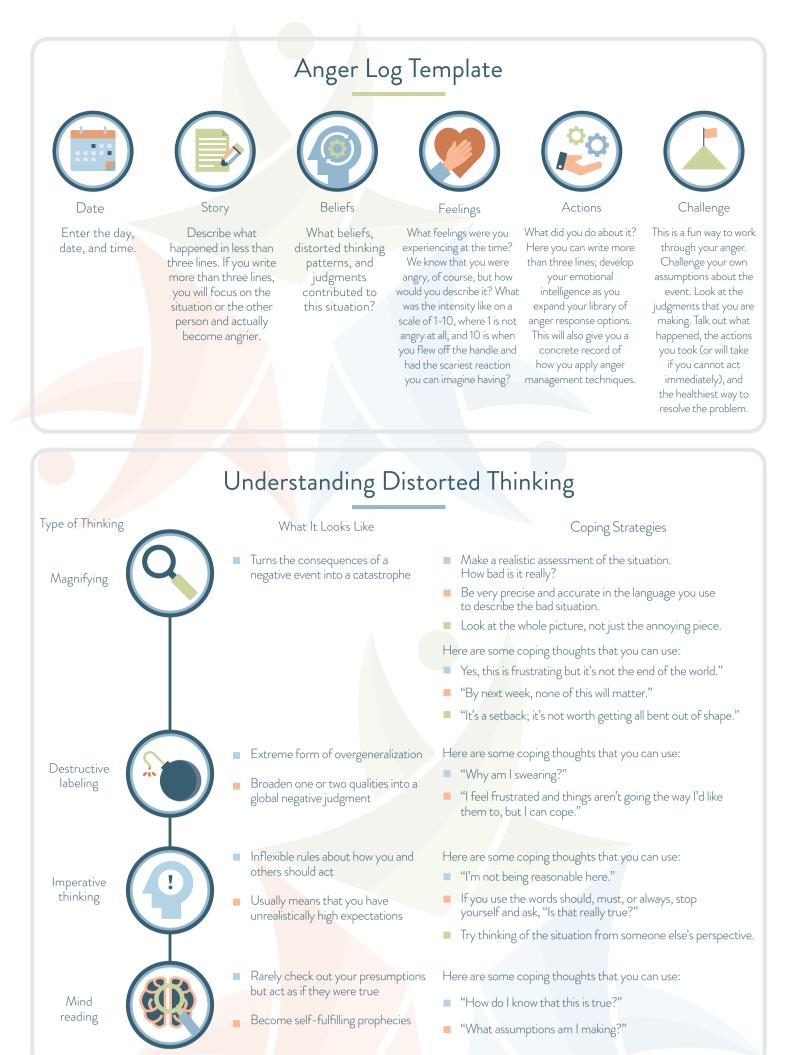
Anger Management Leadership Tips



PEDIATRIC MANAGEMENT INSTITUTE HELPING PEDIATRICIANS SUGGEED





Laughter is the best medicine of all. A good belly laugh can lower blood pressure, slow your adrenaline, and reverse the stomach acid that comes with negative responses. Be on the lookout for jokes and cartoons you can share with family and friends. For a smaller dose, find a cartoon or picture that always makes you smile and post it near your desk. (Just make sure it's appropriate for all audiences!)

Deep Breathing Techniques

Loosen your clothes, close your eyes, mentally relax your body, and take ten or more deep breaths. Your goal is to breathe into the bottom of your lungs (where the oxygen is readily absorbed), not the usual upper lung breathing we do. Put your hand on your stomach and feel it move as you inhale to make sure you are getting the air in good and deep.

We call this **diaphragmatic breathing** because you are using your diaphragm muscle to breathe. When people are experiencing anxiety, they are most often breathing into the upper area of their lungs rather than the bottom.

Each time you exhale, count silently: "one," after the first breath, "two," after the second breath, etc., up to at least ten. If you lose count, or find yourself working on thoughts as they pass through your mind, start your count over again. When you are finished, you should feel more calm and relaxed. (Your blood pressure will go down temporarily too.)

If you're in a meeting, on the phone, or dealing with a customer, count in your head.



14 Easy Coping Strategies

1. Soften your language.

2. Avoid using swear words.

3. Lower your voice (but not in a sinister way).

4. Apply problem solving tools: investigate the root of the problem, create an action plan, follow through, and get things done.

- 5. Suggest an alternative solution or compromise.
- 6. Communicate better: make a decision to respectfully listen to the other person's point of view.

7. Use "I" messages, which are less threatening.

8. Try to express your understanding of another



9. Withdraw from a situation rather than let it get worse.

10. Use humor! This can defuse some problems and is very effective in many situations. Think of a time when you got angry over something that you dropped or broke. Laughter is helpful in realizing that it is not the end of the world. However, don't give in to sarcastic humor, which is another unhealthy way to express anger.



11. Agree to disagree and let it go.



12. Describe a problem without blaming the other person.

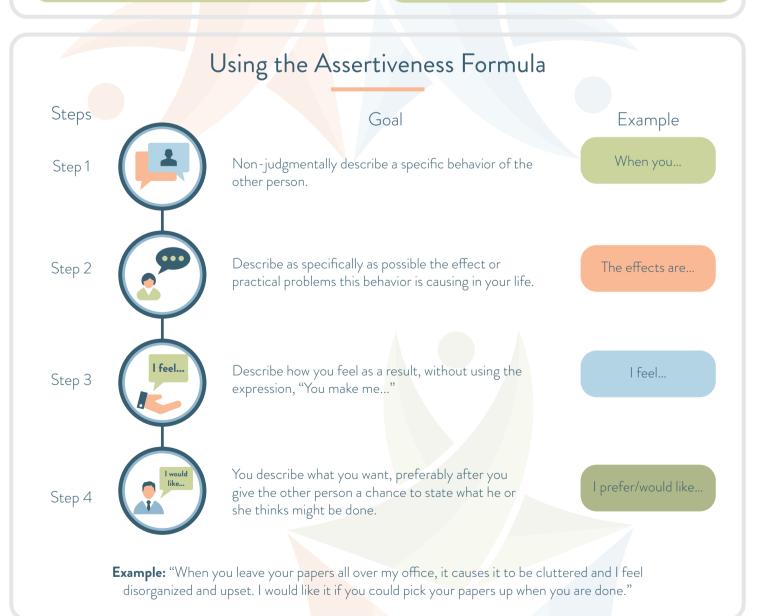


13. Try to listen to the other person to better understand what they wanted.



14. Try to change the subject so things

person's point of view.



Understanding Assertive Behavior

Definition

Needs and wants are taken care of by knowing, accepting, and acting on them in constructive, straightforward, and authentic ways.



Characteristics

- Caring
- Genuine
- Sensitive to the needs and feelings of others
- Selfless
- Expresses needs and feelings in constructive and straightforward ways
- Persistent without being offensive
- Levels and confronts from caring and reasonable position
- Good sense of timing and judgment about when to assert themselves
- Self-confident
- Calm in a crisis

Major Consequences

Able to know and take care of needs in a constructive way without doing so at the expense of others.

Is Anger the Best Response?

Sometimes we find ourselves responding to particular events with anger. We begin to think it is the event itself that is making you angry. Don't forget: **anger affects your thinking!**

To help you determine whether anger is your best response, ask yourself: **"Is my anger helping me or hurting me?"** Is my anger helping me or hurting me?