

UNDERSTANDING ANGRY PEOPLE



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WHAT, ME WORRY?



- **ANGER IS A CONTAGIOUS EMOTION**
- **Professionals Who Deal With Angry People:**
 - Higher rates of heart disease
 - Higher rates of stress related illness
 - High rates of addictions
 - High rates of sick leave utilization**(U.S. Bureau of Labor Statistics, 2011)**

HOW DO WE LEARN HOW TO BE ANGRY?

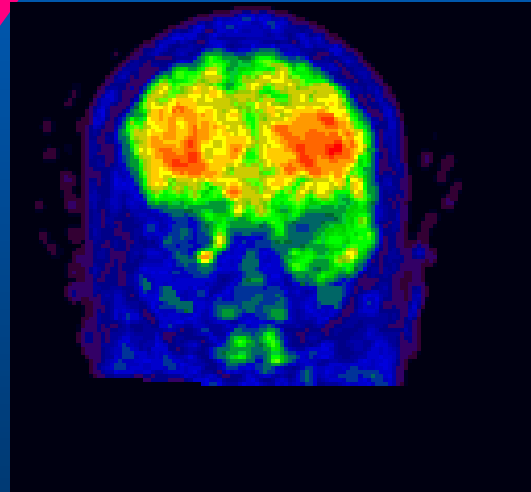


- MODELING
- RANDOM POSITIVE REINFORCEMENT AND REWARD
- OBSERVATION

ANGER

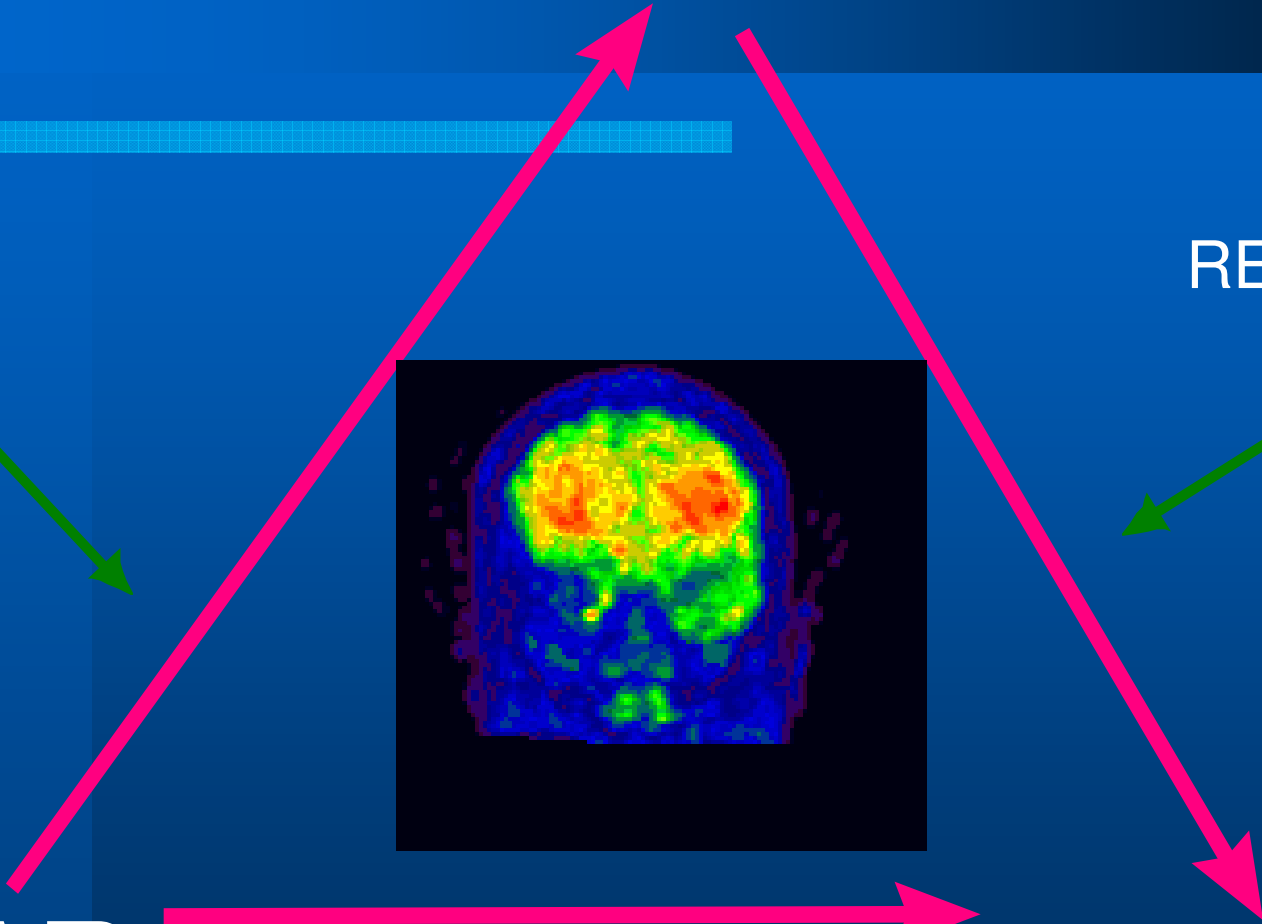
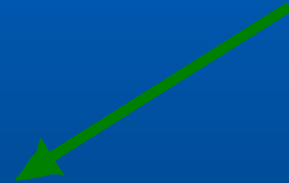
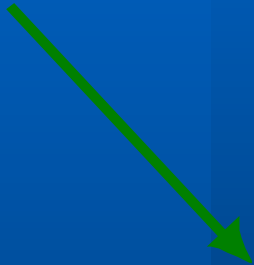
PAIN

