



Conflict Resolution and Anger Management

- In this presentation we talk about both Conflict Resolution and Anger Management.
- They are different.
 - How?

Conflict Resolution

Conflict
Defined



Conflict Defined

- Conflict is sometimes caused by miscommunication, but more often it is about other issues, like values or beliefs.
- Conflict often occurs when two or more parties perceive that they possess mutually incompatible goals.
- Conflicts occur at different levels.

Conflict Levels

- 1. Intra-personal conflict – refers to conflicts occurring within a person.
- 2. Interpersonal conflict – refers to conflicts occurring between individuals or small groups.
- 3. Intra- group conflict refers to those conflicts that happen withing a particular group.
- 4. Inter-group conflict – refers to conflicts occurring between large organized social or identity groups.

Conflict Levels

- For this presentation we will focus only on interpersonal conflict. Conflicts occurring between individuals or small groups of people.
- Conflicts are not static, they change over time, usually increasing over time, resulting in anger.
- We will focus on anger management later, including dementia-induced belligerence.
- Can you think of an example of an interpersonal conflict?

Conflict Stages

- Potential Conflict- This is the stage where small grievances start to pile up.
- Confrontation – Grievances continue with no attempt for resolution. This is the important stage for conflict resolution and should not be ignored.
- Crisis – Unresolved grievances build up and anger erupts. Usually, both sides lose something.

Conflict Resolution Techniques

- Effective conflict resolution is about communicating in a way that reduces defensiveness, builds understanding, and hopefully resolves the conflict.
- The following are some techniques that can be used in most situations.

- Chat GPT



Start with Active Listening

- Maintain eye contact and avoid interrupting.
- Reflect back what you heard.
- Ask clarifying questions.
- **By all means control anger.**



Use “I” Statements (not blame)

Blaming language escalates conflict.

Reframe your message to express your perspective.

X “You never listen to me.”

X “I feel ignored when I’m interrupted or talking.”

Try to keep the conversation from becoming defensive.

Stay Calm and Regulate Emotions. Pay attention to body language.

Strong emotions can derail communications quickly.

- Pause before responding.
- Take a breath or suggest a short break if needed.
- Keep your tone steady and respectful.





Focus on the Issue, Not the Person

Avoid personal attacks or bringing up unrelated past issues.

- Stick to the current problem.
- Be specific about behaviors, not character.

Example: “ *The report was late*” vs.
“*You’re unreliable.*”

Look for Common Ground

Shift from “me vs you”
to “us vs. the problem.”

- Identify shared goals.
- Acknowledge agreement where possible.

This builds collaboration
instead of competition.



Ask for Solutions, not Just Venting.

Move the conversation toward resolution.

- “What do you think would fix this?”
- Offer options and be open to compromise.

**Problem solving together
strengthens relationships.**



Be Willing to Compromise

Not every conflict has a perfect win-win outcome.

- Prioritize what matters most
- Be flexible on smaller points

Effective communication often means meeting halfway.





Practice Empathy

Try to understand the other person's perspective.

Empathy builds trust and reduces hostility.

Know When to Pause or Leave.

If things escalate:

- Suggest revisiting the conversation later.
- Take time to cool down.
- Timing matters as much as technique.





Follow Up After Resolution.

1. After resolving a conflict:
 - Check in later to ensure things improved.
 - Reinforce positive changes.

Conflict Resolution and Transformation

- Most conflicts develop over time whereas anger is usually more spontaneous. Usually, conflicts develop from positions, interests and needs that are different between parties. A good example would be a broken marriage, possibly ending in divorce.
- Transforming conflict into a positive result may require a trained third-party assistance. If you find yourself needing conflict transformation that can't be resolved with the techniques we just discussed it is strongly recommended that you seek that third party assistance. Often that will end in a positive and happy outcome.
- Now let's discuss anger management.

Understanding and
Mastering Anger.

Strategies for
Healthy Emotional
Control

Effective techniques
to nurture emotional
wellbeing



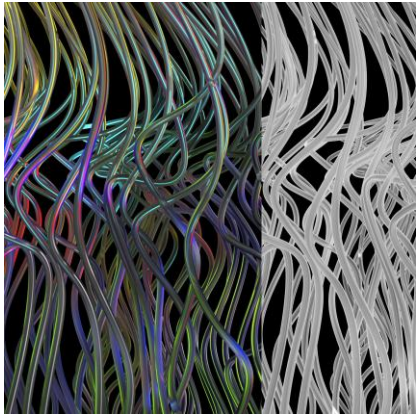
Professional Help

- Anger management is a very extensive subject, and this presentation is more of an overview. It may not be right for everyone. If you are seriously struggling with anger, we suggest that you consider getting professional help.
- We suggest that you find a licensed professional for assistance.



