
Anger Management Techniques

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ABSTRACT

The most important aspect of Anger is that it has no positive contribution to the life of human beings, it is always have negative effect on life. A life without anger is most enjoyable in the society, on the other hand anger, in its extreme case may destroy life itself. This paper highlights individual anger reasons, anger management techniques and emerging trends in the HR Management area of modern corporate world.

Key Words: Anger, Empathy, Burnout, Uncontrollable, Impact and Naturopathy.

Introduction

Anger is a deluded mind that focuses on an animate or inanimate object, feels it to be unattractive, exaggerates its bad qualities and wishes to harm it. For example, when we are angry without partner, at that moment he or she appears to us as unattractive or unpleasant. We then exaggerate his bad qualities by focusing only on those aspects that irritate us and ignoring all his good qualities and kindness, until we have built up a mental image of an intrinsically faculty person. We than wish to harm him in some way, probably by criticizing or disparaging him.

Importance of the Study

Anger Management is an emerging area. Hence, the present topic is a modern one and holds significance.

Objectives

To achieve the main purpose and to give direction to the paper the following objectives are set forth:

- (1) To identify individual anger reasons.
- (2) To highlight the impact of employee burnout, anger and emotions.
- (3) To suggest the anger management techniques
- (4) To analyze emerging trends in HR Management

Data and Methodology

Secondary data for the purpose of present study are compiled from different published sources and the primary data are based on the personal observations in the field.

Anger Management in Times of Recession

With mounting work pressure and layoffs during time of recession, anger among the employees is on the rise. Anger is an extremely destructive emotion that affects the professional as well as personal lives of employees. In such a situation, employees need to learn how to control their anger. The management also needs to tackle it and show sympathy towards such employees who are buckling under work pressure, supporting and motivating them for better performance and help dispel their anger feelings.

Individual Ager Reasons

- * Physical and mental problems in adjusting to the demands and constrains of work.
- * Inability to cope up with change and its speed.
- * Perceived job insecurity.
- * Extreme fear or stress and spiritual void.
- * Health problems, drug abuse and alcoholic behavior.
- * Unreasonable expectations.
- * Emotional reasoning small and normal events.
- * Memories of past traumatic and enraging events like intimidation by others, mistreatment by the supervisors.
- * Aggressive and retaliatory nature of employees.
- * Chronic problems – angry with themselves.
- * Poor judgmental capabilities of staff over others intention and behavior.
- * Long hours of frustration and stress.
- * Absence of optimistic mindset.
- * Procrastination of work till deadline for completion.

Anger Due to Uncontrollable Factors

The study also disclosed some of the uncontrollable factors contributing to the anger of the employees in the workplace.

- * Uncomfortable surrounding causing frustration and stress.
- * Intimidation and injustice by the management.
- * Mistreatment and humiliation by superiors.
- * Job insecurity and continuously changing nature of job.
- * Hurtful criticisms and conflict between employees.
- * Betrayal of employees' trust and ignoring their genuine needs.
- * Unreasonable attack on employees and their ideas.
- * Disturbing situations like abuse irritation and unfairness.
- * Lack of outside support.

Stress at Work

Stress had become a part and parcel of human life affecting the health of both, the employee and the organization. Though it is a negative consequence of modern living, it is not necessarily bad and of itself. There is also a positive side to stress, called eu-stress generating healthy and constructive responses to stress.

Signs of Employee Burnout

- * **Excessive Absenteeism:** When a disciplined employee suddenly starts taking excess leaves or starts reporting late for work, this could point either to his professional or personal problems.
- * **Lack of Quality and Quantity in Work:** When an employee feels depressed or dissatisfied with this work, the quality of his work decreases.
- * **Lack of interest:** When a dedicated employee levels the office on time without finishing his work, it clearly shows his/her negligence towards the job.
- * **Misbehavior:** Sometimes, dissatisfied and depressed colleagues start misbehaving with fellow employees.

* **Complains by Employees:** Dissatisfied employees put forward many complaints to the HR Department regarding salary, working conditions, employee benefits, working hours, etc.

Reasons for Employees Burnout

* **Excess Workload:** Excess workload is the main reason of employee burnout. An Employee performs many responsibilities at the same time which leaves him / her totally exhausted. A professional has to meet clients and council them, conduct trails and, in some cases, needs to counsel the relatives of the parent.

