

The following self-test is developed from *Defusing the Angry Patron* by R. J. Rubin

Think about the last time a patron - or anyone else - expressed anger at you.
Who was the person?

How did you know this person was angry at you?

What did she or he say to you?

What did she or he do?

How did you respond? (Check all that apply:)

- | | | |
|--|--|--|
| <input type="checkbox"/> Yelled back | <input type="checkbox"/> Passed them off to a coworker | <input type="checkbox"/> Minimized the situation |
| <input type="checkbox"/> Gave an ultimatum | <input type="checkbox"/> Felt guilty | <input type="checkbox"/> Took it personally |
| <input type="checkbox"/> Walked away | <input type="checkbox"/> Magnified the situation | <input type="checkbox"/> Grew silent |
| <input type="checkbox"/> Cried | <input type="checkbox"/> Used sarcasm | <input type="checkbox"/> Other - please explain |

How did you feel during the interaction? (Check all that apply:)

- | | | |
|-------------------------------------|--|---|
| <input type="checkbox"/> Angry | <input type="checkbox"/> Frustrated | <input type="checkbox"/> Guilty |
| <input type="checkbox"/> Anxious | <input type="checkbox"/> Pressured | <input type="checkbox"/> Embarrassed |
| <input type="checkbox"/> Frightened | <input type="checkbox"/> Defensive | <input type="checkbox"/> Powerless |
| <input type="checkbox"/> Aggravated | <input type="checkbox"/> Misunderstood | <input type="checkbox"/> Other - Please explain |

How did you feel after? (Check all that apply:)

- | | | |
|------------------------------------|--------------------------------------|---|
| <input type="checkbox"/> Angry | <input type="checkbox"/> Anxious | <input type="checkbox"/> Guilty |
| <input type="checkbox"/> Exhausted | <input type="checkbox"/> Sorry | <input type="checkbox"/> Powerless |
| <input type="checkbox"/> Vengeful | <input type="checkbox"/> Embarrassed | <input type="checkbox"/> Other - Please explain |

Other comments:

Defining Anger: Let's Apply It!

Returning to the example of a time when you were approached with anger...

What did they want that they were not getting?

What were they getting that they did not want?

If this event happened in a place where you worked, what policies, if any, contributed to the person's anger?