

Indian Institute of Technology Kanpur

National Programme on Technology Enhanced Learning (NPTEL)

**Course Title
Enhancing Soft Skills And Personality**

**Lecture - 13
Controlling Negative Emotions: Managing Anger**

**by...
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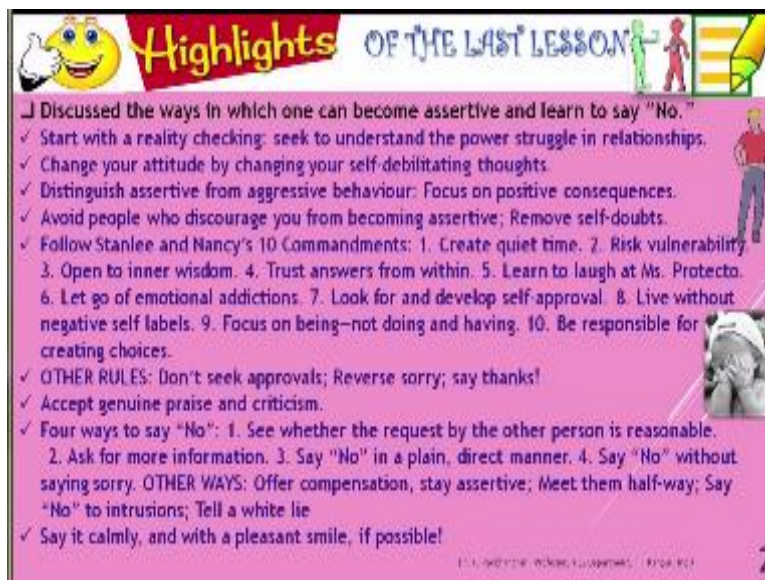


Hello hi welcome back to my course on enhancing soft skills and personality this is the third week and this is the third unit and lesson number thirteen now in this unit I just want to introduce a very new interesting practically useful lesson on managing negative emotions and then we will focus particularly on controlling anger because managing anger of all the negative emotions is the most important one if you want to really develop a very good personality with the excellent soft skills in fact most of the companies when they want to hire you they put you in situations either in group discussion or in informal discussion situations where they just deliberately try to

provoke you and see how you react to the situation if you are not able to control your anger in that situation you will be disqualified.

But apart from that in personal life also it is very important that you would learn how to control your anger but before we start let us take a quick highlight of what we did in the last lesson.

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Highlights OF THE LAST LESSON

- ✓ Discussed the ways in which one can become assertive and learn to say "No."
- ✓ Start with a reality checking: seek to understand the power struggle in relationships.
- ✓ Change your attitude by changing your self-debilitating thoughts
- ✓ Distinguish assertive from aggressive behaviour: Focus on positive consequences.
- ✓ Avoid people who discourage you from becoming assertive; Remove self-doubts.
- ✓ Follow Stanlee and Nancy's 10 Commandments: 1. Create quiet time. 2. Risk vulnerability
- 3. Open to inner wisdom. 4. Trust answers from within. 5. Learn to laugh at Ms. Protecto.
- 6. Let go of emotional addictions. 7. Look for and develop self approval. 8. Live without negative self labels. 9. Focus on being—not doing and having. 10. Be responsible for creating choices.
- ✓ OTHER RULES: Don't seek approvals; Reverse sorry; say thanks!
- ✓ Accept genuine praise and criticism.
- ✓ Four ways to say "No": 1. See whether the request by the other person is reasonable.
- 2. Ask for more information. 3. Say "No" in a plain, direct manner. 4. Say "No" without saying sorry. OTHER WAYS: Offer compensation, stay assertive; Meet them half-way; Say "No" to intrusions; Tell a white lie
- ✓ Say it calmly, and with a pleasant smile, if possible!

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In the last lesson I concluded our entire discussion on assertiveness and particularly I discussed the ways in which one can become assertive and learn to say no the focus of the last lesson was particularly on how you can say no, so in order to tell you how you can do that in a very systematic manner I started with giving you some simple steps such as I suggested that you should start with a reality checking that is you should try to understand negotiate in the relationships which are around you in which there is always a kind of power struggle and somebody's trying to gain one up over you.