* **Work Environment:** The employees have to work in tight work environment, which is tough. The employees work in shift schedules and the changing shifts take a toll on an employee's health.

* **Emotional Involvement:** The job involves a lot of emotional involvement from the workers' side. During a trial process generally the employees get emotionally attached to the work. Such kind of emotional involvement leaves employees stressed.

* **High Exposure to inflection:** Employees work in an environment where they are continuously exposed to many types of problems. Clients come with different types of diseases and sometimes they infuse these problems to the staff.

* **Occupational Allergies:** In any profession, various occupational allergies are involved. These allergies make employees stressed and if they keep on getting allergies at regular intervals, it makes them stressed and depressed.

* **Violence towards Healthcare Workers:** Violence towards employees is another reason of stress. The professionals are involved in matters of life and death.

* **Work Organization and Health:** The way in which work is organized in organizations has a significant impact on the health of employees.

* **Lack of Rewards and Recognitions:** Lack of rewards and recognition for good work is also a reason of employee burnout, when the top management of the organization does not recognize and reward the good work of employees, they may feel that they are not doing anything good for the organization.

Impact of Employees Burnout

* **Low productivity:** When an employee is depressed dissatisfied, naturally his productivity deteriorates and the quality of the work suffers. He will not be able to provide the right kind of service to clients.

* **Poor employee Morale:** Employee burnout leads to poor employee morale, which ultimately has an impact on employee performance.

* **High Employee Turnover Cost:** A depressed employee quits earlier than a satisfied employee. The burnout is a major factor in high employee turnover cost. Mostly, nurses and other junior level employees quit sooner because of depression and excess work load.

Anger Management Techniques

* **Commitment of Employees to Health promotion and disease management programs:** Committing employees to healthcare and disease management programs will make them more conscious about their health and fitness. Employees will keep themselves fit to perform well on their respective jobs

* **Free Acupuncture:** Providing free facility of acupuncture services in the hospital will help the employees to become stress free, as well as increase their productivity and accuracy in crucial operations.

* **Timely Team Meetings:** Calling timely team meetings of employees and discussing various work related issues with the professions helps the employees in distressing, as well as giving an indication to the employees that the higher authorities are caring for them. These meetings also serve as an instrument of feedback to the management.

* **Flexible Working Hours:** To reduce the stress of employees, the organization also give flexible working hours. However, the flexibility cannot be given to everybody. So, the employees who have some problems

working at regular hours can be given working hours of their choice. Flexible working hour are particularly helpful for staff and junior level staff.

* **Identify Gaps Across Organizational Levels and Functions:** it will be every useful for hospitals to identify that gaps at various organizational levels and functions. This information will help management fill the gap between various organizational levels. It will also reduce the work pressure and stress of overloaded employees. Further, this exercise will increase the overall efficiency of employees and will lead to providing better service to clients.

* **Conduct Yoga, Naturopathy:** Frequent yoga and naturopathy camps help employees distress. Yoga is an effective way of exercising as well as it helps a person to calm down. In naturopathy camps, various natural herbs are used to relax and calm down a person.

* **Recognizing and Reworking the Good Work of employees:** Recognizing the good work of employees is a good way to improve their productivity and morale. Rewarding and recognizing the work of employees helps them distress and motivates other to work hard to get the same kind of rewards and recognition.

Emerging Trends in HR Management

Combating the latest trends and competition in business environment globally, requires human resources as an important asset for the organizations. With the change in all the fact of life – new trends, frames and attitudes are developing in the fields of applied HR Management.

Corporate social responsibility, employee relations management, corporate transformation, talent management/ engagement, employee Assistance Program, Flexible Work Option (FWO), HR outsourcing, multi-level performance analysis: people, teams, the organization, are also initiatives taken on the part of HR system by virtue of the changing trends in the market. Now just new ideas and their implementation, it is essential that the organization believes in the efforts made and the values that are shared across the organization.

Conclusion

Employee burnout and Anger is becoming a common issue in organizations around the world. Depression, high rates of injury and prolonged absence from work is becoming feature of work in the companies. All costs have a direct impact on the employees abilities to deliver efficient and high quality services. Organizations need to develop the right kind of programs to handle the burnout problem of their employees. By taking effective measures, organizations can handle the burnout problem of employees. For recruiting and retaining good talent for the companies any sector needs to create and maintain a healthy workplace.

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