

# How to Handle Employees with Anger Issues

A manager-ready playbook (low-toner print edition)

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December 2025

Use this deck as a quick reference for:

- spotting early warning signs
- de-escalating safely
- documenting behavior
- coaching for change

# The \$10,000 Lesson

When an employee can't control their temper, a manager must control the situation.

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Your job is not to “fix feelings”. Your job is to set safe standards for conduct.

- Address behavior, not personality
- Intervene early, not at the explosion
- Separate safety from performance: safety first

# Why This Matters

Anger spreads: one person can turn a team into a pressure cooker.

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## Business risks

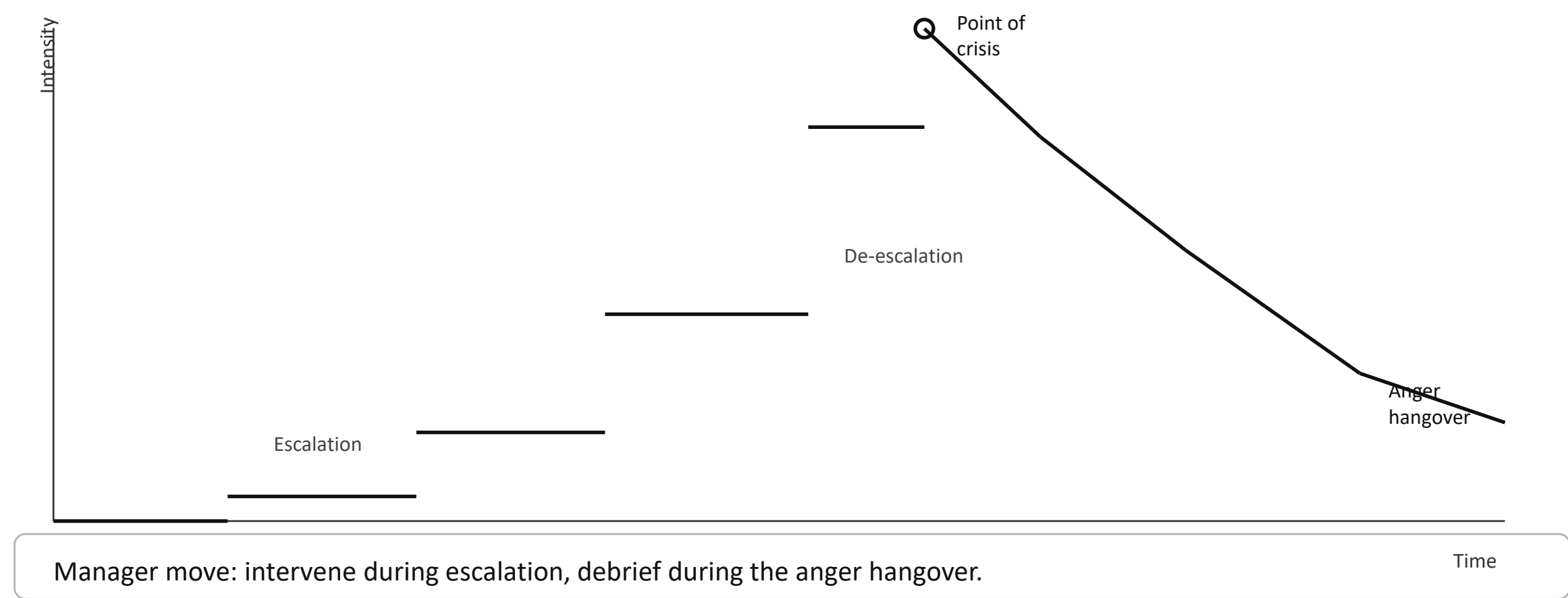
- Turnover and disengagement
- Customer fallout
- Productivity drops
- Reputation damage

## People risks

- Fear and avoidance
- Retaliation or escalation
- Unsafe workplace
- HR complaints and legal exposure

# The Anger Curve

Catch it early: the best time to manage anger is before the peak.



# Early Warning Signs

Look for patterns, not one bad day.

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- Raised voice, sarcasm, or “edgy” humor
- Interrupting, talking over others, hostile tone
- Slamming doors, aggressive emails, visible agitation
- Blaming, refusing feedback, escalating minor issues
- Coworkers avoiding the person or “walking on eggshells”

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Print-tip: These bullets are high-contrast and photo-free for clean copies.

# De-escalation Script

Short, calm, and specific.

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“I want to hear you, but not like this.  
Lower your voice and we’ll talk.  
If you can’t, we’ll pause and meet at 3:00.”

- Use “I” statements. Name the behavior. Offer a next step.
- If safety is in question, end the interaction and get help.

# Manager DO / DON'T

Stability is contagious. So is chaos.

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## DO

- Stay calm and slow down the conversation
- Set a boundary: volume, language, threats
- Offer a reset time and place
- Document facts and witnesses

## DON'T

- Match their intensity
- Diagnose (“you have anger issues”)
- Argue about who’s right in the moment
- Ignore repeated patterns

# Documentation Checklist

Write what a camera would capture.

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- Date, time, location
- Exact words used (quotes)
- Specific behaviors (yelling, threats, slamming, etc.)
- Impact (who was affected, work interrupted)
- Your response and what was directed
- Follow-up plan and deadlines

Tip: Use a consistent template so documentation is clean and defensible.



# Coaching for Change

Focus on conduct. Don't argue about feelings.

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- Describe the pattern: “This has happened X times.”
- Name the standard: “We speak respectfully. No yelling. No threats.”
- Define the consequence: “If it happens again, it escalates to HR/discipline.”
- Offer support: EAP, coaching, training
- Set a review date: “We’ll revisit this in 30 days.”

# Quick Reminder

Your calm is part of the policy.

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Intervene early.

Set clear boundaries.

Document what happened.

Coach conduct, not emotion.

Glenn Shepard | Management Training & Keynotes