Agenda Overview

- Defining Anger and Its Causes
- The Effects of Uncontrolled Anger
- Techniques for Managing Anger
- Building Long-Term Emotional Resilience



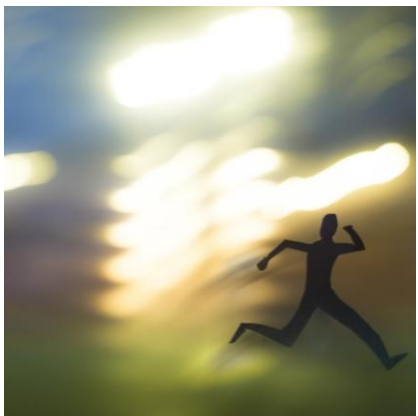
Definition of Anger

Anger is a natural emotional reaction to perceived threats or frustrations that alerts us to problems.



Protective Function

Anger acts as a protective mechanism signaling when something is wrong or unfair around us.



Motivates Action

Anger motivates us to take action to address issues and correct injustices in our environment.

Common Anger Myths

If you don't express anger, you just might explode.

Males are angrier than females.

Anger is bad.

Anger is good.

The older you get, the more irritable you are.

Anger is all in the mind.

Anger results from conflict.

Common Triggers for Anger



Feeling Misunderstood

Feeling misunderstood often leads to frustration and triggers anger due to lack of clear communication.

Experiencing Injustice

Experiencing unfairness or injustice can provoke strong emotional reactions including anger.

Stress and Overwhelmed

High stress levels and feeling overwhelmed significantly contribute to anger triggers.

Feeling Out of Control

A sense of losing control over situations can lead to frustration and anger.

Physical and Emotional Consequences

Physical Health Effects

Uncontrolled anger causes increased heart rate, high blood pressure, and headaches impacting physical health.

Emotional Health Effects

Anger can lead to anxiety and depression, significantly affecting emotional well-being and quality of life.



Long-Term Effects on Health and Well-Being



Heart Disease Risk

Chronic anger increases the risk of heart disease by elevating blood pressure and stress hormones.

Immune System Impact

Persistent anger weakens immune function, making the body more susceptible to illness.

Mental Health Disorders

Chronic anger contributes to mental health disorders, including anxiety and depression.

Impact on Relationships and Social Interactions



Consequences of Anger Outbursts

Frequent anger harms trust and communication, often leading to conflicts and social isolation.

Benefits of Anger Management

Proactively managing anger helps preserve healthy relationships and improves social connections.

One very difficult type of anger.



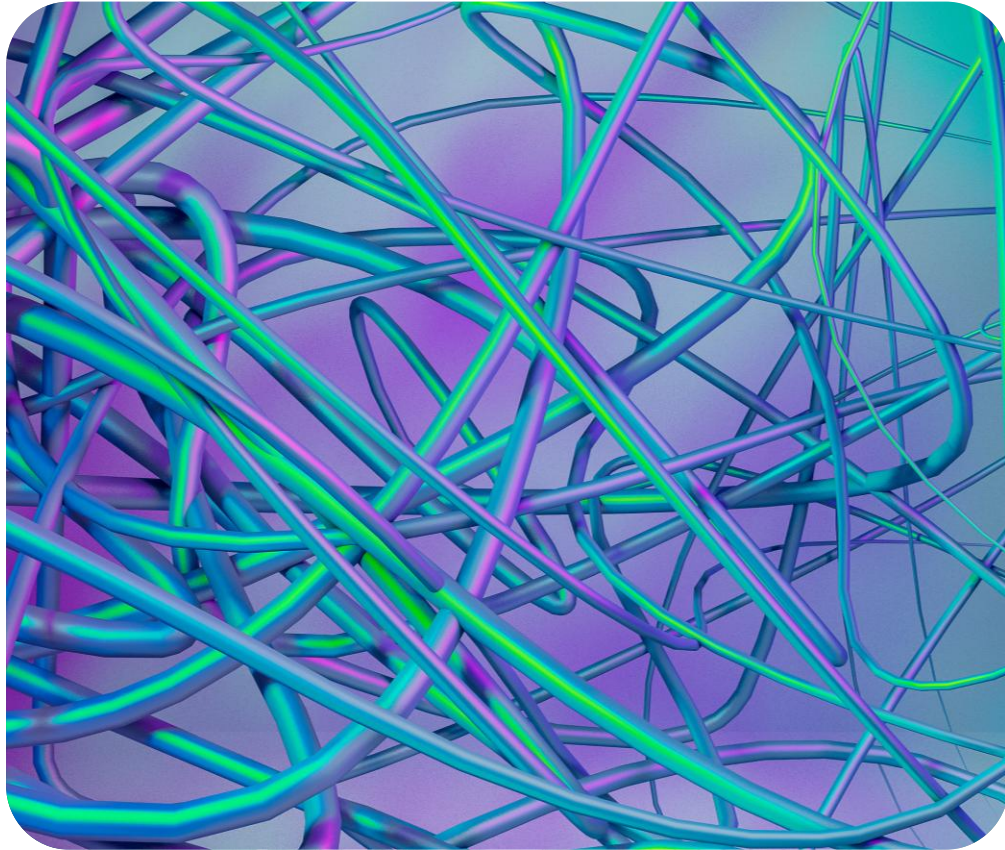
Before we discuss effective techniques for managing anger there is one very special type of anger that needs to be discussed. One that is often very heartbreaking for the family.

