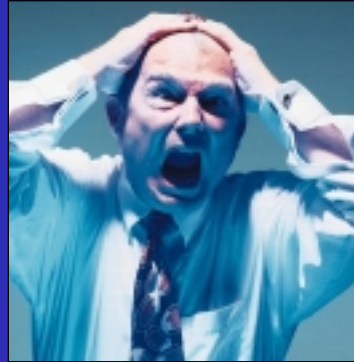


The Special Problem of Anger

- Everyone gets angry occasionally
- No room in workplace for frequent outbursts
- Your responsibility to provide a safe environment



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I. Speaker's Notes:

- It is only normal for people to get mad occasionally, but the way an employee handles the anger can affect everyone.
- There is no room in the workplace for an employee who has frequent outbursts of anger. Try to find out what the cause is of the anger.
- If you have an employee who is out of control, try to get him or her professional help. Remember to keep yourself calm when dealing with the situation. If the situation doesn't improve, you may have to terminate the employee.
- Remember, you have a responsibility to provide your employees with a safe work environment.