

Dealing With Angry People

Taking Control of Tense Situations

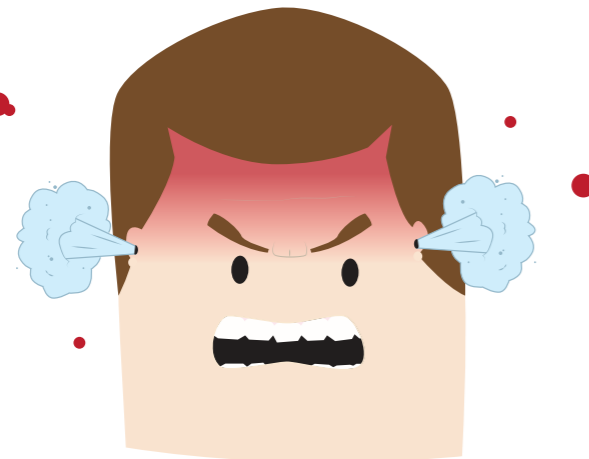
REMEMBER:

Stay safe. If you feel threatened, leave the room and, if necessary, call for help.



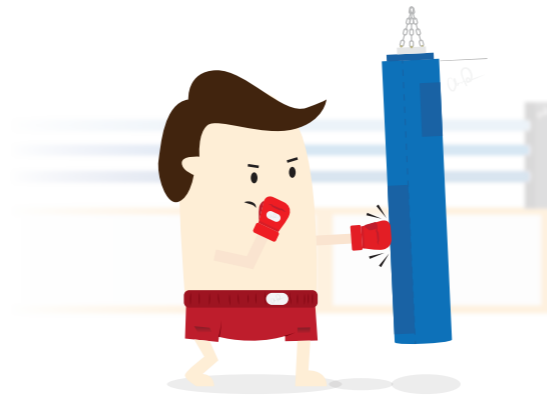
1

When someone is angry with you, it's easy to make a bad situation worse. The solution is to respond calmly, and to **stay in control**.



2

Don't let your instinctive "fight, flight or freeze" response get the better of you. **Breathe deeply** to stay relaxed but alert.



3

Find out why he or she is angry. Ask questions, listen carefully, and use non-threatening body language. Show empathy, and avoid judgment.



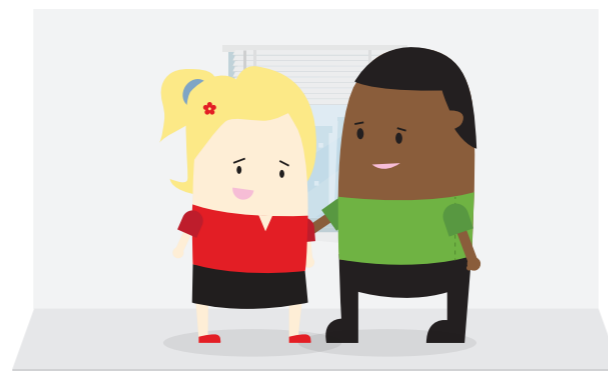
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Frequent outbursts from a team member can impact everyone's productivity and morale. Use **coaching or mentoring** to help them learn to control their anger, and to tackle any underlying issues.



5

If you – or your company – are at fault, don't make excuses. Ask what you can do to **make things right**. Saying sorry helps to repair the relationship.



4

I NEEDED THAT REPORT LAST WEEK!

You feel that I've ignored your request, is that right?

Check your understanding of what the angry person has said. **Speak slowly and calmly**.

To learn more about Dealing With Angry People, read the article at mindtools.com/angry-people