And you need to see whether you are the person who is all the time giving it up all the time withdrawing all the time compromising if you are occasionally doing that it is fine especially with your boss or with your partner that is okay but then if you are the one who is treated like a

doormat it is high time you develop your assertive skills before these people so that is what I meant by start to the reality checking and then I went ahead to tell you that changing your attitude is very important and you should do that by changing yourself debilitating thoughts what are those self debilitating thoughts quickly thoughts that come to your mind and tell you that you cannot do this you can never be a leader you can never assert yourself you can never be confident you are always inferior you are made of like this.

So we take thoughts are to be removed in order to assert yourself you also need to distinguish assertiveness from aggressive behavior now how do you distinguish this whenever you try to assert it always ends in a bending situation so you need to focus on positive consequences if you really want to focus on assertive rather than aggressive behaviors on the way you need to avoid people who discourage you to become assertive.

So there are people who will rather punish you they are unhappy with you developing assertiveness so try to shun these people you do not need these people but at the same time try to embrace those people who try to help you to develop assertiveness there are people who genuinely appreciate your approach now stick to those people but at the same time despite getting encouragement and support despite reading lot of self-help books despite listening to my lectures you may get this small iota of self-doubt.

So you need to remove that so that self-doubt will otherwise kill you it will keep on giving you negative thinking that though you cannot become an assertive person remove those self notes then I suggested that you follow the 10 commandments suggested by Stanley and Nancy what are they very quickly one create quite time to risk vulnerability 3 open to inner wisdom most of the times we do not trust our gut feelings and that is what is mentioned in three and four trusts answers from within believe them.

They are going to tell you the right answers what you should do rightly correctly morally ethically or the ones which are coming from inner wisdom listen to them pay attention to them and 5 learn to laugh at miss protect oh that is do not be yielding yourself too much to the tendency of becoming Miss or Mr. Perfectionist so avoid that tendency let go of emotional

addictions is the sixth commandment that is sometimes you are so emotionally dependent on people on situations that you actually let people use you as a kind of doormat.

So let go of emotional addictions 7 look for and develop self approval so do not look for approval from others by doing that you are trying to give power to others who have a say on your personality and personality development and 8 I leave without negative self label so any label that you attach on you oh I am all basically a weak person I am based basically a passive kind of person now remove this kind of self flavors 9 focus on being not doing and having that is live at the present Zen moment and then be responsible for creating choices.

So you be responsible for the choices that you will create do not put any blame if some of your choices will go wrong there are other rules which we discussed such as do not seek approval reverse sorry and then use thanks try to say thanks for waiting instead of apologizing profusely for making your appointment very late accept genuine praise and criticism and then slowly or try to understand how you can say no we started with four ways to say no from Stanley and Nancy.

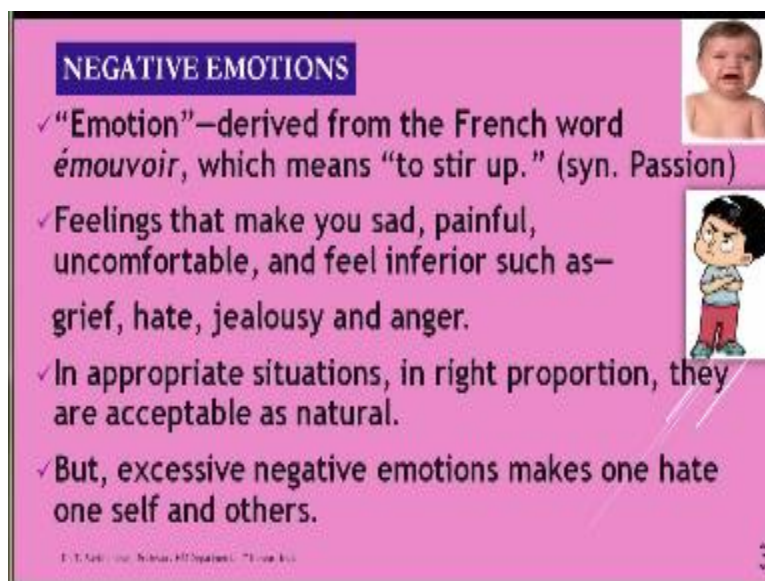
First one see whether the request by the other person is reasonably just or trying to assess whether the request for you to do something is reasonable enough, so that you can say yes now if you are not sure of it so then you ask for more information now even after asking for information and then you feel somewhat nervous so much jittery in trying to say yes it very would mean that the request is not reasonable at least it does not suit you so then say no in applying direct manner and say no without saying sorry that is the fourth rule.

