Welcome to Week 6

Dealing with angry people

Nothing is more stressful than being shouted at and having to deal with unreasonable people. If you work in a customer facing role or with the public you might have to put up with this on a regular basis. So what can you do?

**Control what is happening**

Imagine the cross person is in the distance. Or make a glass screen between you and them, put a volume control on it and turn them down.

All this will tell your unconscious mind that you are in control. This will help you protect yourself and make sure you do not engage in their emotions. Don’t let them get to you.

**The message not the medium**

Listen to what the angry person is saying but not the way they say it. So focus on the content, not on the breathless delivery, the high pitch or the shouting. If they make a personal remark directed to you, imagine that remark just falling to the ground and being swept away.

**Show you are listening**

The way to make an angry person even more angry is to ignore them. So make sure they can see that you are listening. Nod and engage.

Try to show you care but try to avoid saying sorry too much. Show that you are capable of seeing things from the angry person’s point of view by using phrases such as: “that must be very hard.” “I can see this is upsetting for you.” Use the person’s name if you can, but not too much. Too much sounds patronising and that will make the cross person even crosser.

**Swap places**

Show you care by putting yourself in the cross person’s place. Say something like “I don’t like it when that happens either.”

Be honest, say what you can do and what you cannot and don’t be shameful or under confident. The situation is as it is.

When the encounter is over take some time to regain your balance. Then imagine putting the incident in a box and putting it away.



Getting you sense of calm back after an angry incident

If you have had to confront someone who is angry you may well feel nervous and stressed. You may even have a headache or an upset stomach.

Try this quick fix calmer. It works with the notion of passing time, and the different feelings you get as different times of your daily cycle. Running through these in your imagination will help your unconscious mind put a distance between you and the upsetting event. This will put things into perspective for you and make you feel better.

All you need is five minutes and somewhere quiet where you will not be disturbed.

**The sounds of nature**

Imagine you are walking in a wood of green trees, you are on a path which curves and you cannot see around the curve. But you can hear ahead of you, sounds of birds singing, a babbling brook, people laughing.

As you walk towards these sounds the sun begins to set. The wood thins out and you can see a glorious red sunset.

**Dancing away**

The path straightens out and ahead of you. You can see a party. There are tables of food and candles in the twilight.

Walk toward the scene. Eat some food, perhaps you dance to sweet music. You feel light and free.

**Silver time**

Then say goodbye and wave. Walk on. The moon is now out, a bright moon, you can see everything in a cool silver light. You are on a gently climbing path. Turn around and look back at the party from this height. It is distant and quieter. You hear the music in the distance.

Turn away and keep on walking. Everything is silver in the light and there is a gentle breeze. The path levels out and you see water, the breeze moves across the water making a gentle ripple. The moon shines into the water. You watch the moon’s reflection.

Lean over the water and see your own reflection and the moon behind it.

**The day begins**

As you watch the moon moves across the sky and fades. The sun comes up. It is another day.