

## Personal Development – Dealing With and Managing Workplace Anger

By: Sarah Land, Resources For Living

“If he takes credit for my idea one more time, I’m going to lose it!” Ever felt like that? A recent Gallup poll revealed a sobering statistic: two out of every 10 employees confessed to being angry enough to hurt someone in the last six months. Anger in the workplace can be destructive. It may result in lost productivity, poor morale, less efficiency, more accidents, etc. And sadly, it can lead to violence. But how would one know if anger was reaching problematic proportions at work?

In his book *Working Anger: Preventing and Resolving Conflict on the Job*, Ronald Potter-Efron points out several indicators:

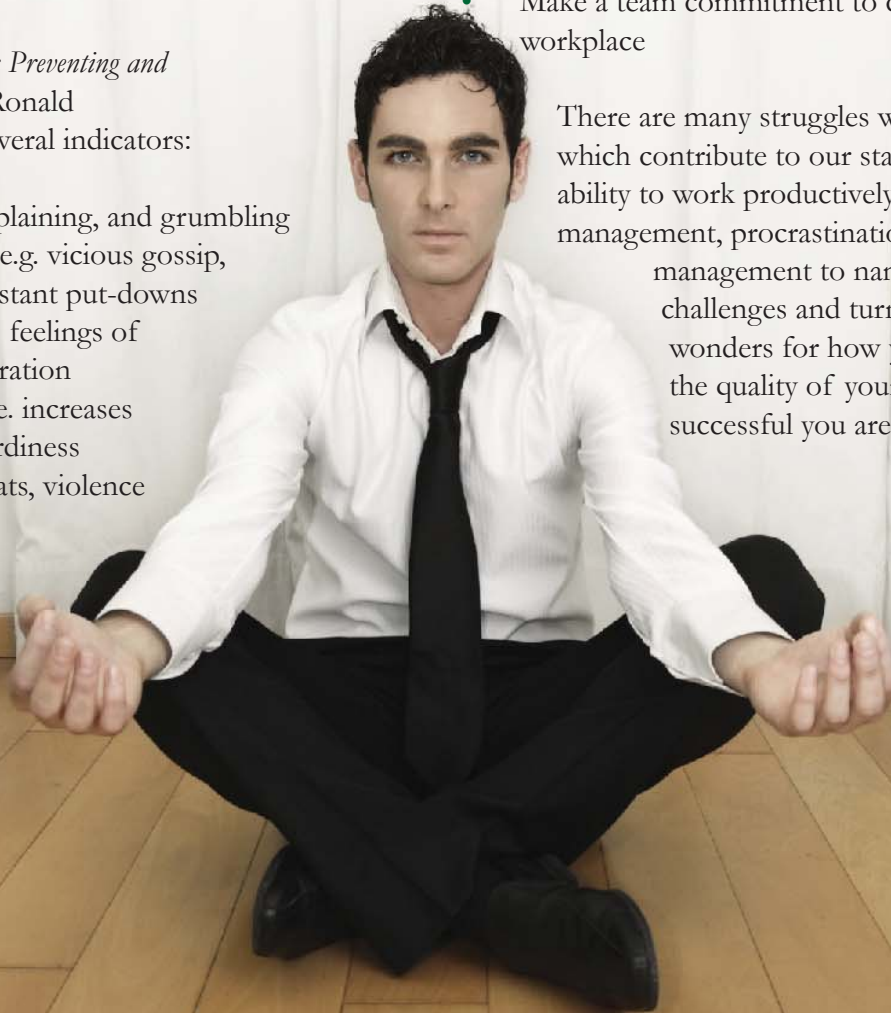
- Endless arguing, complaining, and grumbling
- Destructive criticism, e.g. vicious gossip, sarcastic remarks, constant put-downs
- The predominance of feelings of helplessness and frustration
- Avoidance patterns, i.e. increases in absenteeism and tardiness
- Loud arguments, threats, violence

The good news is that if anger is an issue, everyone is in a position to influence others. Those around you will notice how you handle your anger and deal with conflict.

Following are several steps one can take to avoid becoming trapped in the vicious cycle of anger:

- Take responsibility for your own anger
- Realize you can say “no” to your anger
- Pick your battles carefully
- Use praise instead of punishment
- Understand and accept personality and work-style differences
- Make a team commitment to create a compassionate workplace

There are many struggles within ourselves, which contribute to our state of mental health and ability to work productively: self-esteem, anger management, procrastination, organization, or stress management to name a few. Identifying your challenges and turning them around can do wonders for how you feel about yourself, the quality of your relationships, and how successful you are in your career.



*Resources For Living (RFL) is a behavioral wellness organization that delivers measurable improvements in individual and organizational health, productivity, and related costs through integrated EAP and work/life services, depression and anxiety disease management, chronic pain management, obesity case management and non-surgical weight loss, substance abuse treatment, worksite interventions after traumatic events, and managerial performance and risk coaching. Founded in 1988, RFL currently operates in every state in the United States, Canada, and Puerto Rico and can be found on the Web at [www.rfl.com](http://www.rfl.com).*