

Tips for Diffusing Anger

Listen Attentively – What is their ACTUAL concern?

Paraphrase “What I hear you saying is...”

Reflect Their Emotions “I understand you’re upset/angry/frustrated”

Use “I” statements

Avoid “You” statements

Be fair, firm and understanding

Work towards a solution that is satisfactory and within your job capabilities

D.E.S.C. Model for Assertive Communication

Describe: What are you hearing? What are you seeing? What is the situation? “When I hear....” “When I see....” “Or when _____ happens....”
Express: What is going on for you emotionally? “I feel....” “I am....”
State: What is your preferred need? “I would appreciate it if” “I need....” “I would like....”
Consequence: State the POSITIVE consequence/benefit for both of you “That way we could....” “Then we will be able to”
Example Describe: What I hear is Express: You feel frustrated State: In the _____ process Consequence: Could you tell me more about the _____ so I can try to find a solution that will address the _____ for you.