So say no without saying sorry without giving any excuses without telling round about the tails before you could say sorry so do not do that there are some other simple base if you are not able to say this no directly such as you can offer compensation but still stay assertive you can meet the people off way that is it appears that you are actually going to do what they want such as going with them to the restaurant but you will not have the food and you will insist on being assertive.

Saying no to instructions is a very important fact full art like I quoted from Randy Pausch who suggested that you may just stand up and talk to them you may not offer chair in certain cases you may even go out indicating that your time is precious and then you want them to go out and then after some time you can come back also if required again Randy Pausch says that you can also tell a white line such as your busy in meeting that you are rushing to your class etc...

Last but not the least I suggested that when you say no that is saying that in a very calm collected manner and if possibly with a pleasant smile that will be the ultimate assertiveness statement that you can make to the other person saying that you are not at any stage uncomfortable for saying that no and the way you say it will actually make the other person receive it in a very positive manner having said this let us look at the negative emotions.

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NEGATIVE EMOTIONS

- ✓ "Emotion"—derived from the French word *émouvoir*, which means "to stir up." (syn. Passion)
- ✓ Feelings that make you sad, painful, uncomfortable, and feel inferior such as—grief, hate, jealousy and anger.
- ✓ In appropriate situations, in right proportion, they are acceptable as natural.
- ✓ But, excessive negative emotions makes one hate one self and others.

E. T. Sathya Sai Baba, Hyderabad, India, 1997

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And then let us learn how we can control anger in particular now before we look at emotions and the negative ones what about emotion as such what does it mean interestingly the word as such is derived from the French word a emouvoir which means to stirrup so just to Kindle stirring up

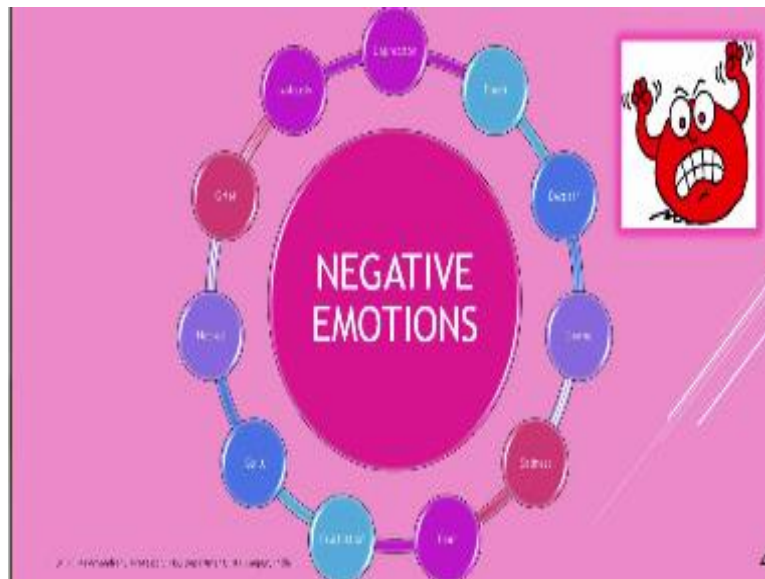
and it was synonymous with passion strong feelings so how do we link that with the positive or negative emotions, so you can be overjoyed but you can also be very depressed in both cases.

So emotions are getting stirred up in terms of negative emotions feelings that make you sad painful uncomfortable and inferior such as grief, deep sorrow, hate, jealousy and anger now these are only emotions which can actually make you feel sad and then they stir up such kind of uncomfortable emotions in us so that is the reason why we call them as negative emotions now am I telling you that you should not have such negative emotions at all know it is not humanly possible not to have any emotions because as you know that emotions are the only aspects which rather would distinguish humans from animals.

So it is not possible for you not to have emotions at all because we are not machines so when we look at a robot and when we look at a human being we know that Robot cannot feel either negatively or positively but human beings can feel so when you feel whether it is negative or positive it is important you feel and then express that in a very appropriate manner so even if they are negative emotions if you can express that in appropriate situations in right proportion they are acceptable as natural human emotions which you're trying to evoke in a spontaneous manner.