REACTIVITY



FEAR

VIOLENCE



THREE COMMON TYPES OF ANGER

EXPRESSIVE ANGER

- Wants you to know about the anger
- Doesn't seem to care about the consequences
 - Overt
 - Easy to recognize
 - Short episodes
 - In control of emotions, not behavior.
 - Very Teachable

PASSIVE ANGER

- Anonymous or indirect expression of anger
- Avoids consequences
- Covert
- Sneaky, sniper-like
- Gets others to act out
- In control of emotions and behavior
- Deep/difficult
- Needs confrontation

IMPLOSIVE ANGER

- Hides anger inside
- Wants negative consequences
- Ambivalent or flat affect
- Self destructive
- Anger is buried and difficult to talk about
- High skill level

AVOID FUELING AN EXPLOSION!

- Be sure about and confident of the rules
- Know your Bottom Line
- Control your non-verbal behavior
- Use “I” and “we” statements
- Try to understand the other person’s perspective
- Don’t intimidate or bully
- Provide the person with a way to vent (listen!)
- Don’t prosecute before you have the facts

- Avoid prejudicial statements
- Make firm decisions (Don't speculate!) Control your own emotions
- Avoid professional jargon and "Psycho Babble"
- Make Promises you can keep
- Don't generalize or drift to other incidents
- Trust your instincts
- Know your bottom line
- Ignore the small stuff
- **DON'T TAKE IT PERSONALLY**
- Win small, sequential victories

SIGNS THAT YOUR ANGER MAY BE OUT OF CONTROL

- You start hating the world
- You've forgotten what made you mad, but you're still angry
- You start taking the anger out on yourself
- You can't let go and get on with your life
- Your anger starts spreading to other people
- Your anger starts making you sick
- You try to eat, drink or starve your anger away

(Smith, 2002)



WHAT TO DO IF YOUR ANGER IS OUT OF CONTROL

- TALK TO SOMEONE YOU TRUST
- JOURNAL ABOUT IT
- EXAMINE YOUR GOALS AND EXPECTATIONS FOR OTHER PEOPLE
- NOTICE AND LABEL YOUR REACTIVITY
- MINIMIZE FEARS BY BUILDING CONFIDENCE
- TALK TO PEERS AND COHORTS
- IF NECESSARY, GET PROFESSIONAL HELP
- KEEP IT IN PERSPECTIVE: IT IS A REAL PART OF THE CAREER TO UNDERTAKE
- DON'T TAKE IT PERSONALLY!!