Dementia-induced belligerence



- One of the most difficult symptoms for families. It is usually a result of the disease rather than the person's true personality.

Why does it happen.



- Changes in the brain.
- Confusion and fear.
- Difficulty communicating.
- Pain and discomfort.
- Environmental stress.
- Medication side effects.

What does belligerence look like?



- It can include yelling or screaming.
- Verbal insults or accusations.
- Refusing care.
- Threatening behavior.
- Hitting, kicking, or throwing objects.
- Paranoia or believing others are trying to harm or steal from them.

How should family or caregivers respond?



Some approaches that may help:

- Stay calm and speak slowly in a reassuring voice.
- Avoid arguing or trying to convince them they are wrong.
- Give them space if they are aggressive.
- Try to redirect their attention to another activity.

When should a doctor be involved?



Don't hesitate to contact the doctor to evaluate new or worsening aggression. Sudden changes may be caused by:

- Infection
- Medication changes.
- Dehydration.
- Other treatable problems.

Effective
Techniques
for Managing
Anger and
nurturing
emotional
wellbeing.





Identifying Early Warning Signs

Physical Signs of Anger

Muscle tension and restlessness are common physical indicators of rising anger in individuals.

Emotional Signs of Anger

Irritability and feeling overwhelmed are emotional signals that anger is building up.

Early Intervention Benefits

Recognizing early signs helps individuals take control and prevent anger from escalating.

Practical Coping Strategies and Relaxation Techniques



Deep Breathing

Deep breathing helps reduce anger by calming the nervous system and promoting relaxation quickly.

Mindfulness Practice

Mindfulness encourages awareness of the present moment, helping to manage stress and maintain calmness.

Taking Breaks

Taking regular breaks during stressful situations helps to reduce anger and regain control.

Physical Activity

Physical activity lowers stress hormones and increases endorphins, improving mood and reducing anger.

Effective Communication Skills for Conflict Resolution

Assertive Communication

Expressing ideas and feelings clearly and confidently helps resolve conflicts respectfully without aggression.

Active Listening

Fully focusing and understanding others' perspectives reduces misunderstandings and builds mutual respect.

Calm Expression of Feelings

Sharing emotions calmly prevents escalation and fosters a peaceful and constructive dialogue.



Building Long-Term Emotional Resilience

Managing Anger continued



Developing Self-Awareness and Mindfulness

Recognizing Emotions

Mindfulness helps in noticing emotions clearly without judgment or bias to better understand feelings.

Thoughtful Responses

Self-awareness fosters thoughtful, intentional reactions instead of impulsive, automatic behaviors.



