

Managing Anger

Assignment 3

Total Marks: 30

Q: 1: Short Questions: (24)

- I. What is anger? How does it affect the team work and productivity?
- II. How can we manage our own anger?
- III. Can anger be used in a positive way? If so, How
- IV. What is an assertive anger?
- V. Outline some ways for dealing with problems.
- VI. What are the characteristics of others that make them difficult for us to deal with?

Q:2: The old 80/20 rule (Pareto's Rule) says that 80% of our problems will come from 20% of our employees or our clients. Would you agree with this, disagree, or have something to share? (6)