

Anger Management Steps

1. **Owning the anger.** We must first acknowledge that each of us is responsible for our own feelings. When we get up in the morning we get to choose how we feel. We can either choose to be in a good mood or choose to be in a bad mood. Each of us has a choice. When we think about our feelings this way we are then empowered to be in control of our actions also. Accepting that we choose how to feel, we then understand that other people do not make us angry. We may react in anger, but we may on the other hand choose otherwise.
2. **Diagnosing.** We ask ourselves: “What exactly is going on here?” “Why am I angry?” “What is at the source of how I am feeling?”
3. **Sharing.** If we are choosing to express our feelings, then we will effectively communicate to the person involved how we feel, what we’re thinking, what we need or want to change, and how the other person’s behaviour has affected us. (The WIN method is a very effective method to communicate our needs and something we want changed. The speaker simply states: “When you _____ (state the behaviour that is affecting you), I feel _____ (state how the behaviour makes you feel), I need _____ (state the behaviour you want changed).”
4. **Asking for response.** Indicate to the person that you are interested in resolving the problem and would like a response, to ensure this is not simply a matter of you getting your needs met and ignoring the other person’s needs.
5. **Listening actively.** We listen actively by giving the other person our full attention, no interruptions. We ask questions to understand clearly. We let them know that we not only hear what they are saying but we hear what they are feeling (e.g. “Sounds like you’re feeling hurt”).
6. **Summarizing the issue; defining it as ‘our’ or ‘my’ issue.** The persons involved come to an understanding of what the real issue is, the source of the anger, and the underlying feelings.
7. **Acknowledging and accepting differences.** It is not important that the persons involved end up thinking the same way or feeling the same way. It is important however to acknowledge and accept how the other person feels.
8. **Problem solving:**
 - negotiation
 - give-get contract
 - compromise

Problem solving means evaluating possible solutions, pros and cons to the possible solutions, and coming up with the best possible solution. You and the person involved must come up with a solution that is good for both of you. You may do some negotiating and compromising. It is a give and get contract - a solution that is good for both of you.