



**INTRODUCE** workshop by explaining:

- The bite sized workshop is about understanding why people get angry, how to tackle the behaviour with a range of tips and tactics, controlling one's own emotion and agreeing course of action where the person starts getting abusive
- The spine of this workshop will be reviewing and debating a case study to draw out some themes and techniques

**GAUGE** reaction from the delegates on the types of customers they receive (internal and external) in the organisation and how they can behave. Don't spend too much time on this as the workshop will develop some of the themes they will mention.

**EXPLAIN** that there will be a handout at the end however encourage delegates to make their own notes throughout the session.

**ENCOURAGE** thoughts amongst the delegates about action planning throughout this bite sized session. **MENTION** the Start - Stop - Continue method of capturing action planning i.e.:

What have they learnt they need to:

- **Start** doing?
- **Stop** doing?
- **Continue** doing, but more often?

## Anger and Reasoning

- At beginning, person less willing to negotiate
- Almost impossible to be reasonable and rational with someone with high levels of emotion



**Successful problem solving only occurs when both parties able to discuss matter calmly and logically**

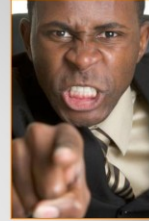
**SHOW** above slide.

### **POINT OUT:**

- When anger is high the ability to reason is low. In fact the irate person just wants to sound off and for us to listen
- Anything they say during this highly emotive phase cannot be trusted. Angry people can lie, exaggerate, threaten, pontificate. We need to find the facts of the situation. We cannot rely on everything the person is telling us during this phase
- It is only when they have calmed down and more rational that we can reason, explain and solve the problem with them

## Angry People

- Do not interrupt
- Apologise
- Empathise
- Manage your emotions



### Do not interrupt

- When listening to the person's frustration, actively listen i.e. make empathising noises; show appropriate body language
- If the person vents and 'lets off steam', they will reduce their emotion quicker and be prepared to listen

### Apologise

- Most people look for these magic words e.g. *"I'm sorry you feel this way"* ; *"I'm really sorry it's come to this"*
- You can apologise but not take blame e.g. *"I'm sorry for this situation"*
- Reassure that there will be a solution

### Empathise

- Empathy has to be delivered sincerely. People balk at any impression that words are being used because the service provider has been told to use them.
- Use inflection i.e. emphasis on certain words such as *"I'm **really** sorry to have to tell you...."*
- Remember that George's behaviour is being driven by emotions that are derived from how he perceives the problem (put yourself in his shoes – there's a lot resting on this presentation for him)

### Manage your emotions

- It's very tempting to mirror the person's tempo, voice level, speed etc. Anti-mirror his behaviour e.g. keep an even, medium volume voice; talk at an even pace
- Don't take it personally. You just happen to be the 'punch bag' at the time
- Count to 2 before responding. It gives you that opportunity to compose yourself
- Being confrontational, defensive or objectionable will only inflame the situation
- If you feel you are losing control, buy yourself some thinking time e.g. *"Let me just have a word with my Office Manager and see what we can do"*