

DEALING WITH ANGRY PEOPLE

Purpose: To provide awareness of those things that may cause anger and discontentment in those with whom you deal on a daily basis and methods to defuse situations and achieve good results.

Supervisor challenges to promote safety within an organization include:

Attitudes – Ensuring that staff understands the applicability to their daily routine.

Communication – Understanding the characteristics of angry people and the causes of their anger.

Employee buy-in – Developing strategies to recognize and safely handle angry employees or clients.

Creating safety awareness - Informing staff to recognize adverse behavior and, through techniques and policies, defuse possible harmful situations.

Understanding the angry person through recognition of various traits, identify the level of anger displayed by clients or coworkers to determine if a problem exists.

Develop strategies for dealing with angry people by understanding the interplay between the communication process and the need to adopt listening/speaking skills using various media. This includes telephone techniques, one-on-one conversations and communications via other media. Understand the rules for dealing with the public using effective listening and active listening styles.

Importance of policies used by in-house staff to delineate permissible actions by staff and at what levels of exchange it would require the intervention of supervisors, security or law enforcement.

Accomplish your mission in the safest manner without creating harm to staff while simultaneously maintaining the integrity of your organization's reputation and status.