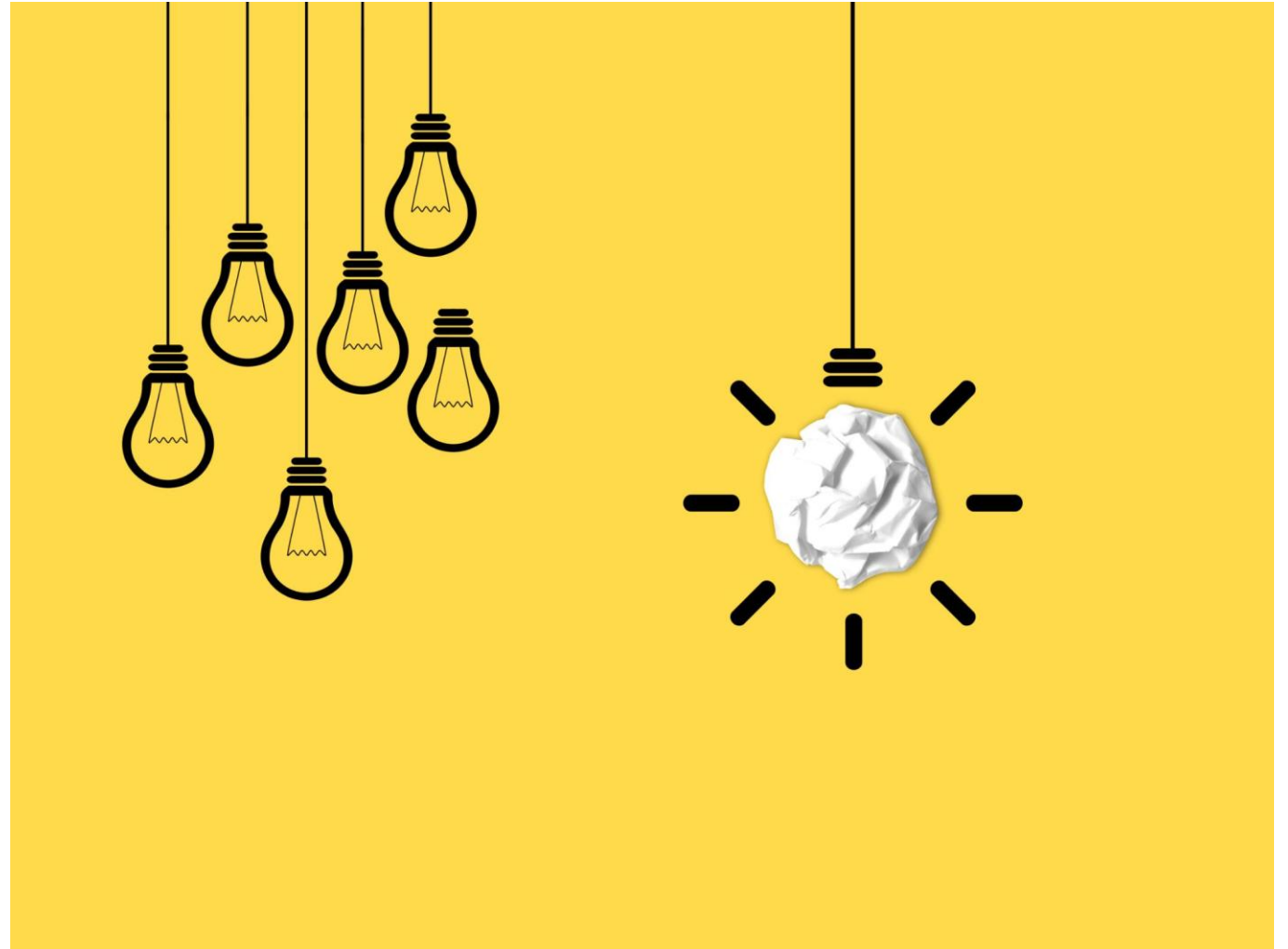
Changing Negative Thought Patterns

Identify Negative Thoughts

Cognitive techniques help recognize irrational or harmful thoughts that trigger anger and stress.

Reframe Harmful Thoughts

Reframing negative thoughts promotes a more balanced and positive mindset, reducing anger responses.





Recognizing Overwhelming Anger

Understanding when anger becomes unmanageable is the first step towards seeking help and regaining control.



Support from Friends and Family

Friends and family provide emotional support and encouragement during difficult times of anger management.



Professional Counseling

Counselors offer guidance, strategies, and tools to effectively manage and reduce anger.

Conclusion to Anger Management

Importance of Anger Management

Effective anger management is crucial for maintaining emotional health and overall well-being.

Understanding Anger

Recognizing and understanding anger triggers helps in managing emotional responses effectively.

Building Resilience

Applying strategies to build resilience fosters healthier emotional control and life quality improvement.

Resources

Emory University

CHATgpt

Questions

