

# Managing Anger and Frustration

1

Are there any unhelpful thoughts (All-or-nothing thinking or Should statements) triggering your anger (e.g., No one treats me with respect, she should know not to say that to me)?

2

What factors might be influencing your reaction or the other person's behavior (e.g., are you hungry, tired, is this a personal anger trigger)?

3

◦ **Wait to take action.** Anger is like a muscle: the more we explode, the stronger it becomes. The opposite of anger is relaxation. Anger and relaxation cannot exist at the same time. Take some time to cool down and think about the situation and your goals. Practice relaxation or choose an emotion-focused coping strategy (take a walk, massage, watch a funny video) so that you can thoughtfully respond rather than impulsively react.

4

## **Take action:**

- Use an assertive statement and listen empathetically (see previous example of 3 Fs)
  - Ask for advice, seek more information, find an unbiased third party
  - Let it go (different than stuffing)
- Use humor (not in a sarcastic way, but in a way to defuse the situation)