



## SAFETY ALERT

### ANGER MANAGEMENT

ZH Alert No: STE0315

Date of Issue:

6 March 2015

#### WHAT HAPPENED:

A worker was dealing with a difficult customer on the phone. After dealing with the customer the worker walked away from the counter and punched a piece of computer equipment. The worker did this in front of other customers that were in the shop.



#### WHY DID IT HAPPEN (DIRECT CAUSE):

The worker was frustrated with the client. The worker felt angry and expressed this through physical violence by punching a computer.

#### Contributing Factors:

- The worker felt the client was being difficult
- The worker was frustrated in dealing with the client causing them to become angry
- The worker did not know how to deal with the anger so expressed it through physical violence

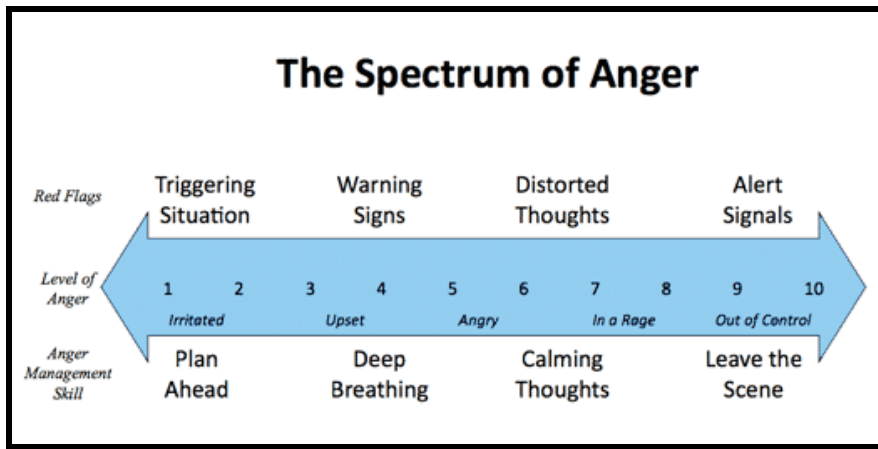
#### Corrective Actions Required:

1. Worker was instructed that physical violence is not an acceptable way to deal with anger
2. Worker was given basic training on understanding anger and how to best manage the anger
3. Anger information sheet issued to the worker to understand the facts about anger and how best to deal with it in the future.
4. Worker instructed that if Anger Management is a problem, they need to seek professional medical advice



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A tip sheet is supplied from the Australian Psychological Society on what anger is and how to best manage anger. You can access this by selecting the hyperlink below:

Reference: Australian Psychological Society: [www.psychology.org.au/publications/tip\\_sheets/anger/](http://www.psychology.org.au/publications/tip_sheets/anger/)

*If your anger is out of control seek professional help!!!*

For further information contact: Darren Gibson – WHS Manager 1300apprentice