



Simmer Down!



While you're thinking about New Year resolutions, consider adding anger management to your plate. It's a fact that we're angrier than ever and having a harder time controlling it (remember road rage, among other angry trends?). Even though occasional swearing might feel good, it only intensifies an already tense moment.

To gain control of your temper try to:

Get the facts. Before you get mad, make sure you've got all the information. Don't think the worst about a situation and don't make assumptions. Take the time to get the truth—it's what can keep you from exploding and doing or saying something you'll regret.

Make an informed decision. Once you get all the facts, decide whether to get mad. First ask yourself if getting mad is the right reaction.

Ask yourself what you'll gain by getting angry. Say a coworker criticized you in front of other colleagues. Sure, you'd love to strangle him, but can you afford to alienate this person? Better to tell him that you didn't appreciate what he did and that he acted unprofessionally. It's unlikely he'll do it again if you handle it that way.

Argue calmly. If you're in a heated argument, try to remain calm (as difficult as it may be). Anger makes us lose control and keeps us from thinking clearly. If we let another person appear out of control while we remain calm, we'll end up the psychological winner and certainly the more credible.

Let the other person "win." When someone challenges a strongly held belief, we tend to want to defend it until the other person believes what we believe. Few issues are clear-cut and view points often differ. Instead of getting into a heated argument, concede that the other person may be right. You don't admit you're wrong, but you don't insist you're absolutely right, either.



—Adapted from USA Today