

# CONTROLLING FRUSTRATIONS



## CONTROLLING FRUSTRATIONS AT WORK TAKES SKILL

**1** What's makes you lose your temper?

- .....
- .....
- .....

**2** What can go wrong at work?

Find 3 people who have job and ask them;

- ? What makes them angry at work?
- ? How do they manage to control their frustrations at work?
- ? What's the worst thing that has happened when someone lost their temper at work?

**WHAT'S YOUR CHALLENGE ?**



**3** How might you learn to avoid situations that would make you frustrated or angry at work?

## 4 THINGS WHICH CAN HELP YOU CONTROL FRUSTRATIONS

### 1) Recognise anger and frustration

Notice your thoughts and feelings and changes in your body language and behaviour.

What do you feel when you are angry or frustrated? .....

How does your body behave? .....

### 2) Find the anger triggers

Recognise the early warning signs and when you see the feel anger rising give yourself a gentle reminder that anger may be trying to sneak up.

What can you do when you feel frustration or anger starting up ?

.....  
 .....  
 .....

### 3) “Don’t Do angry when you are angry”!

It can be hard not to react but try not to be angry when you are angry – practice simple exercises which can help you with your frustration like Count to 10 before you say anything Try to relax and have a break from what is making you angry

What works for you? .....

### 4) Talk to someone about how you feel.

When you are frustrated it’s important to find someone who you trust who you can talk to who will help you get to the root of why you are angry or frustrated.

Who could you talk to? .....



## 5 What would you love to do?

How might you need to control your frustrations and anger to do a job you love?