Anger – One Letter Short of Danger

Introduction:

Have there been times at work when you've felt as if you were walking on egg shells? When it seemed that everything was going wrong? Have you lost your cool and yelled at a co-worker or, even worse, your boss? Or when a customer yelled at you, out of frustration you snapped, and yelled back? Have you felt mistreated and become angry and upset? Hey, we get it! Things do not always go as expected and life can be difficult; even tougher right now with so much uncertainty. Anger is a normal response, and we have all felt anger at some point. It is how you choose to express your feelings that really matters. The goal is to understand what triggered the anger, and choose to manage it in a constructive manner. Do not let making a bad decision ruin your relationships or your career. As Eleanor Roosevelt once said, "Anger is one letter short of danger."

Discussion Points:

- Understand triggers of anger
- Manage anger in a constructive manner
- When anger turns to danger
- Diffuse the situation
- Choose how you react

Discussion:

Anger can be a contributing factor to workplace injuries. An angry worker is more likely to be injured on the job than someone who is able to control his or her emotions. Sometimes, a kind word, a smile, a silly face, or a joke can help to diffuse a tense situation.

There are times when things do not meet our expectations, and frustration and anger take over. Sometimes this anger will turn to actions of rage and hostility. Often, anger is a direct consequence of losing patience and not managing our emotions. An employee who becomes angry, and isn't thinking straight, can snap in an inappropriate manner, leading to actions that could cause a workplace accident. You can take control of your anger and be a positive influence to those around you. Breathe! Take a walk, go to an area where you can be alone, splash some water on your face, or go clean out your car. Give yourself a time-out. It's allowed! And, whatever you do, don't vent on social media! You absolutely can avoid impulsive actions, learn to accept and handle your emotions, and manage your anger in a constructive way, so that things that don't go smoothly at work don't escalate into incidents which could jeopardize anyone's safety and wellbeing.

As always, stay safe out there!