But excessive negative emotions would make one hate oneself and others it will isolate us if you are charged with excessive emotions particularly anger or grief and either the society excommunicates those people who keep on showing anger on others or the person himself or herself we feel isolated from the rest of the society so other than showing it appropriately which is very difficult without practice it is rather easy to control negative emotion.

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What do I mean by negative emotions on the whole I was just looking at the internet and then Google was showing me about hundreds and more of negative emotions but I would like to tell you such intense ones as depression, doubt, despair, shame, embarrassment, sadness, fear frustration, guilt, hatred, grief, jealousy or the ones I would rather consider them as the real problematic negative emotions now again as I was trying to tell you that emotions are important to show that we are human beings.

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NEGATIVE EMOTIONS

✓ All emotions are pure which gather you and lift you up; that emotion is impure which seizes only one side of your being and so distorts you.

-Rainer Maria Rilke

ANGER, jealousy, hate, etc., give a distorted perception of reality.

At the spur of the moment, it deludes one into believing that one's emotion is right and justified.



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And as the famous poet Rilke points out quote encode from the poet all emotions are pure which gather you and lift you up that emotion is impure which ceases only one side of your being and so distorts you so according to the poet actually all emotions of pure well as when it is emanating it is indicating that it is a very genuine spontaneous human feeling but they are pure only when they lift you up they elevate you but those emotions are impure which would capture you only one side of your being and so distorts you.

So all of us have the beast within us as well as the god the demon we have our own limitations we have our own merits but then our own merits our own good qualities or the ones which are elevated in terms of our positive emotions but the limitations the bad qualities are the ones which are the distorted form of ourselves especially when we try to project that negative emotions anger particularly jealousy hate etc give a distorted perception of reality we are not what we are when we try to show the negative emotions that is what this meant by that.

What is projected of us is a very distorted form of us at the spur of the moment attacked tipping point it dilutes one into the belief that once emotion is right and justified like in case of Othello that testimony is disloyal unfaithful and she has cheated at that point of sexual jealousy in that fit

of anger he strangulate and kiss her but then he regrets through his life the moment he realizes that it was in that fateful Magnus that he killed her in fact many psychologists associate anger as a kind of smack nurse the word rage the extreme form of anger indicates that.

But when I talk about anger I actually imply the mild irritation to the extreme outburst that is shown as strange or wrath which also includes little bit of hate little bit of jealousy and all these negative things included so when I try to say controlling anger I am also trying to use that as a kind of umbrella term to indicate.

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The slide has a pink background. At the top, a purple box contains the title "NEGATIVE EMOTIONS". Below this, a black box contains the text: "From anger delusion occurs, from delusion bewilderment of memory, after forgetfulness of memory the loss of spiritual intelligence and losing spiritual intelligence one perishes." Below that, a quote from the Bhagavad Gita is displayed: "From anger comes delusion; from delusion the loss of memory; the loss of memory causes destruction of discrimination; and from the destruction of discrimination he perishes." - Bhagavad Gita - 2.63. To the left of the Aristotle quote is a small image of a tree. To the right is a small image of a person sitting. At the bottom right, the number "6" is visible.

NEGATIVE EMOTIONS

From anger delusion occurs, from delusion bewilderment of memory, after forgetfulness of memory the loss of spiritual intelligence and losing spiritual intelligence one perishes.

"From anger comes delusion; from delusion the loss of memory; the loss of memory causes destruction of discrimination; and from the destruction of discrimination he perishes." - Bhagavad Gita - 2.63

Anybody can become angry—that is easy,
but to be angry with the right person and to the right degree
and at the right time and for the right purpose,
and in the right way—
that is not within everybody's power and is not easy.
-Aristotle

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All of the closely associated negative emotions let us look at an interesting quote from bhagavad gita and how it shows that anger can actually kill a person there are two versions let us look at both versions from the second chapter 63rd verse from anger dilution occurs from delusion bewilderment of memory after forgetfulness of memory the loss of spiritual intelligence and losing spiritual intelligence on parishes this another translation that goes like this from anger comes delusion from delusion the loss of memory the loss of memory causes destruction of discrimination and from the destruction of discrimination heat perishes.

Now what is interesting is one other uses the term spiritual intelligence the other one uses discrimination is your ability to see what is right or what is wrong especially your ability to identify what is good what is bad what should be extremely avoided for that sense of discrimination the other translator calls that as spiritual intelligence in fact it is a very heightened form of emotional intelligence where you are able to see right correctly and wrong correctly.

