Dealing With Angry People
Taking Control of Tense Situations

1. When someone is angry with you, it’s easy to make a bad situation worse. The solution is to respond calmly, and to stay in control.

2. Don’t let your instinctive “fight, flight or freeze” response get the better of you. Breathe deeply to stay relaxed but alert.

3. Find out why he or she is angry. Ask questions, listen carefully, and use non-threatening body language. Show empathy, and avoid judgment.

4. You feel that I’ve ignored your request, is that right?

5. If you – or your company – are at fault, don’t make excuses. Ask what you can do to make things right. Saying sorry helps to repair the relationship.

6. Frequent outbursts from a team member can impact everyone’s productivity and morale. Use coaching or mentoring to help them learn to control their anger, and to tackle any underlying issues.

To learn more about Dealing With Angry People, read the article at mindtools.com/angry-people