

Easy Read Guide

Responding to Anger Guide



What to do when you are talking to someone who is angry



Anger is a big feeling that usually happens when things mess up or when someone does something you don't like.

It can be scary and hard to know what to do when you're talking to or working with someone who is angry.



If you see signs of anger or someone being mean, remember:

- Stay calm
- The person might not be angry, they might be upset or scared
- Talk to the person calmly and in a soft voice
- If you feel uncomfortable, excuse yourself, walk away, and tell someone what happened

Here are some ways to calm things down:



- Listen to what's wrong and what the person is worried about.
- Say back to them what they said to show you understand.
- Wait until they finish talking about their feelings.
- Look at them when you talk, or if you're on the phone, listen carefully.
- Show you're listening by nodding your head.
- Show you understand and care about their feelings.
- Remember, it's not your job to make them stop being angry.
- After talking to them, talk to someone else to take care of yourself.

Contact Information

If you want to ask a question about this guide you can contact:



The Chief Executive Officer (CEO) by sending an email to manager@p2pqld.org.au