What causes misery to a person when a person is not able to identify what is right or not able to see who is the person who is going to help and who is the person who is going to harm the sense one is not able to identify who is once real friend and who is once hidden enemy and conversely believe distress the one instead of the other and causes misery for oneself look at my very favorite quote from Aristotle which I quoted in the previous course also quote unquote from Aristotle on anger he says anyone can become angry that is easy.

So it is not difficult to show anger anybody can become angry that is easy but to be angry with the right person unto the right degree and at the right time for the right purpose and in the right way that is not within everybody's power and it is not easy to be angry with the right person so you need sense of discrimination you need to use your emotional and spiritual intelligence whether that person is the right one we all might have read the small story during our school days where the mother grows a lot of plants in the garden and then snakes keep coming.

So to protect the side who is left and the mother goes to the field for working so she keeps her Mongoose so the Mongoose stays they are very loyal but one day when the mother comes back from the field after her work she sees the Mongoose full of blood on its mouth now immediately she gets furious and then really says that the Mongoose should have killed her child and very disloyal has indulged in that kind of act and in that spur of the moment she uses the sickle and then cuts the head of the Mongoose.

Until she goes inside and sees that the child is playing safely and there is a dead snake on the side of the child it takes just one more minute to have the actual realization that it is not the Mongoose but the snake that was killed by the Mongoose so that came to bite the child and that

is part of the moment she made the mistake so that is showing anger now on the wrong person okay it should have been shown on the snake not on the Mongoose.

And to the right degree at the right time for the right purpose in the right way so that is not within everybody's power so think about that and that is not easy but still let us ask the next question can we really control anger I said at the outset that emotion means to stir up.

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CAN WE REALLY CONTROL ANGER?

- ✓ "Emotion"—means "to stir up" "Anger" is a stirred up emotion by others (boss, spouse, children, neighbour, friend, enemy any external source of trigger).
- ✓ We cannot fully control outside triggers but we can maximise our inner control; minimise the damage and unintended consequences.
- ✓ We can only control our response to the trigger of anger.

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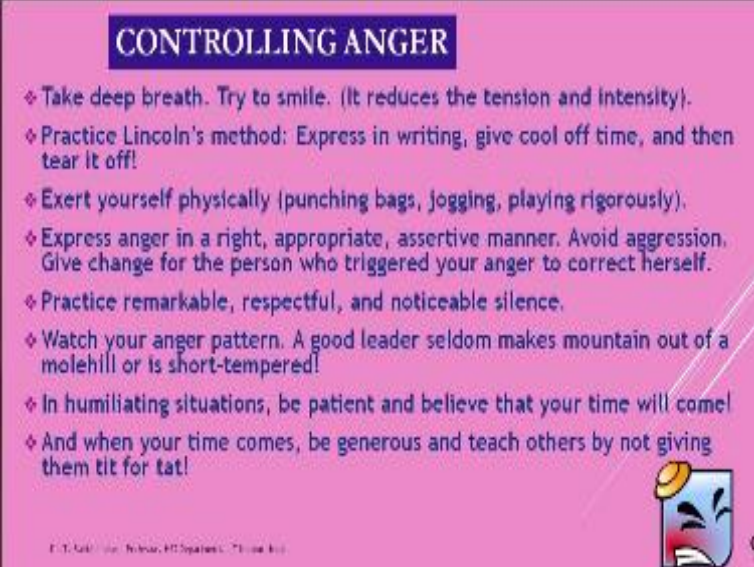
Now anger is a stirred up emotion by others it is a trigger given to you by your boss your spouse or your children neighbor friend enemies stranger any external source or any kind of trigger that comes from outside but psychologically as well as practically we cannot fully control outside triggers but we can maximize our inner control we can minimize the damage and unintended consequences we can only control our response to the trigger of anger let us see how we can do that and really try to control our anger the first and foremost lesson message suggestion that is given to you in terms of controlling anger is the moment you know.

So try to count at least 100 so that you give ample time to give a chance for your anger to cool off but when you are doing this in your mind try to weigh the pros and cons particularly focus on the consequences, now you think you will shout at this person you will slap the person you will throw something that is available there a flower wash or something on the person now what will be the consequences what will happen after this look at the irreversible damage your anger can cause a relationship that has been baked for thirty years can be broken at that single moment in which you express your anger a person who pressured you like anything can lose trust and it will be never possible for you to rebuild the trust that easily again.

