

When Faced with Anger

You are walking down the street and someone coming towards you is yelling and screaming. As he gets closer he leans towards your face and starts screaming loudly "GET OUT OF MY WAY". You notice yourself feeling anxious.

When faced with an angry person on the street you have the choice to flee the situation or confront the person.

You are looking after a small baby who begins crying. You are uncertain what is wrong, however after a few minutes her cries begin to get louder and angrier.

When faced with an angry baby, we can interpret this as an unmet need – is she hungry, in pain, tired?
It is unlikely that you would flee or confront the baby.

A young boy has been brought into the Emergency Department by his father. When approached by staff the patient begins throwing objects and screaming loudly.

An angry patient or relative is also telling us that something is wrong. Our task is to try and understand what they are attempting to communicate to us.
Are they in pain, frightened, sad?
There is more chance of being able to de-escalate the situation when we understand what is behind the anger.

