

ANGER MANAGEMENT ON THE JOBSITE

Anger is a feeling or emotion that ranges from mild irritation to intense fury and rage. Anger is a natural response to situations that make us feel threatened, or during which we believe harm will come to us or someone we love. Anger may also result from frustration when our needs, desires and goals are not being met. Feeling anger is normal, BUT if anger leads to actions that are impulsive, aggressive, or intense; working effectively with others is more difficult; you are distracted and you and your co-workers are more likely to have accidents and be injured.

Despite the connection between anger and aggression, the two are really not the same. Aggression is a behavior that is intended to cause harm to another person or to damage property. This behavior can include verbal abuse, threats or violent acts. Anger, on the other hand, is an emotion and does not necessarily lead to aggression. A person can become angry without acting aggressively. Before you allow yourself to become aggressive or uncontrollably angry, consider the effects that anger can have.

Anger, even without any aggression, can be unhealthy – Feeling anger too intensely or too frequently places extreme physical strain on your body. During prolonged and repeated episodes of anger, several parts of your nervous system become highly activated. Consequently, your blood pressure and heart rate increase and they stay elevated for long periods. This stress on the body can lead to health problems including hypertension, heart disease, and a weakened immune system. Learning to control anger can help you avoid physical illness.

Anger can lead to negative consequences at work – Uncontrolled anger can lead to physical aggression or violence on the job. Such actions can ultimately cause accidents and injuries and result in disciplinary action, job loss, arrest and even imprisonment.

Anger pushes people away – Even when anger doesn't lead to violence, it can have negative social consequences. It's likely that co-workers will develop fear, resentment and lack of trust towards those who subject them to angry outbursts.

Find healthy ways to keep anger under control. Reduce the physical aspects of anger with regular exercise, by using deep-breathing techniques, or by learning other relaxation skills. Address the emotional and psychological aspects by talking with someone you trust. Work thru your anger by learning better communication skills, problem-solving skills, and learning how to resolve conflicts peacefully. Remember that anger is not, in itself, a problem – what can cause problems is how you CHOSE to handle your anger.

