

ROLE-PLAYS

ANGER MANAGEMENT

Topics 4 and 5

These are a few examples of situations that people encounter at work that make them angry. There are examples of coping statements (Topic 4) and assertive statements (Topic 5) that can be used during the role-play. When you are working on Topic 5 it is a good idea to review Topic 4 and have the students make some coping statements prior to making the assertive message. THIS INFORMATION IS ONLY A GUIDE. USE THE STUDENT'S EXPERIENCE AND LEARNING STYLE FOR THE ANGER MANAGEMENT TRAINING.

ROLE-PLAY 1

A common situation that gets people upset is when a boss gives unrealistic or confusing instructions. Students should keep in mind that this can be resolved, but they have to stay calm while addressing the boss with a legitimate concern. The following is a description of how to set up the role-play.

Set up

The scene is a worksite. One person will play the boss and the other person will play the employee. The boss is going to tell the person to do a job (i.e., mop). The employee goes to mop. The boss should then come back and tell the worker to go do another job (i.e., wash the windows) in a tone of voice that suggests he is annoyed with the worker.

Sample dialog

Worker: "Hey Boss."

Boss: "Hey George, go mop in department 5."

Worker: "Sure thing Boss."

A few minutes later boss approaches George mopping in department 5.

Boss: "George, how come you're not cleaning the windows in the entry-way?"

Worker: "I thought you wanted me to mop."

Boss: "I don't care what you think, just clean the windows!"

For Topic 4, this is a good spot to work on the coping statements to keep calm.
For Topic 5, the worker can approach the boss and assertively talk to her.

Self-Instruction/talk examples

"OK, easy does it."

"Be calm."

"Relax."

"She has changed her mind."

"She forgot about the first job."

"Talk to her and find out what she wants."

"Don't worry about making her look bad, she will be glad that you were able to address both jobs."

Assertive statement

"Boss, I am confused by your instructions. I thought you wanted me to do this other job first. Which job would you like me to do first?"

ROLE-PLAY 2

When people make mistakes on the job, they can get chewed out by the boss. This does not mean the boss should be abusive or humiliate them in front of co-workers. Although it is not right for a boss to be abusive to an employee, it does happen. Students should keep in mind that this can be resolved, but they have to stay calm while addressing the boss with a legitimate concern. The following is a description of how to set up the role-play.

Set up

The scene is a worksite. One person will play the boss and the other person will play the employee. The

employee is going to make a mistake (i.e., drop a box). The boss is going to come over and yell at the person. The other students in the class can serve as the other co-workers.

Sample dialog

Worker drops a box.

Worker: "Oh shoot, I really did it this time."

Boss: "Elaine, what the heck are you doing over there?"

Worker: "I am so sorry. I accidentally dropped this TV."

Boss: "You are so clumsy, my 95-year-old grandma could do a better job moving these boxes than you. I am going to have to write you up for this. Why can't you be like Newman?"

Boss points to another student.

For Topic 4, this is a good spot to work on the coping statements to keep calm.

For Topic 5, the worker can approach the boss and assertively talk to him.

Self-Instruction/talk examples

"Chill."

"Relax."

"I did make a mistake."

"The boss didn't have to yell at me, but it won't help to yell back."

"Fix the problem and talk to him later about the yelling."

Assertive statement

"Boss, can I talk to you for a minute? I understand I made a mistake this morning, but I really got upset when you yelled at me. I would appreciate it if you would call me into your office next time I do something wrong and talk to me about my mistake."

ROLE-PLAY 3

There are going to be times when students think they are not being treated the same as other workers. Depending on how long they have worked at a job and how the boss goes about training employees, there may be times when it looks like they may be getting treated unfairly. Students should keep in mind that they can address their boss with their concerns, but they have to stay calm while addressing the boss with a legitimate concern. The following is a description of how to set up the role-play.

Set up

The scene is a worksite. One person will play the boss and the other person will play the employee. The boss is going to ask the worker to clean the bathroom for the tenth day in a row.

Sample dialog

The worker just got out of orientation 10 days ago. She has had to clean the bathroom every day since she started working. She has noticed that no other employee has been instructed to do it.

Boss: "Susan, I want you to stop what you are doing at 4:15 again today, so you can clean the bathroom."

For Topic 4, this is a good spot to work on the coping statements to keep calm.

For Topic 5, the worker can approach the boss and assertively talk to him.

Self-Instruction/talk examples

"Be calm."

"Talk to my boss after I relax."

"Take a few deep breaths."

"There must be reason why he keeps asking me to do it. I'll ask him."

"Don't yell. If this is what my job is, I have to accept it."

"If I don't like my job, I can quit, but I have to do it the right way."

Assertive statement

"Boss, I am getting upset when I have to do that same job. It seems like I am the only one who does it. Can you tell me why you keep assigning that job to me? What can I do to get other jobs assigned to me?"

ROLE-PLAY 4

People are not going to get along with everyone they work with. It is important that they try to resolve these conflicts so they can work more effectively. If they bottle it up inside or blow up at the co-worker, it reflects badly on them. The following is a description of how to set up the role-play.

Set up

The scene is a worksite at lunch-time. Three people will play workers. Two workers will be sitting down eating their lunch and talking about their weekend. One of the employees will ask the other if he heard some gossip about the third employee. As this employee is talking, the third employee walks up to their table and overhears the conversation.

Sample dialog

Jerry and Elaine are talking at lunch.

Jerry: "Did you have a good weekend?"

Elaine: "Yeah, how about you?"

Jerry: "It was pretty good except my neighbor kept dropping in unannounced."

Elaine: "Did you hear about George?"

Jerry: "No."

Elaine: "He has been coming in to work late a lot and I think the boss is going to fire him."

While Elaine is saying this, Jerry is putting his finger to his mouth to shush her while George walks up from behind.

For Topic 4, this is a good spot to work on the coping statements to keep calm.

For Topic 5, the worker can approach the worker and assertively talk to her.

Self-instruction/talk examples

"Relax."

"Stay calm."

"Don't talk to this person until I calm down."

"Don't worry about what he said, it's not true."

"I'll be the better person and talk to her face-to-face."

Assertive Statement

"I am angry about what you have been saying. I do not want you spreading rumors about me. The boss is not firing me, and if you want to know what is going on, come talk to me."

Come up with more role-plays based on the students' experiences. Have the students assist with discussing the appropriate ways to handle the situation, coming up with the role-play, providing examples of different coping statements, and assertive statements. Have fun and act them out.