

"Be angry, but do not sin; do not let the sun go down on your anger, and give no opportunity to the devil."  
Ephesians 4:26

# How to Deal with Angry Patients and Friends

## I. Do not repress anger. {"Be angry."}

You do not have to defend God, the practice, your coworkers or yourself...

Examples of repression:

<i>Avoiding people</i>	<i>(Isolation)</i>
<i>The Silent Treatment</i>	<i>(Pouting)</i>
<i>Reneging on Promises</i>	<i>(Passive Aggressive)</i>
<i>Sarcasm &amp; Wise Cracks</i>	<i>(Abuse)</i>
<i>Self-Pity</i>	<i>(Depression)</i>

## II. Express anger righteously. {"Do not sin."}

A. Jesus was angry with Simon Peter, money-changers, etc.

B. Examples of expression:

- 1. Determination to make changes*
- 2. Endurance*
- 3. Forbearance*
- 4. Righteous fights against illness and immorality*

## III. Settle anger quickly {"Do not let the sun go down on your anger."}

A. Go to the one angry with you as soon as you know; sandwich your conversation with them between conversations with God: Pray/Go/Pray.

B. Examples of working out:

**V. Validate** their right to get angry by encouraging expression. Don't be afraid

of emotions; label and accept feelings.

**I. Investigate** their anger as a cue to hurtful experiences. What is making them angry? Why does that make them angry?

**E. Express** their anger productively by setting limits and using self-disclosure [give reasons for setting limits].

**W. Work** out their anger creatively by using problem solving skills in terms of options, results and responsibility.