

Anger Management Tools

- Pay attention to attitudes & awareness
 - Self awareness, acknowledgement and acceptance lead to action and change
 - Practice coping self-talk
 - Manage your own anger (be curious/not judgmental)
- Build rapport with non-verbals
 - Posture, body language
 - Facial expression
 - Tone of voice
 - Eye contact
 - Encouraging and attentive

Anger Management Tools

- Defuse with verbal skills
 - Acknowledging
 - Empathetic response
 - Open questions / summarizing
- Use assertive communication
 - To Confront: acknowledge, commit involvement, describe behaviour without judgement or blame, express effect on you with 'I' statements, specify what you want or need, mention positive mutual consequences when appropriate
 - To Disengage from hostile situation: acknowledge, commit involvement, express effect on you and what you need, state your intent to return, leave

Avoid Creating Triggers

- Interrupting
- Contradicting
- Threatening
- Giving unsolicited advice
- Lecturing
- Blaming

IDEAL Conflict Resolution

- I = Identify the problem & feelings
- D = Determine the alternative solutions
- E = Evaluate merits of each solution
- A = Act on best choice
- L = Learn from it

Conflict Resolution Skills

- Use “I” language
- Describe in neutral, objective language the issue and the behaviour
- State how you feel
- Describe the effect on you
- Be specific about what you want
- Listen and respond assertively and empathetically
- Describe your intention

4 General Principles

1. Assume there is common ground and your purpose is to find it.
2. You are in charge of your emotions, no matter what the provocation is.
3. Look beneath the waterline; agendas, beliefs, fear, insecurities...
4. Apologize for past wrong doings – mutual effort

10 Steps to Common Ground

1. Understand the perspective of the people you are dealing with
2. Suspend judgments
3. Build trust between you and those you are in conflict with
4. Outline the differences accurately, calmly and carefully
5. Explain your position and rationale with candor
6. Continue to explore to find common ground
7. Create new options
8. Approach trade-offs with care
9. Build an agreement on common ground and commit to carrying it out
10. Celebrate success

And if all else fails:

- Keep it out of the parking lot
- Use common sense
- Be hard on the problem, soft on the people
- Speak how you would like to be spoken to
- Remember why we are all here: the kids.