

In This Issue

COPING WITH ANGER IN DIFFICULT TIMES



"You can't exercise your rights if you don't know your rights."
-- Terry Livorsi

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Healthcare Assistance
with Member Support, LLC

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The past several years have been "troubling" times for us all on the fiscal home front. With the current political climate, new and different economic fears are on the horizon. Fears of job security, financial insecurity and feelings of disrespect after many years of hard work and service can leave many with feelings of displaced anger.

Anger is a healthy emotion, one we all feel occasionally and one that will never go away. However, when one is overcome with anger, it can affect all areas of our life; work, family, friends, not to mention our physical health.

In the workplace, anger that is left unresolved could lead to a variety of other problems: distrust, dysfunctional teams, sabotage-either intentional or unintentional and broken relationships. Unmanaged anger and stress can even turn violent. Nearly 20% of the U.S. workforce claims they have experienced an episode of workplace violence first hand, according to the American Association of Occupational Health Nurses Inc. (AAOHN).

When you believe you have been treated unfairly or when you experience frustration associated with an unmet need or goal, your mind and body prepares for action. This is the emotion and physiological response that we call anger. This response while familiar, usually stems from hurt, frustration or fear.

In order to maintain both your career and your sanity, it is critical that you remain calm and collected on the job.

Helpful Tips for Diffusing Anger

Control - controlling your initial response to the feeling of anger by breathing or taking a moment can be the difference between an appropriate experience and an unpleasant outcome.

Acknowledgement - admitting your anger in the moment, saying it out loud can help in decreasing the intensity of your feelings.

Withholding - when anger is ignored or denied, we run the risk of physical and emotional damage - i.e. "a walking time bomb".

Honesty - when anger surfaces, ask yourself "Am I fearful, frustrated or hurt"? Identify the true emotion and react appropriately.

Action - take control of your anger, before it takes control of you! Think before you speak and listen carefully to others; don't exaggerate the issue; focus on the problem at hand; talk openly and honestly with co-workers and friends.

If you or someone you know is struggling with any of these symptoms through these difficult times, we are here to assist. With a quick phone call to **1-888-828-7826** we can confidentially discuss what is happening right now and what might be the next best steps for you or your organization.

We also offer free training seminars on the topics of Stress Management, Anger Management and How to Best Represent a Member in a Behavioral Health Crisis. For more information contact us or visit our website www.unionsupport.org