



# Managing threats



## 01 PROBLEM

To effectively manage anger, you should first allow the person to express their frustration (to 'let off steam').

This will often mean the person will calm down enough to facilitate a focus on the actual cause of that anger or other substantive cause of their problems.





## 02 ANALYSIS

When the person has calmed down, ask for more details or clarify your understanding of their issue(s) of concern.

Allow the person to tell you about their issue(s) in their own words, and encourage them back to their point if they go off track.

You should be direct and clear about what you can and can't do, how long it will take and what it will involve, ensuring that the person participates as fully as possible in how to deal with concerns.



## 03 OBJECTIVES

When responding to angry clients, staff should:


- Remain calm and respectful. Acknowledge the anger.
- Paraphrase and summarize what has been said.
- Apologize without accepting blame.



## 04 SOLUTIONS

1. Try to physically remove yourself from the situation without further upsetting the person.

2. When talking to the person remain calm and try to be as empathetic as possible.



3. If your life is at risk, call and report to the Police.