

Recognizing and Managing Anger

People become angry for many reasons. When one becomes angry for reasons outside of work, the effects of the emotion can affect efforts undertaken at work and vice versa. Because of this, it is necessary to consider situations – both in and out of work – that trigger your anger. In the spaces provided, please record situations that tend to make you angry. Afterward, record how you typically react to anger.

1. Not Related to Work

2. Related to Work

When you are angry, how do you typically react behaviorally to anger?

Recognizing and Managing Anger (Cont'd)

The idea of looking at your emotions and their effects might seem basic; however, your emotions and related reactions have a great affect on your efforts to engage families and other professionals. Because of this, it is important to recognize signs associated with your emotions and related reactions heightening so that you are better prepared to deal with both before they affect your casework efforts. In the spaces provided, please write your baseline indicators, starting from “calm.” Then write your other indicators as they progress to “enraged.”

Body Indicators	Thought Indicators	Behavior Indicators	
			↑ Enraged
			Mad
			Annoyed
			Calm ↓

Recognizing and Managing Anger (Cont'd)

It is quite natural and understandable that one might become angry when facing situations of child abuse/neglect. However, allowing one's emotions, especially anger, to get the better of them can impede the helping relationship/process. Therefore, it is important not only to recognize situations that anger you and indicators of that anger; but, it is equally, if not more important, to know how to manage your anger.

Potter-Efron suggests the following simple strategies that can be used to help people in dealing with anger and other strong emotions:

1. Self-talk
2. Count to ten (or 100)
3. Breathing technique
4. Relaxation
5. Imagery
6. Time-out/leave
7. 24-hour delay
8. Ask questions:
 - a. What do I want?
 - b. What do I need?
 - c. Will this be important next week/year?

9. _____

10. _____

11. _____

12. _____

13. _____

14. _____

15. _____

(Potter-Efron, R. & Potter-Efron, P., 1995)