

WORKPLACE WRITING PROMPT - #4

TOPIC: Managing Your Anger in the Workplace

QUESTION: Write an informational essay about anger management at work. Why is it important in the workplace? What are some ways to eliminate angry outbursts at work?

DIRECTIONS:

1. Read the following texts:
 - Anger Management: 10 Tips to Tame Your Temper
 - Anger Scenarios
2. As you read the texts, think about the details from the texts you might want to use in your essay. You may highlight key points and ideas.
3. After reading the texts, create a plan for your essay. Think about ideas, facts, definitions, details, and other information or examples you want to use.
4. Write a 5 paragraph essay with an introduction, 3 body paragraphs, and a conclusion. Each paragraph should contain 3-6 sentences. Follow this outline.
 - **Introduction paragraph #1** – Introduce the topic clearly and provide a focus. Explain what the essay will be about. Turn the topic question into a statement.
 - **Paragraph #2** – Tell why anger management is important in the workplace. Tell of some ways to improve angry outbursts at work.
 - **Paragraph #3** – Discuss how the employee in the first scenario might have handled the situation better. Provide details and examples from the texts.
 - **Paragraph #4** – Discuss how the employee in the second scenario might have handled the situation better. Provide details and examples from the texts.
 - **Conclusion Paragraph #5** – Provide a summary of the information just presented.
5. Be sure to use correct sentence structure, grammar, punctuation, and spelling. Use clear language and vocabulary. Use appropriate and varied transitions to create cohesion. Be sure to use information and details from the texts.

Anger Management: 10 Tips to Tame Your Temper

(from the Mayo Clinic)

1: Think before you speak

In the heat of the moment, it's easy to say something you'll regret. Take a few moments to collect your thoughts before saying anything – and allow others involved in the situation to do the same.

2. Once you're calm, express your anger

As soon as you're thinking clearly, express your frustration in an assertive but non-confrontational way. State your concerns and needs clearly and directly, without hurting others or trying to control them.

3. Get some exercise

Physical activity can help reduce stress that can cause you to become angry. If you feel your anger escalating, go for a brisk walk or run, or spend some time doing other enjoyable physical activities.

4. Take a timeout

Timeouts aren't just for kids. Give yourself short breaks during times of the day that tend to be stressful. A few moments of quiet time might help you feel better prepared to handle what's ahead without getting irritated or angry.

5. Identify possible solutions

Instead of focusing on what made you mad, work on resolving the issue at hand. Does your child's messy room drive you crazy? Close the door. Is your partner late for dinner every night? Schedule meals later in the evening – or agree to eat on your own a few times a week. Remind yourself that anger won't fix anything and might only make it worse.

6. Stick with "I" statements

To avoid criticizing or placing blame – which might only increase tension – use "I" statements to describe the problem. Be respectful and specific. For example, say, "I'm upset that you left the table without offering to help with the dishes," instead of, "You never do any housework."

7. Don't hold a grudge

Forgiveness is a powerful tool. If you allow anger and other negative feelings to crowd out positive feelings, you might find yourself swallowed up by your own bitterness or sense of injustice. But if you can forgive someone who angered you, you might both learn from the situation. It's unrealistic to expect everyone to behave exactly as you want at all times.

8. Use humor to release tension

Lightening up can help diffuse tension. Use humor to help you face what's making you angry and, possibly, any unrealistic expectations you have for how things should go. Avoid sarcasm, though – it can hurt feelings and make things worse.

9. Practice relaxation skills

When your temper flares, put relaxation skills to work. Practice deep-breathing exercises, imagine a relaxing scene, or repeat a calming word or phrase, such as, "Take it easy." You might also listen to music, write a journal or do a few yoga poses – whatever it takes to encourage relaxation.

10. Know when to seek help

Learning to control anger is a challenge for everyone at times. Consider seeking help for anger issues if your anger seems out of control, causes you to do things you regret or hurts those around you.

Anger Scenarios

Scenario 1: A newish employee is working the sandwich making line at a fast food restaurant. She has already been working five hours this particular day. An order comes to her that has a number of special order requests. She loses her temper and starts cussing and complaining out loud about the picky customers and their orders. Her station is not too far from where the customers wait for their orders and they can hear her. The shift manager asks her to come into the office. His plan was to speak to her about appropriate language and actions. When she got into the office, she cussed him out before he got a chance to say anything. He had to fire her.

Scenario 2: An employee is working in a pizza restaurant. This employee has been working there a number of years and does an exceptional job. One day she has trouble with a customer. They are both young women and they like the same young man. The employee has a child with the young man. She and the customer have words. The customer continues to say things to the employee every time she goes by the booth as she waits on other people. One time as the employee goes by the customer throws a pop on her. The employee jumps on the girl, and they start to fight. The police are called.....