

Anger first aid

Sometimes people get angry at work. Here is a guide to help someone who has lost it. Dealing with anger and other strong feelings involves three phases

- Acknowledgement that anger, and other strong feelings can be a natural response to workplace problems
- Adopt self-regulation techniques to build confidence
- Formulate ideas on what needs to happen next with the help of another person

We've called it CABIN to evoke a feeling of being safely holed up in a log cabin, (whilst hiding out with Bambi and Thumper).

The CABIN process is one that you can use with anyone that needs help calming down including yourself.

Contain: help your angry friend feel contained by talking to them, or taking them away from who or whatever is making them angry.

Acknowledge: acknowledge your angry friend's anger and don't try to ignore what has just happened.

Body: try to help them get grounded physically and calm down. This can be getting them to sit down, go outside and breath some fresh air, even giving them a hug. Often it helps, to help them, by regulating your own breathing, lengthening your breath and if it helps, counting one-two-three slowly out loud. Keep going until their breathing has normalized.

Identify: ask your angry friend what they are worried about right now.

Next steps: work out together what the next steps should be, including whether you can contact a friend or a support service.

Print this out and try to remember it next time you encounter someone angry at work (including yourself).

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