TOOLBOX

TOPIC

INTRODUCTION

ANGER - Just one letter short of dANGER



DATE:

SUPERVISOR/ MANAGER:

EMPLOYEE NAMES:

There is little doubt that anger can be a contributing factor

in workplace injuries.

Angry people are more likely to sustain injuries serious enough to require emergency medical care, and the risk is higher for men than women.

A recent study found, that nearly 32% of all the patients reported being irritable just before they were injured, 18% reported being angry and 13% reported being hostile.1

ANGER WARNING SIGNS

Sometimes anger can affect what you say or do before you even recognize how you're feeling. You may become so used to the feeling of anger that you don't notice it, sort of like how you can hear the sound of an air conditioner, or the humming of a refrigerator, but block it from your mind. Even if you aren't aware of your anger, it influences how you behave.

The first step to managing anger is learning to recognise your personal warning signs that will tip you off about how you're feeling.

QUESTIONS / ANSWERS TO GENERATE DISCUSSION

How do you react when you feel angry? If you're yelling, its probably too late. Some of these warning signs might start when you are only a little irritated, and others might start when you are very angry.

Mind goes blank	Insult the other person	Face turns red						
Body or hand shake	Start sweating	Throws things						
Heavy or fast breathing	Stare at the other person aggressively	Scowl or make and angry face						
Scream, raise voice, or yell	Clench fists	Feel sick to the stomach Become aggressive						
Punch walls	Feel hot							
Become argumentative	Go quiet & "shuts down"	Crying						
Pace around the room	Headaches	Can't stop thinking about the problem						

ANGER MANAGEMENT SKILLS

It's how we manage our reaction to anger that can be the difference between creating positive change, or perpetually needing to deal with the unwanted consequences of an angry outburst.

Don't let anger destroy your life. There are some good ways to help keep it under control.

QUESTIONS / ANSWERS TO GENERATE DISCUSSION

These are some tips to talk about on how to deal with anger.

REMOVE YOURSELF	Temporarily leave the situation that is making you angry. If other people are involved, explain to them that you need a few minutes alone to calm down. Problems usually aren't solved when one or more people are angry
CONSCIOUSLY DETERMINE TO BE CALM	Don't react, think! Choose to remain calm! What will be the outcome of your next anger-fueled action? Will arguing convince the other person that you're right? Will you be happier after the fight?
COMMUNICATE - EXPRESS YOUR ANGER CALMLY	When someone upsets you, tell them. Try to be assertive, but not confrontational. Calmly talk to them about how you feel about their words or actions. Be clear and composed.
DEEP BREATHING	Let it go, man. Imagine yourself in a calming place - at the beach or nestled in front of a warm fire. They take deep breaths and progressively relax various muscle groups. Take a minute to just breathe. Count your breaths: four seconds inhaling, four seconds holding your breath, and four seconds exhaling. Really keep track of time, or you might cheat yourself! The counting helps take your mind off the situation as well.
EXERCISE	Exercise serves as an emotional release. Chemicals released in your brain during the course of exercise create a sense of relaxation and happiness.
LOOK FOR THE POSITIVES	Don't dwell on the negatives. "Don't sweat the small stuff." Don't worry about things that are out of your personal control. This is difficult, but an attitude and behavior that can be learned!

References: 1. State Anger and the Risk of Injury: A Case-Control and Case-Crossover Study. Daniel C. Vinson, MD, MSPH1 and Vineesha Arelli, BS. Annals Family Medicine 2006 4:63-68.