “She places way too much demand on us. We can’t do it all!”
- “The project was a complete failure. He really messed it up.”

**Reflected**

- “You’re concerned that the presentations didn’t go well.”
- “It’s been difficult to finish all the assigned tasks.”
- “You’re disappointed at the way the project turned up.”

Module 4 | 45
## Reframing Statements

<table>
<thead>
<tr>
<th>Statement</th>
<th>Reframed</th>
</tr>
</thead>
<tbody>
<tr>
<td>• “He never shares any information. I don’t understand why he can’t just provide me with the numbers.”</td>
<td>• “It’s important for you to work cooperatively.”</td>
</tr>
<tr>
<td>• “She’s so dismissive of everyone’s proposals. She always says ‘no’ to everything and insults us when we come up with ideas.”</td>
<td>• “You’d like to have a respectful talk about proposals.”</td>
</tr>
<tr>
<td>• “He has been late for every single meeting we’ve ever set up. Does the man not own a watch? How hard is it to show up on time?”</td>
<td>• “Time is important to you.”</td>
</tr>
</tbody>
</table>

## Neutralizing Perspectives

<table>
<thead>
<tr>
<th>Statement</th>
<th>Neutralized</th>
</tr>
</thead>
<tbody>
<tr>
<td>• “That meeting was a total catastrophe.”</td>
<td>• “The meeting didn’t go as you had hoped.”</td>
</tr>
<tr>
<td>• “We got into a shouting match in front of the staff.”</td>
<td>• “There was a loud conversation that others observed.”</td>
</tr>
<tr>
<td>• “The project has hit a total dead end. It’s done for.”</td>
<td>• “The project is facing some difficulties.”</td>
</tr>
</tbody>
</table>
The 3 Step Technique

1. Listen and reassure
2. Acknowledge the person’s anger
3. Move angry person to the logical side of the brain (Ask 3 - 4 closed questions in a row)

Listen and Reassure
Acknowledge the person’s anger

Move angry person to the Logical Side of the brain

Ask 3 closed questions back to back
Questions? Thank you!

Up Next: 11:45 am
Lunch in Ballroom Lawn

Plenary Session: 12:45 – 1:45 pm
When Good Jobs Go Bad - Neil Swidey
in Grand Canyon Ballroom

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