So a person who happened to be so loyal with you loses that loyalty because of the way you express anger and so on so all these are under the suggestion that I give under the irreversible damage your anger can cause you cannot reverse your action again so focus on the consequences focus on what will happen if you express it and as it has been mentioned by the previous quotations we discuss remember anger colors your thinking it distorts your mind it is completely blocking your sense of discrimination and hence your judgment can be completely wrong.

So do not judge the opposite person do not judge the situation when you are angry as Albert Einstein points out very nicely anger dwells only in the bosom of fools, so only in the heart of foolish people licenses anger will be staying understand that you could be really foolish in expressing that anger and try to avoid that what are other techniques that you can follow in order to control your anger you can take deep breath as much as possible.

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CONTROLLING ANGER

- ◆ Take deep breath. Try to smile. (It reduces the tension and intensity).
- ◆ Practice Lincoln's method: Express in writing, give cool off time, and then tear it off!
- ◆ Exert yourself physically (punching bags, jogging, playing rigorously).
- ◆ Express anger in a right, appropriate, assertive manner. Avoid aggression. Give change for the person who triggered your anger to correct herself.
- ◆ Practice remarkable, respectful, and noticeable silence.
- ◆ Watch your anger pattern. A good leader seldom makes mountain out of a molehill or is short-tempered!
- ◆ In humiliating situations, be patient and believe that your time will come!
- ◆ And when your time comes, be generous and teach others by not giving them tit for tat!

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So that will actually relax your nerves and then try to smile in fact psychologists suggest in some cases where people get short-tempered laughter therapy as a counter so whenever you get anger you lost you lost loud even if people think that you are actually looking funny that does not matter but it would reduce the tension of your face your inner feelings.

And it will reduce the intensity of the anger you are likely to express the other interesting way to control anger is to practice Abraham Lincoln's method of postponing anger and completely negating it what was he doing whenever he got angry with somebody he would go to his privy chamber and then sit alone and then stop using all forms of abuse all forms of harsh words hurtful language.

So he will write all the things against the person on a paper he will write as much as possible and then he will put it in a cover he would give it some cooling of time that is he may come after three hours five hours or after a day after a week he would just come to take that and tear it off and throw it in the spring, so he knows very well that that anger that was written and expressed at that moment was no good after some time lapses given so he was very shrewd and by so never ever people felt that he had expressed his anger but all the time he had expressed alone to the

invisible person sitting before you before him and then he just expressed and then through it after some time.

Now the others are techniques which are suggested for controlling your anger one interesting technique of the other ones is that you can exert yourself physically that is you can drain yourself physically and that will give a kind of emotional drain also such as punching bags for example like a boxer you can keep on punching you can jog rather than usual you can run and sweat you can play rigorously for example scratch or tennis or any games that you play with the ball so you can just express that using that ball you can keep hard again you can in scratch you can hit hard on the wal.

So it tries to vent your anger however try to express anger if required in a very right appropriate and assertive manner that is as suggested by Aristotle do not show aggressive behavior but express that in a very cool and rightful manner in a very smiling manner this state to the other person that this is what you did and at that moment I was really angry but later when I thought why I was angry I realized that this behavior of us was figuring that could you please change that behavior could you keep avoid doing that in this manner.

So that will actually take you to your wingding situation avoid aggression use assertiveness express things plainly so that you can manage anger and give chance for the person could trigger your anger to correct herself or himself also another interesting technique and a very effective one is practice remarkable respectful unnoticeable silence so do not talk to the person who goes to your anger and see how much you can maintain this silence that becomes a very powerful weapon the person realizes and if the relationship is genuine your silence will kill the other person and the other one would be on bended knees requesting you to speak again normally.

And that is the time you can express your anger in a very polite manner and tell why you actually stopped talking and why you decided to express you ranger through silence because how you value the relationship and if you had used some aggressive one the relationship would have broken and give chance again to the other person to mend herself or himself what is your anger pattern is another important thing because you need to know as a leader as a mentor what are the

factors aspects that are triggering your anger and how often this anger is coming to you study the pattern and then once you know the pattern you can break it a good leader seldom makes mountain out of a molehill or becomes short-tempered frequently.

