

Becoming a Better "Manager"



Resolute Mediation & Arbitration Inc.

Jim & Sue's Hypothetical Divorce: Chapter 3

While in caucus with Sue, the mediator learns of infidelity on the part of Sue and that she is afraid to bring the truth to the table for fear that she'll lose her children. The mediator can only note this information internally since everything that is said in caucus is confidential and private to the open mediation session.

While speaking privately with Jim, the mediator learns of Jim's deep feelings for Sue and how he wishes to work hard to repair the marriage. Jim cannot understand why Sue was so forward about separating.

Armed with this knowledge, the mediator has to carefully bring the parties back together and continue working to achieve the goals they set forth at the beginning of the session. He is unable to reveal what he has learned unless the parties instruct him to do so.



Anger Management: Tools and Techniques to Benefit Everyone

Anger Management is more than just a title to an Adam Sandler movie. It is a concept that we all need to use, understand and accept into our daily lives. At some point, we're likely to become so upset we'll use the word "angry." For some, it's a rare occurrence but for many, being angry happens more often than not.

Anger is an emotion we experience when we are exposed to danger and/or have been provoked. Sometimes the anger is instigated but on occasion we are able to command it without necessity. Regardless of the reason, managing anger is an important facet of life to understand; it can protect your relationships, foster new ones and help you work through troubling times. It can also be the key to finding a resolution for your most difficult

conflict situations.

First, it's important to **identify what it is exactly that you're feeling**. Anger can be masked by other emotions such as sadness, disappointment, frustration, embarrassment, etc. When you can pinpoint what it is that triggered your anger, you can move forward and work through that specific feeling.

Second, take a moment to react by **not reacting**. As a response to anger, physical violence and shouting matches never work and generally only increase the overall problem. Though you've heard this before, take a deep breath and walk away. Giving yourself a few moments to collect your thoughts will almost always lessen the strength of whatever it is that your feeling. And when

your emotions have time to settle a bit, you're better able to assess what's really going on and the best way it should be handled; not the quickest or easiest.

Next, **make sure and address it**. Burying your problems doesn't cause them to disappear, it just places them below the surface temporarily. They will rise again and in some instances, with more fury. If you're upset with someone, write down what you are experiencing or try to contact them when you have calmed down. If you can't directly confront the person, talk to someone who has the ability to listen. In other words, it always pays to communicate your issues, as long as it's in a respectful and polite manner. **For more tips and examples, check out the next page!**

Memorable Quotations

"The harder the conflict, the more glorious the triumph."

-Thomas Paine

"You can't shake hands with a clenched fist."

-Indira Gandhi

"Difficulties are meant to rouse, not discourage. The human spirit is to grow strong by conflict."

-William Ellery Channing

"Whenever two good people argue over principles, they are both right."

-Marie Ebner Von Eschenbach

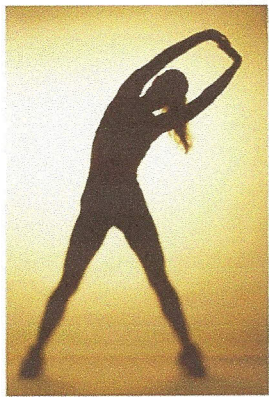
"Truth springs from argument amongst friends."

-David Hume

How Far Anger Will and Can Take You

If you're not careful anger can take you pretty far. It can cause you to fight with family, it can get you kicked out of your child's soccer game, and it can ruin stable relationships. Like stress, when recognized and handled appropriately, anger can actually create positive outcomes.

Some of the most famous icons in history grew attention because they were "mad as hell and weren't going to take it anymore." But there are also those who chose a different path when faced with personal adversity. We all have choices to make and it's important to use the resources available to you in order to make the best choices



to reduce your level of uncontrolled anger.

1. Get out and move.

Take a bike ride, go for a walk/run, or dance around your living room. Swim, skate

and/or jump your irritation away.

2. Use music to your advantage. Sing in the shower, play an instrument, learn how to play the guitar. If you're bold enough, call friends and head to Karaoke.

3. Hobbies are great too. Try a new recipe, bake your mom cookies, clean your bathroom, watch a new movie, take up knitting.

4. Talk. Call a friend, call a sibling, talk to your dog. Verbalizing your feelings allows you to analyze them more clearly. It gives you a netter perspective on the situation and sometimes alleviates some of the overall negativity that you experience.

On the flip side, you **should not** act upon your thoughts violently or aggressively. Thoughts do not equal actions. Thus, it's okay to be mad, but it's not okay to harm someone or something as a release for your emotions. Do not try to resolve the situation with violence, inappropriate language or by simply ignoring it.

Be a better anger manager and you will undoubtedly notice positive changes in your life.