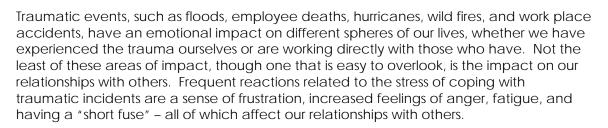
## Coping During Trying Times





## **Anger Management Strategies:**

- Predict situations; know your anger triggers and signs of decreased tolerance for frustration. The more you know about your anger patterns, the more options you have to work with them constructively.
- Take deep breaths, count up to 10 before reacting, focus on something less emotionally charged, use self-talk.
- Identify the problem, brainstorm solutions, and try a course of action.
- Identify and accept your angry feelings. Sometimes it really helps to talk to a friend or someone who is not directly involved.
- Communicate don't jump to conclusions. Slow down, think, and listen carefully with an open mind to what the other person is saying before replying.
- Use "time outs" if some space and time alone to think and reorganize will allow for a safe and constructive resolution later, excuse yourself saying you need a little time alone before you can continue the discussion.
- Use humor imagining silly scenes or situations can help defuse your anger.
- Learn from your positive experiences. What's worked in the past?

## Managing Your Work:

- Remember you may not be up to 100% right now. Give yourself some room to be less than perfect. Talk to others.
- Keep in mind that everyone co-workers, bosses, and customers are also all dealing with challenging times and may not be themselves. Patience and understanding applied to yourself and others will go a long way.
- If people are short-tempered or angry, try not to take it personally.

## Call Your EAP

If you want to speak with someone about your experiences, or if you would like a stress management consultation, contact your Employee Assistance Program (EAP). Federal or federalized employees can call 1-800-222-0364 (TTY 1-888-262-7848). The FOH EAP is available 24 hours a day, 7 days a week.



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