
Information from your Patient Aligned Care Team

Handling Negative Feelings: De-escalation & Problem Solving Plan

(Useful in Anger Management)

Recognize you're getting upset as soon as possible.

Do something about it before it escalates. How can you tell you're beginning to get angry? What are your personal early warning signs? For example: some individuals may become irritable; their jaw muscle may tighten; etc. Identify your early warning signs.

- 1.
- 2.
- 3.

Calm yourself before reacting.

If you are really upset before you realize what's happening, calm yourself a little before reacting. For example: take a few slow, deep breaths; excuse yourself and step away to recompose yourself; blow off steam by taking a walk; etc. What are some things you can do to calm yourself?

- 1.
- 2.
- 3.

Identify what is really going on.

Answer the following questions in your own mind.

1. What was the situation surrounding your feelings?

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2. How did you actually feel? For example, did you feel frustrated? hurt? embarrassed? guilty? jealous? etc. Anger usually comes second, with another negative feeling underneath.
3. Is the current situation really the problem, or are you actually upset about something else?
4. What's the reality versus your perception? Sometimes we hear or see what we expect or we misinterpret things. Did others observe or hear the same thing you did? It might help to check on your perception with another person.

Take action using the following steps.

1. Identify what you can do about it. Look at all the options; ask others for ideas if you need to.
2. Consciously choose your response instead of being impulsive or reactive.
3. Remain calm.
4. Be appropriately assertive (but not aggressive).
5. Take action.