

## TOPIC: DEALING WITH ANGER

### Potential Signs of Anger

- Clenched hands/body
- Face turns red and feels hot
- Increased heart rate
- Impulsivity – flying off the handle
- Chip on the shoulder

### Impact on Your Work

- Strained working relationships
- Customer complaints

### Six Ways to Help Yourself

1. Know your triggers and your physical early warning signals
2. Take a timeout and leave the situation
3. Deep breathing and exercise to give your body an emotional release
4. Identify your expectations that are not realistic
5. Think through the consequences as you consider the outcome of an angry outburst
6. Get professional help by talking with your healthcare provider/contacting your EAP

### Resources

- Caterpillar EAP: <https://totalhealth.cat.com/en/eap.html>



**Anger is just one letter away from Danger.**