



Anger Diffusing Techniques

Before confronting an angry person, consider the following tips:

- 1) Walk away if possible - ask for “Time-Out” if necessary
- 2) Immediately get in touch with what you are feeling – stay in control of your own emotions
- 3) Use “I Messages” to tell the person what you are feeling and how it relates to their behavior
- 4) Provide alternative behavior options to the angry person
- 5) Use the angry person’s first name to begin each statement
- 6) Refrain from touching the angry person
- 7) Refrain from threatening the angry person
- 8) Assume non-threatening positions and postures
- 9) Use the “Broken Record” routine to relate your request/feelings to the angry person
- 10) **Walk away if possible - ask for “Time-Out” if necessary
- 11) (If appropriate) Request to schedule a discussion within 24 hours following the anger episode to calmly discuss reasons for the anger escalation and possible solutions

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