

Nobody can let every emotion they experience run loose. That is true of all emotion but especially true of anger. If you notice that you're getting angry too often or that your anger is out of proportion to the event that triggered it, here are some things you might begin to practice:

1. The critical first step is to intercept your anger at the point of arousal. Learn what triggers your anger most of the time.
2. Also inventory which of the two types of responses you make when you get angry:
  - If you shout and scream, you **externalize** your anger.
  - If you pout and sulk, you **internalize** it.
3. Neither works at all well. That's why, in the interval between anger arousal and anger response, you should say to yourself, "Stop!" Then choose to make a different set of responses. Take time to breathe.
4. Recognize that you are fully competent to work out a good solution.
5. Make up your mind to stick to the issues.
6. Don't yell, curse, throw or slam.
7. Listen carefully to what others in this situation are saying. Listen to understand, not to debate or refute.
8. Quiet down. Speak calmly, slowly and deliberately.
9. If you're sitting down, lean back. (Others see sitting forward as taking a fighting position and sitting back will relax you.)
10. Keep your hands at your side or resting on a desk or table. (Shaking fists or waving arms increases the flow of adrenaline.)
11. Quiet yourself. Tell yourself, literally, to shut up.
12. Don't interrupt to defend yourself. Keep listening. Take your time; respond when others have finished.
13. Tell others what is bothering you; be assertive and respectful, but not aggressive.
14. Convert your anger energy into productive activity. Immediately ask yourself this question: "What is the best thing I can do right now to help myself out?" Remember that the best way to resolve anger is to resolve the problem that generated it.
15. Based on all this, work out the best deal that you can make for yourself.

6. If you're sitting down, lean back. (Sitting forward is seen as a fighting position and sitting back will relax you.)
7. Keep your hands at rest. (Shaking fists or waving arms increases the flow of adrenaline.)
8. Listen carefully to understand, not to debate or refute. Don't interrupt; keep listening and respond when others have finished.
9. Tell others what's bothering you; be assertive, not aggressive.
10. Remember: the best way to resolve anger is to resolve the problem that generated it.

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## 10 Steps to Anger Management

1. Learn what triggers your anger and intercept it.
2. Know how you respond to anger. Do you **Externalize** (Shout and Scream) or **Internalize** (Pout and Sulk)?
3. Take time to breathe and convert your anger energy into productive activity.
4. Know you are fully competent to work out a good solution.
5. Speak calmly, slowly and deliberately.

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