CLASS TITLE

Responding to an Angry Outburst

Delivered by Preferred Training Networks

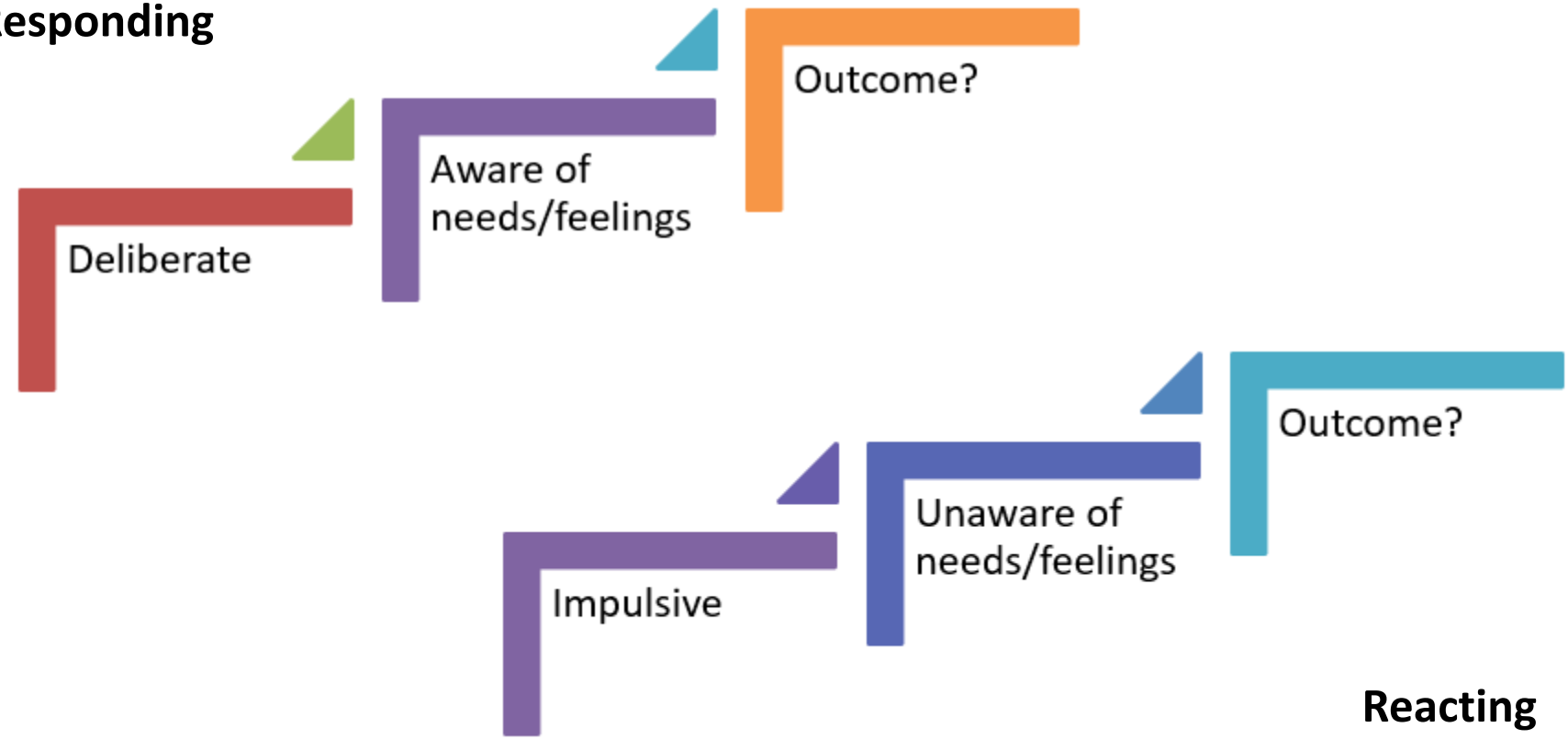
ORGANISATION DEVELOPMENT & ENGAGEMENT

WELLBEING AND SUPPORT MATTERS

Western Health

Respond rather than react

Responding



Reacting

Communicating Empathy

Framing

Reframe

Respond, dont react

Re-focus on the issue

Keep safety top of mind

- Your own safety is paramount
- What have you done to assess the safety of yourself during difficult times?
- Depending on the severity you are facing you need to consider different strategies..
  - Is the situation based on frustration?
  - Is the situation leaning towards a more aggressive tone?
  - Do you need assistance during this time?
  - Will calming words work or do you need to escalate to a manager/external body?

Strategic defeats

- Sometimes it is ok to take a strategic defeat when faced with anger. This strategy is powerful and safe and does not mean that you have 'lost'. Consider the following steps if you take this approach..

1. Respect personal space while maintaining a safe position
2. Do not be provocative
3. Identify what they want and reframe in your own words
4. Manage your emotions
5. Be clear about what you can do – set limits and give some concessions
6. Re-focus on the issue to reduce the anger