

# ANGER MANAGEMENT & DE-ESCALATION

## THINK

Slow things down. Take three deep breaths in through your nose and out through your mouth. Take this time to collect your thoughts before responding so that you do so with intent.

## CALM DOWN AND EXPRESS

Once you've gotten some clarity of thought, express what you're frustrated with assertively but not aggressively. Say what you are concerned about and what your needs are.

## TIMEOUT

Remove yourself from the stressful situation. Take a few moments to be alone so that you feel better prepared to manage frustrating incidents without reacting aggressively.

## HUMOR

Laughter is another great way to de-escalate anger. After taking a timeout, take the initiative to lighten things up. Laughter diffuses tension brought on by anger so implementing humor is effective, however avoid sarcasm.

## 'I' STATEMENTS

When voicing how you feel to another person, use "I Statements" from the "Communications Skills" week. This is a great tool for expressing yourself. Remember that "I Statements" begin with phrases like "I am" or "I feel."

## PROBLEM SOLVING

After vocalizing your concerns and needs, focus on how you can resolve the issue (although not all situations will have a solution). Remind yourself that getting angry won't change the situation but finding a solution to the angering problem might.