



**December 2025**

# How to Handle Employees with Anger Management Issues

## **Treat anger like temporary intoxication (don't problem-solve at the peak).**

When someone hits the "point of crisis," judgment and self-control drop. Trying to reason then is like arguing with a drunk: they won't process it well and may not remember it later. Give time and space for the "emotional sobering up" to happen.

## **Use the manager's mantra: "Focus on conduct, not feelings."**

Don't debate whether their anger was justified. Redirect to behavior: yelling, slamming doors, cursing, invading space, etc. The issue isn't the emotion, it's the delivery system they used.

## **Correct in private, and coach with face-saving questions**

After they calm down, address it privately and ask: "Was that the best way to handle it?" then "What would a better way be?" This keeps them from getting defensive while still holding a firm line on standards.