

SKILLS FOR DEALING WITH YOUR ANGER:

1. Own your anger.

Know that you are angry and claim it as your own behaviour. This takes blame out of the interaction. "I am angry" instead of "You make me angry"

2. Check your level of anger.

Anger is not an all-or-nothing experience. It ranges from "I disagree" to "I'm enraged!" Learn to tell the difference between levels of anger. Give it a number from 1 to 10.

3. Check what is threatening.

Do you feel threatened? What are you afraid of? What do you stand to lose?

4. Share the threat with the other person.

This allows you to lower the intensity of your angry feeling. It also permits you to get feedback and a better reaction.

5. Forgive yourself.

Letting go of anger increases your personal power.

SKILLS FOR DEALING WITH ANOTHER PERSON'S ANGER:

1. **Accept the other person 's angry feelings.**

Acknowledge that you are receiving the anger. Express your willingness to respond.

2. **If you feel defensive, say you feel defensive.**

Let the other person know what you are feeling. Be aware of the impact on you.

3. **Make sure you know what the other person is angry about.**

Give and request specific information about what is going on.

Check expectations (yours and the other person's).

4. **Renegotiate the relationship.**

How to plan for similar situations in the future.

Contract to practise new behaviour.

Regrets or apologies if warranted.