

# When the Pot Boils: Helping People Cool It

# Objectives

Explore different types of personality, styles of thinking, and forms of interacting.

Learn a few simple strategies to make dealing with difficult people easier.

Identify appropriate interventions for heated situations.

When the pot boils

Daily frustrations

Anger is a human emotion that needs to be managed in a healthy way

Anger can cloud one's thinking

# Types of anger

Aggressive

Passive Aggressive

Displaced

Moral

## Different styles of interacting:

### **Aggressive:**

- The Tank
- Sniper
- Competitor

### **Complainers:**

- Chronic
- Indecisive

### **Others:**

- The clam
- The 'know it all'
- The 'no' person
- The 'yes' person

## Tip 1: seek understanding vs. venting

Look at your own reactions

Seek to understand the cause of your reactions

Learn to manage your reactions

## Tip 2: letting off steam – get out of the heat

Utilize calming skills

Protect yourself

Take a time out

## Tip 3: avoid getting burned

Manage the environment, not the angry person

Keep your own anger in check

Know when to back off

Prepare in advance

## Tip 4: manage your own temperature

Perform a self-assessment check in

Use “I statements” to communicate

Personal boundaries

Setting boundaries

Managing deflection

Shift focus forward

Keep problem in perspective

In Summary:

Utilize calming skills and understanding

Set and manage boundaries

Take a time out

## Resources:

- Bramson, Robert M. Coping With Difficult People, Doubleday, New York, NY, 1988
- <https://www.apa.org/topics/anger/recognize>
- <https://liveboldandbloom.com/04/relationships/angry-people> April 2021 – Barry Davenport
- <http://www-personal.umich.edu/~bbushman/PSPB02.pdf>
- <https://www.atlantapsych.com/article/anger-management> Amy Lewis Bear, Ms,NCC, LAPC, 2022
- <https://shaunti.com/2018/02/dont-hothead-4-key-strategies-keeping-cool/>
- How to Keep Your Cool and Reduce Anger, By TANIA HUSSAIN - December 24, 2015
- <https://www.linkedin.com/pulse/simple-tricks-deal-top-3-types-difficult-people-workplace-mir-uzair>
- <https://www.psychologytoday.com/us/blog/significant-results/201706/the-three-types-complaining>