That is neither try to look at a very trivial thing and get angry or do not get short tempered and get provoked as easily as just like a very emotionally big person there may be occasions where you are at the receiving end and then the other person at the other end is trying to be very aggressive and show anger and you feel humiliated in humiliating situations be patients how patience and believe that your time will come and actually your time will definitely come and when your time comes you should not show anger again rather you should be generous and teach others.

Who triggered or showed their anger by not giving them a tit-for-that and that is the only way you can actually reduce your anger as well as their angry behavior towards you now in situations where anger is both to come.

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DAMAGE CONTROL

- ❖ Change your environment. Talk a walk in the park; go to a theatre, musical concert, or watch your favourite TV show.
- ❖ Take bath in cold or hot water. Eat good food. Sleep nicely. Meditate. Go to your place of worship. Share your emotional burden with God or a spiritual leader or a mentor.
- ❖ Take full responsibility for the consequences of your anger. Own your guilt. Don't blame others or environment.
- ❖ In uncontrollable situations, offer quick apology. Be genuinely concerned in giving it.
- ❖ Seek forgiveness if others are angry with you. Mahatma Gandhi: "The weak can never forgive. Forgiveness is the attribute of the strong."
- ❖ Channelize your anger positively by focussing on creative endeavours.

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Burst out what can you do how can you control the damage the first thing is change your environment, so do not be in the surroundings where you are getting angry just go to your park take a quick walk go to your tater watch a movie or your favorite comic show listen to music go to a musical concert or just go homes it and then watch your favorite TV show now changing the environment and changing your mind and not focusing on something and diverting your mind for some time will actually minimize the damage that might because there are other things that people generally do to reduce their stress that will also come out of impotent anger.

So just taking bath in cold water or hot water depending upon the weather conditions eating good food and sleeping nicely sometimes if you miss your night's sleep or sometimes if you get frequent interruptions in your sleep and if the sleep is incomplete then you become irritable and you get angry very quickly meditate, so calmly just sit close your eyes and focus on your just breathing so that will also reduce your anger go to your place of worship whichever God you are fond of go there and share your emotional burden with God shed the load or meet a spiritual leader or simply a mentor or just a senior person or just a close friend with whom you can say that you are angry but you just carried it and then you just shared it with a friend.

So that you did not express that and caused some damage but in worst situation if you have caused some damage then take full responsibility for the consequences of your anger own your beat own your shame do not blame others or the environment interestingly if you read Albert Camus the outsider or the stranger the protagonist of the novel is a very funny argument for the reason he killed one of the Arabs in the novel he says that the son was responsible the son was giving a very sultry weather and it cost him lot of irritation and it made him actually shoot and kill the other person.

So do not blame the environment for your own inability to control your anger in uncontrollable situations offer quick apology you go and give apology say sorry and show that you are draining links earned in giving it then nearly concerned in maintaining the relationship but in case others are angry with you seek forgiveness as said by Mahatma Gandhi this is not indicating weakness that you go and ask for forgiveness you go and apologize it is not a matter of weakness but it is

rather indicating your strength as he says the weak can never forgive forgiveness is the attribute of the strong.

Chalice your anger positively that is the final suggestion I would give you by focusing on creative endeavors sometimes people are angry with others sometimes they are angry with the society grief writers when they are angry like George Orwell for example he was very angry and upset with the totalitarian setup that was around him he created his masterpieces 1984 he created animals form a very sarcastic take on the totalitarian society the Communist Party that was prevailing at the time.

So use creativity express your anger in a very channelized positive manner and create your masterpiece many of the paintings were actually expressing the important anger that has been piled up and not shown directly maybe because of the oppressive situation or maybe because of the intimidating nature of the opponent or maybe simply because this writers this poets these painters decided that they will use creativity and then channelize that negative energy in a positive manner.

So that is the ultimate take on anger the way you can manage anger so let us say somebody humiliate you by saying that oh your English is so bad you cannot give a good talk now do not show anger immediately but then try to prove them wrong by showing that you can develop fluency through hard work you can give a very masterful presentation by lot of practice and make the same person acknowledge your work and even if they do not acknowledge that does not matter it is important that you channelize it in the right direction and develop and enhance your own personality.

