



I'm Not Yelling

Ann Golden Eglé, MCC

July 2012

How do we really know the affect we have on others, positive or negative?

When I meet a new client who says he is 'passionate' and sometimes his passion is taken the wrong way, this tells me that his passion often turns to anger.

Passion is exciting and draws people to you. Anger frightens the recipient, immediately putting them into a state of 'fight or flight'. They will either raise their voice in angry retaliation, or escape mentally or physically. Either way, anger voiced loudly is a losing proposition.

According to the Better Health Channel, long term anger can produce the following physical effects in individuals on your team: headache, indigestion, abdominal pain, insomnia, anxiety, depression, high blood pressure, heart attack and stroke. The results, increased absenteeism, lower morale and shorter retention.

Please know that anger is an authentic, even healthy emotion. It tells us that something is not right, helps us make needed changes and declare boundaries.

The key is to express anger in a healthy, respectful manner.

Everyone experiences anger. The next time you feel your hot fuse will cause collateral damage please remember my top '7' tips for dealing with your anger.

1. **Acknowledge.** Rather than blurt, yell or attempt to hide your anger, silently acknowledge it. Something has brought about this emotion. You don't have to act on it right away, just acknowledge how you feel.
2. **Question.** What is really bringing about this anger? Oftentimes it has nothing to do with the other person or situation. It is something within you, as that feeling of 'not being good enough' that someone or something has triggered.
3. **Step away.** The hotter you feel the greater need to create space between yourself and the subject of your anger. Go for a walk, run, or sit in a park. Swimming works great for me. Sometimes it takes 10-20 laps to gain clarity and I am a different person.
4. **Share with an appropriate source.** It is imperative that you share your anger with a trusted someone (not the entire world). You'll not need someone who will agree or sympathize with you. Instead, find someone who will listen intently and help you gain a better understand of the situation. Holding it inside will intensify it.
5. **Neutralize.** What do you want to come about as a result of your anger? Change, boundaries, something that will prevent this from happening in the future? Focusing upon what you want instead of regurgitating it will bring about your desired result.

6. **Express.** It is not always necessary to express your anger to the recipient after going through the above steps, however if you feel the need then first set the stage for a productive discussion: make an appointment, create a safe environment, rehearse what you'll say, be respectful and clear, provide examples, clearly state desired action.
7. **Look forward.** Move forward. If you are not ready to leave this incident behind, then go back through the above steps. When ready to put this behind you, be thankful for another of life's gracious lessons that make you the strong, insightful leader that you are.

Be the leader that others want to follow. Know yourself and your people well enough to know if, when and how your anger affects them. When in doubt, simply ask.

Read all of Ann's Writing and Wisdom at: <http://gvasuccess.com/writing-and-wisdom.htm>

*Executive & Leadership Coach Ann Golden Eglé, MCC, has steered highly successful individuals to greater levels of success since 1998. Ann is President of Golden Visions & Associates, LLC, serves on the Board of the City Club of Central Oregon and can be reached at 541-385-8887 or www.GVAsuccess.com. *Subscribe* to Ann's internationally acclaimed 'Success Thoughts' e-zine on her website.*



Golden Visions & Associates, LLC
Coaching for Success
PO Box 1696, Bend, Oregon 97709
541.385.8887 1.888.831.8883
info@GVAsuccess.com

www.GVAsuccess.com