

Styles of Anger – Assessment

Using the scale below, indicate how these statements reflect your actions and feelings when dealing with anger in the workplace.

5 = Very often; 4 = Often; 3 = Sometimes; 2 = Occasionally; 1 = Seldom; 0 = Never

_____ 01	When I'm angry, it's easier if I stay away from heated disputes.	_____ 17	Those who run away, live to see another day.
_____ 02	I do and say things to try to get control of people or situations when I am angry.	_____ 18	I find if I keep up my line of reasoning long enough, the other person will give in.
_____ 03	When I'm angry, I try to use my frustration constructively.	_____ 19	When in disagreement, I tell someone my concerns, and ask them to share their side too.
_____ 04	In a tense disagreement, I find it's safer to communicate my needs indirectly.	_____ 20	I intentionally compliment people because I've learned it often makes the person more willing to see my perspective.
_____ 05	If I'm upset, it's best to sit down; my anger will pass.	_____ 21	When I'm angry, it's best to take a break and let others worry about the problems.
_____ 06	If I'm upset, it's best to sit down; my anger will pass.	_____ 22	Don't push me when I'm mad, or I'll explode.
_____ 07	In a frustrating situation, I may be angry inside, but I will continue to pursue a resolution.	_____ 23	When I'm mad, I will not leave a conflict until it's settled.
_____ 08	Being just a little manipulative increases my chance of success.	_____ 24	If people are angry with me, my first reaction is to make excuses for my actions.
_____ 09	It's better to maintain relationships and stay quiet than to express myself.	_____ 25	I don't take positions that will create controversy or stir up discord.
_____ 10	Sometimes it's best to act first and then think.	_____ 26	I put my foot down and don't intend to move it.
_____ 11	Everyone should speak their mind when angry, no matter how hard it is.	_____ 27	I let everyone (including me) get things out in the open so a solution can be found.
_____ 12	I will sometimes try to manipulate the conversation.	_____ 28	I talk about how I have things tough so the other person will be less demanding.
_____ 13	If I use kind words then no one will get mad at me.	_____ 29	Moments when people express their anger make me VERY uncomfortable.
_____ 14	I engage people I'm angry with when I want to, not when they want to.	_____ 30	I have won if my enemies have run away.
_____ 15	In frustrating situations, I wish to hear everyone's side before making a decision.	_____ 31	When people are upset, I hear and validate their feelings, even if it takes a long time.
_____ 16	I am nice so that people do what I want them to do.	_____ 32	I talk slowly, quietly, and/or use long words so demanding people lose interest and give up on their demands.

Scoring

Write the number you wrote for each question on the blank below. Then add up the columns. The highest score indicates your preferred method of expressing anger.

Avoidance Style	Forceful Style	Collaborative Style	Indirect Control Style
_____ 01	_____ 02	_____ 03	_____ 04
_____ 05	_____ 06	_____ 07	_____ 08
_____ 09	_____ 10	_____ 11	_____ 12
_____ 13	_____ 14	_____ 15	_____ 16
_____ 17	_____ 18	_____ 19	_____ 20
_____ 21	_____ 22	_____ 23	_____ 24
_____ 25	_____ 26	_____ 27	_____ 28
_____ 29	_____ 30	_____ 31	_____ 32
_____ TOTAL	_____ TOTAL	_____ TOTAL	_____ TOTAL

Styles of Anger Explained

Avoidance Style

- People with this style have a tendency to stay away from expressing their emotions and to avoid people with whom they are angry.
- People with this style type often feel helpless and hopeless; thus, when angry, they assume that withdrawing and ignoring their needs is the best thing to do, even if they've been legitimately wronged.
- Individuals operating in this style will convince themselves that their emotional needs are secondary or minor, rather than addressing their emotions directly.

Advantage

It reduces tension in tough situations.

Disadvantage

When used too much, it can cause relationships to fall apart and health issues to develop because emotions aren't dealt with properly.

Use when...

People need to cool down, you don't have time to deal with the situation, or when there are more important issues to settle.

Collaborative Style

- With this anger style, maintaining relationships is as important as maintaining one's own goals in intense situations.
- People with this style try to focus anger toward reacting constructively during intense disputes.
- A person with this style is concerned that everyone is heard.

Advantage

It promotes relationships.

Disadvantage

When used too much, it can cause relationships to fall apart and health issues to develop because emotions aren't dealt with properly.

Use when...

Both the relationship and the outcome are important to you.

Forceful Style

- This style is oriented towards achieving a goal as quickly as possible.
- A person using a forceful style often tries to overpower people by intimidation.
- This style allows for emotions to be expressed without thought being given to how the other person hears them, so that the individual can win, no matter what the cost.

Advantage

It enables quick action.

Disadvantage

When used inappropriately, it can lead to isolation and damaged relationships.

Use when...

There is an emergency or if action needs to be taken now.

Indirect Control Style

- People with this style seek to control everything in their environment during a conflict or when they are angry.
- Those with this style type seek to manoeuvre situations to get the results that they want.
- This style appears to be collaborative, but the objectives are forceful.

Advantage

Good for preventing anger from escalating out of control. This is also good if you need something now.

Disadvantage

You can often miss opportunities for creative solutions, and you risk alienating those close to you

Use when...

The relationship is not that important to you and using this method will achieve your outcome better or more quickly than other methods.