



First Aid for Anger

Remember: “Calm is Control”

- The most powerful tool you can use to calm an angry person is your own calmness.

Turn Down the Volume

- A calm, low-pitched voice reduces threat cues for everyone involved.

Give Choices for Cooling Off

- “Do you want to sit quietly while you wait, or do you want to stand up?”

Use a “When-Then” Instruction

- “When you can talk to me in a calm voice, then we will figure out what needs to be done.”

Walk and Talk

- Offering a choice of places to talk about the upset typically lowers the perceived threat.

Agree with the Upset

- A simple acknowledgment of the anger reduces rather than increases the sense of threat.

Practice Active Listening

- Focus your attention on the speaker.
- Ask open-ended questions rather than “yes/no” questions.
- Use physical cues (e.g. nod, smile) and verbal cues to show you are listening.
- Paraphrase what you’ve heard to confirm understanding.

LATER...

Ask About Outcomes

- What bad things happened after (this happened)?
- If you had (done this positive option), what would have happened?
- Help the person think through the outcomes and choices.
- Avoid shaming, lecturing, or accusing the person.

Offer Choices for Making Amends

- “You can either write a note or you can call now to apologize and offer a way to make it up. Which one do you choose?”