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BENEFITS OF CONTROLLING ANGER

- You live a healthy, happy, and peaceful life.
- You become a stable and dependable leader.
- People around you enjoy working or simply being with you.
- You become self-confident and positive in your outlook.
- Your energy gets channelled in the right direction; and your productivity improves.
- Success is given to you by other people; you will have more willing followers to beget more success on you!
- You will earn name and fame, awards & rewards.
- You will inspire others and make people operate at a high level of emotional/spiritual intelligence.

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And when you do that what are the benefits of controlling anger you live a healthy happy and peaceful life you become a stable and dependable leader people gravitate towards you for your emotional intelligence and spiritual intelligence and high emotional quotient and people can bank on you because you become a resourceful person people around you enjoy working or simply being with you they like your company you become confident and positive in your outlook your energy gets channeled in the right direction and your productivity improves and the productivity around you ghost leaps and bounds success is given to you by other people this is something that I have been telling from the beginning of this course on the previous course.

And you will have more people more willing followers to be get more success on you will earn good name and fame awards and rewards will chase you and more than that you will inspire others and make people operate at a high level of emotional and or spiritual intelligence.

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THOUGHTS ON ANGER . . .

- o "Every day we have plenty of opportunities to get angry, stressed or offended. But what you're doing when you indulge these negative emotions is giving something outside yourself power over your happiness. You can choose to not let little things upset you."
~Joel Osteen
- o "For every minute you remain angry, you give up sixty seconds of peace of mind."
~ Ralph Waldo Emerson
- o "Speak when you are angry—and you'll make the best speech you'll ever regret."
- Laurence J. Peter
- o "Silence is one of the hardest arguments to refute."
- Josh Billings

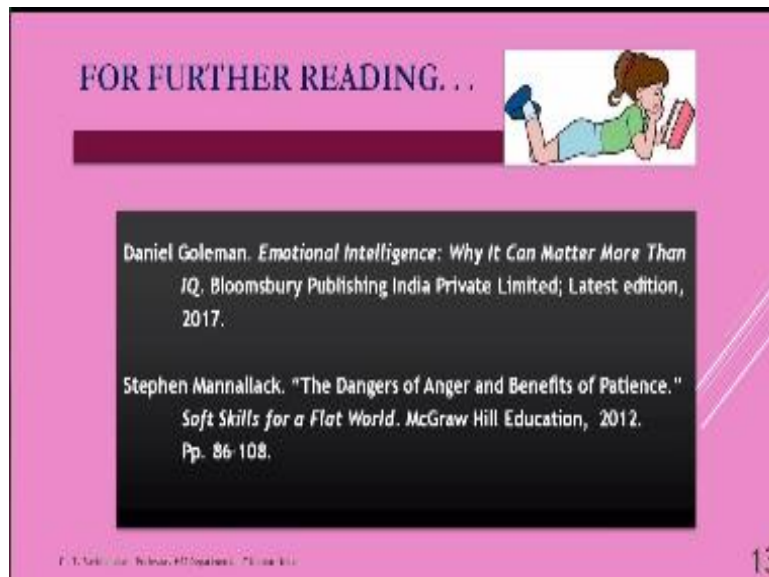
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Now before I conclude some quick thoughts on anger from very famous quotable quotes from eminent people first one from Joel Osteen quote-unquote every day we have plenty of opportunities to get angry stressed or offended but what you are doing when you indulge these negative emotions is giving something outside yourself power over your happiness you can choose to not let things upset you the next one is from Emerson he says for every minute you remain angry you give up 60 seconds of peace of mind.

So you choose whether you want to be angry or you want to be peaceful and the next one from Lawrence J. Peter it goes like this speak when you are angry and you will make the best speech you will ever regret this means keep quiet when you are angry do not utter a single word every word will go as a very caustic one from you and you will regret each and every word that you spoke at the moment when you are angry and the last one from Josh feelings quote unquote silence is one of the hardest arguments to refute as I said silence can be used as a very powerful weapon for negotiating instead of expressing anger in an aggressive manner.

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For further reading you can go back to Daniel Goleman's emotional intelligence why it can might have more than IQ there are frequent references is how you can control anger hate depression etc and Stephen Mannallack one chapter from the book soft skills for a flat work completely focuses on the dangers of anger and benefits of patience thank you for your patience and I hope this video particularly will be a milestone in your personality development so that after watching this you learn how to manage your anger and become a very pleasant and pleasing personality you know overall sense wish you all success thanks again.

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