

## WORKPLACE WRITING PROMPT - #5

**TOPIC:** Controlling Emotions in the Work Place

**QUESTION:** Write an informational essay detailing some of the ways to control anger in the workplace and tell why it is important to do so.

### DIRECTIONS:

1. Read the following texts:
  - Confronting Anger in the Workplace
  - Anger Management in the Workplace
2. As you read the texts, think about details from the texts you might want to use in your essay. You may highlight key point and ideas.
3. After reading the texts, create a plan for your essay. Think about ideas, facts, definitions, details, and other 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** - Describe what things at work might make an employee angry or upset.
  - **Paragraph #3** - Discuss why anger control in the workplace is important.
  - **Paragraph #4** - Tell about some methods an employee could employ to help control his or her anger while at work.
  - **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.

# Confronting Anger in the Workplace

Oct 26 Posted by Mike A. Cuma in Cuma's Corner

"Speak when you are angry and you will make the best speech you will ever regret," said author Ambrose Bierce. This quote is as relevant in the workplace today as it was in the early 1900s when he wrote it. Workplace behaviors like "blowing off steam", "snapping", throwing objects, slamming doors or similar acts are no longer acceptable ways of expressing anger or disagreement in the workplace. Judging by Bierce's quote from the 1900s, we can safely say they never were. We all get angry and upset in the workplace, sometimes for good reason, but acting out in anger is not acceptable behavior for any party. This includes supervisors, employees and their elected or appointed representatives.

## When Anger Becomes a Workplace Problem

We all experience situations in our workplace where we become upset or angry. Feeling angry is a normal and common emotional reaction. We need to be concerned about this normal emotional condition when an individual acts upon their anger in a way that negatively impacts the workplace or the people in it. When an individual's angry behavior becomes threatening, hostile, and disruptive or damaging it has gone too far. Hostile workplaces are stressful and potentially dangerous.

## Common Warning Signs and Symptoms

Most individuals are familiar with those who have a serious temper or problems managing their anger in the workplace. They know the aggressive stare, clenched fists, agitated and exaggerated hand or arm gestures. They have observed the angry outbursts, pounding of desks or toolboxes, profanity, threats and possibly the throwing of tools or the slamming of doors.

## Dealing with Angry People

Understand that an angry person is not always fair. People seldom listen when they are angry. Anger is usually a message. Anger says "I want you to listen to me" or "I want you to care." Angry behavior will usually continue until you communicate that the message is received and that you are listening. Confronting anger with force or direct orders will often lead to escalation that could end in serious violence.

Diffuse anger by letting the person know you have received their "message." Acknowledge their feelings and try to get to the heart of the matter. Questions like, "help me understand what's going on" can be effective. Show you care. Paraphrasing what the individual is explaining is a good way to show that you are listening and understand.

<http://www.legacybowes.com/latest-blog-posts/entry/confronting-anger-in-the-workplace.html>

# Anger Management In The Workplace

Edward Chalmers



## **React rationally**

Don't let your anger fester inside. The next time someone or something at work makes you angry, make sure to react appropriately and avoid turning into a sitting time bomb. Breathe. Count to 10. When you're ready, confront the person calmly and describe your issue. Use words like "I feel" or "I think" rather than "You're wrong" or "you're an idiot." Do this in a closed-off room. Better yet, invite the other person for coffee or beer to discuss and resolve the matter professionally and amicably.

## **Vent**

Find someone you trust and vent your frustrations. If something is still ticking you off when you get home, let it out by talking to a buddy, relative or girlfriend. This is a great outlet for defusing anger, and when you get to work the next day, you'll likely feel relieved. If you still need to address issues with your colleagues or boss, you will be able to do it much more clearly, logically and dispassionately.

## **Stand up for your rights**

Righteous indignation is self-defeating but if, after a clear assessment of the facts, you're certain that you've been wronged, take appropriate action. Learn how to deal with conflict in a non-threatening way will boost your self-confidence and your career potential. If you keep everything inside, you will destroy your drive.

## **still feeling angry?**

### **Try counseling**

If you can't control your anger issues, look into counseling. Many companies offer career guidance or therapists' services to employees. Yellers and Seethers may be suffering from **clinical depression**, a very treatable illness. There's no shame in trying to improve your image and boost your career, and confidentiality is assured.

### **Change jobs**

If all else fails, ask yourself whether you're angry everywhere or just at work. If your job is making you miserable, maybe a change is in order. This does not mean you are admitting failure — you're taking responsibility for your career and finding something that's a better fit personally and professionally.

### **take control of your anger**

Lots of interactions, circumstances and situations in business are beyond our control. What we can control is our reaction. Fits of rage and silent stewing have no place in a business environment.

Find the root of your anger, understand what sets you off and take corrective action. Exercise self-discipline, **achieve balance** in your life and let go of your negativity. You work too hard to let anger hinder you from getting results and advancing in your career.

[http://www.askmen.com/money/career\\_100/116c\\_career.html](http://www.askmen.com/money/career_100/116c_career.html)