

# Anger and Frustration

Here are a few techniques which have worked for some. Perhaps these will help you avoid an angry explosion.

1. State the problem or complaint as soon as you can verbalize it. The longer you let the problem fester, the greater the possibility of resentment building and bitterness eroding the relationship.
2. Share your problem or concern in private so you don't embarrass the other person or cause him/her to feel that he/she must save face.
3. Let the person know that you are pleased with several aspects of the relationship before sharing what it is that bothers you.
4. Be sure to speak in the first person. Use "I statements" such as "I feel" and "I don't like to be" rather than "you are" and "you did this." "You statements" sound like accusations and quickly lead to self-defense and non-listening, and perhaps even counter-complaining.
5. Pinpoint the actions that concern you and don't become a mind reader focusing upon what you **think** the other person's motives are. Perhaps he/she was rude or didn't listen but do you really **know** that he/she had definitely planned to do that?
6. Comparing this person's actions and behavior with the failings of others does little to help solve the problems you are concerned about.
7. Forget the past. Talk about the present issue and make no reference to past difficulties.
8. Share only one complaint. It is too easy for the other person to feel dumped upon if he or she receives a barrage of problems all at the same time.
9. Be sure to suggest in a non-angry, non-demanding, non-judgemental way some of the possible and realistic solutions that could be implemented.
10. Be sure you let the other person share his/her feelings and ideas about the problem that you are bringing to his/her attention. Even if he/she responds in anger to what you have said, his/her response is no reason for you to become angry.