

Anger – some strategies

- remember that it may not be directed at you personally
- do not fight anger with anger / avoid defensiveness
- stay calm
- careful with body language
- get down physically to the patient's level
- listen to patient's distress
- discover patient's framework / all the contributory reasons for the anger
- express empathy, concern and support
- apologise that they feel upset
- get into calmer waters by formulating the main problems for the patient
- move on with the patient and agree on possible solutions
- offer realistic and achievable help
- remember that the irrational element of anger stems from previous experiences; eliciting these may help