



## SUGGESTIONS TO DEAL WITH ANGRY PERSONS

### 1) Keep Safe

The most important priority in the face of a confrontational and hostile individual is to protect yourself. If you don't feel comfortable with a situation, leave. Seek help and support and if necessary **Contact law enforcement**. Should you decide to deal with the aggressor, consider the following skills and strategies. People can be angry without being physically aggressive, of course. An angry person is not necessarily a violent person; far from it. However, we need to be aware that, when people are angry, they can feel the urge to lash out, sometimes physically. If you don't feel safe, get away from the person. Period. If you absolutely must interact with someone who you feel threatened by, make sure you aren't alone with the individual, and enter the situation with a plan to get yourself out safely should it come to that.

### 2) Acknowledge the anger and understand everyone has the right to be angry

Don't try to stop people from being angry. An angry person is looking for a fight. Do not use words like "You need to calm down" or "relax" these will just escalate the situation. Instead acknowledge the anger by saying things like "I can see that you are very upset" or "What can I do to help this situation?" or "What would be your ideal solution to this situation?" as this gets their mind focusing on finding a way forward.

### 3) Don't take it personally

Through their escalation and unfair accusations, they are asking you to engage. Don't take anything personally...What others say and do is a projection of their own reality. Anger comes from a place of hurt and being mindful about the nature of confrontational and hostile people can help us de-personalize the situation.

### 4) Don't feed into other people's anger

You tell them that they are scaring you with their shouting, they say you are the one yelling. You tell them their words are hurtful, they tell you that you told them things ten times worse, plus you are the one who made them angry to begin with. So, what are the ways to negotiate with reality distorters? The short answer is "there are none, so don't even try."

Angry Person Action	Your Reaction
Loud shouting	Speak softly or say nothing and listen
they come close	Increase distance, use shielding, or movement
They say a lot	Say nothing or very little

Despite the obnoxious behavior, loud shouting, screeching voices, clenching fists, pointing fingers, red faces and all, most angry people have a sad message. Most likely they are trying to tell you that they are feeling hurt, ignored, disrespected, unappreciated and unloved. Listening and responding to these needs calmly and emphatically can serve as the key to getting more cooperation from emotionally agitated people.

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