

Level of anger	Behavior displayed	DON'T	DO
Frustration	Yelling at you	You can't talk to me that way (confronting How)	No wonder you're angry. How can I help (validate)
Defensive anger	Continues yelling when you've offered to help	I need you to stop yelling-(Do not "belittle") (yelling about issue AND how it makes them feel)	Acknowledge object of anger AND how it makes them feel-I'm sorry you didn't get your check I can only imagine how that makes you feel. Let's see what we can do... I know you are angry and that's ok, but it isn't ok to yell at me
Difficult angry people	May not yell Show anger through <ul style="list-style-type: none"> • criticism, • contentiousness, • Noncompliance, • disrespect of authority 	Get dragged into the anger Focus on winning the argument You won't get what you need if you keep arguing with me	Assure them you are not challenging their sense of control Arguing is getting us nowhere and definitely isn't getting you what you want. So let's stop arguing and figure out what to do"
Hostility	They are less angry about issue and clearly angry at you Cursing about you, not what you do "you're a bitch" rather than "you're a bitch for not getting this done" Stand up to frighten you Not fleeting but unabated Harsh stare, obvious obscene gesture, belittling invectives	I will not allow you to talk that way Threaten their sense of control Be intimidated by them	Let person know you understand the intensity of their anger I can see you mean what you say! I get your message loud and clear, but getting in my face won't work with me
Rage	Uncontrollable anger I'm losing it! I'm going to blow my top! I can't take it anymore	Demand the person stop ranting Explain-person can't comprehend at this point Argue Focus on issue at this point	Stay in control yourself-tell self to stay calm I know it feels crazy right now, but I promise we are going to get on top of it Get them to focus on you- Look at me. I assure you I've dealt with this before and we're going to get through this I understand why you're angry, but I need you to control it a little
Threats	Physical threats Standing to push you around And if it takes hurting someone, I will Your safety is at risk	Challenge You better not be threatening me	I know you mean what you say and I also know you want this solved, so you need to stop the threats, and let's work on this Let know of choices-give an out

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