ᓇᒻᒥᓂᖅ ᑎᒍᑦᑕᐃᓕᒍᒃ

ᕿᒪᔅᓯᒋᐊᓗᑎᑦ, ᓄᖅᑲᖓᑲᐃᓐᓇᕐᓗᑎᑦ,
ᐊᓂᖅᓵᖅᑎᕆᐊᑲᐃᓐᓇᕐᓗᑎᑦ ᓯᓚᒧ, ᓈᓴᐃᓗᑎᑦ ᖁᓕᒧᑦ ᐱᓱᕋᔭᒋᐊᑲᐃᓐᓇᕐᓗᑎᑦ, ᐊᓯᐊᓂ ᐅᖃᐅᓯᖃᖔᓕᕐᓗᓯ.

DISENGAGE

Step away, back down, take a break, get air, count to 10, walk, change the subject

ᐃᒻᒥᓄᑦ ᐃᑉᐱᒋᑦᑕᐃᓕᒐᓱᒍᒃ
ᓂᓐᖓᐅᒪᔾᔪᑎᓖᑦ ᐃᓕᓐᓂᐅᖏᑦᑐᖅ.
ᐃᖅᑲᐅᒪᖃᑦᑕᕐᓂᐊᖅᑲᑦ ᑕᒪᓐᓇ. ᑭᓱᒥ ᐱᔾᔪᑎᖃᓕᓲᖑᒻᒪᑕ ᐃᖅᑲᐃᒐᐃᒻᒪᑕ ᐊᑦᑕᓇᖅᑐᒦᑦᑑᔮᓕᕋᐃᒻᒪᑕ.

DON’T TAKE IT PERSONALLY

Their anger is not about you, personally. Always remember that. It’s about the memory, trigger, situation that has made them feel unsafe

ᐅᐃᒪᔮᓐᖏᓪᓗᑎᑦ

ᐱᕙᓪᓕᐊᓂᖏᓐᓂ ᓈᒻᒪᓴᓐᖏᓐᓂᖏᓐᓂᓪᓗ, ᓂᓐᖓᑦᑐᑦ ᓂᓐᖓᑎᑦᑎᒐᓱᑦᑑᔮᓲᖑᒻᒪᑕ. ᐅᐃᒪᔮᓐᖏᓪᓗᑎᑦ ᓂᓪᓕᐊᓗᑎᑦ, ᐅᖓᓯᔾᔫᒥᓗᑎᑦ, ᓂᓪᓕᐊᓗᐊᓐᖏᓪᓗᑎᓪᓗ. ᐅᖓᓯᒋᐊᕐᔫᒥᓗᑎᑦ ᐃᓱᒪᐃᓪᓗ ᒪᓕᔅᓇᑦᑕᐃᓕᒪᓗᓂ.

STAY CALM

Through escalation and unfair accusations, angry people invite us to engage. Speak softly, maintain space, say little. Increasing physical and emotional space.

ᓈᓚᑦᑎᐊᕋᓱᐊᖃᑦᑕᕐᓂᖅ
ᓂᓐᖓᐅᒪᔪᑦ ᐱᔾᔪᑎᖃᕈᓐᓇᖅᑐᑦ
ᑐᓴᖅᑕᐅᖃᑦᑕᓐᖏᑦᑐᒋᓪᓗᑎᑦ. ᓈᓚᑦᑎᐊᕐᓗᒋᑦ

ᑲᒪᒋᓇᓱᐊᖃᑦᑕᕐᓗᒋᓪᓗ, ᓲᕐᓗ ᐅᖃᖅᑕᖏᑦ
ᐅᖃᒃᑲᓂᕐᓗᒋᑦ ᖃᐅᔨᒪᓂᐊᕐᖓᑕ ᑐᓴᖅᑕᐅᓂᕐᒥᓂᑦ..

REFLECTIVELY AND ACTIVELY LISTEN

Angry people can come from a place of feeling they are not heard. Listen and respond as appropriate, for example, by repeating back what they said so they know you heard them.

ᑐᑭᓯᓇᓱᐊᕐᓗᒋᑦ ᓇᒻᒥᓂᖅ ᐃᓅᓯᖏᓐᓂ

ᐅᖃᕋᓱᐊᕐᖓᑕ ᐋᓐᓂᐊᓂᕐᒥᓂᒃ, ᐃᑉᐱᒋᔭᐅᓐᖏᓐᓂᕐᒥᓂᒃ, ᐅᑉᐱᕆᔭᐅᑦᑎᐊᖏᓐᓂᕐᒥᓂᒃ, ᖁᕕᐊᒋᔭᐅᓐᖏᓐᓂᕐᒥᓂᒃ ᐊᒻᒪᓘᓐᓃᑦ ᓇᓪᓕᒋᔭᐅᓐᖏᓐᓂᕐᒥᓂᒃ
ᐊᒻᒪᓗ ᐃᓱᒪᖏᑎᒍᑦ ᐊᔅᓱᕈᓪᓚᕆᓕᖅᑐᑎᒃ.

UNDERSTAND THEIR INNER HUMANITY

They are trying to tell you that they
are feeling hurt, ignored, disrespected, unappreciated and/or unloved, and may be carrying overwhelming emotional stresses.

ᒪᒥᐊᓪᓗᑎᑦ ᑕᒻᒪᕐᓂᐅᔪᓄᑦ

ᓈᒻᒪᖏᑦᑐᑕᖃᕐᓂᖅᑲᑦ ᒪᒥᐊᓪᓗᑎᑦ, ᑭᓯᐊᓂᓕ ᑕᒪᖏᒃᑲᓗᐊᖅᑎᓪᓗᑎᑦ ᑕᒻᒪᕐᓂᕋᖅᑕᐅᒍᕕᑦ ᐋᒡᒐ.

APOLOGIZE FOR ANYTHING UNJUST

Sincerely apologize for anything in the situation that is unjust, but not for an imaginary wrong.

ᐊᑦᑕᓇᖅᑐᒦᒋᐊᖃᓐᖏᓐᓂᖅ
ᐅᔾᔨᖅᓱᖅᑎᐊᕐᓗᓂᓗ

ᐅᔾᔨᕈᓱᑦᑎᐊᕆᑦ, ᖃᐅᔨᒪᑦᑎᐊᕋᓱᐊᕐᓗᑎᑦ,
ᐃᓱᒫᓗᓪᓗᑎᓪᓗ ᓇᒻᒥᓂᖅ ᖃᓄᐃᓐᓂᕆᔭᓐᓂᑦ. ᓇᒻᒥᓂᖅ ᐊᑦᑕᓇᖅᑐᒦᒋᐊᖃᓐᖏᓇᕕᑦ ᐊᓯᖏᓪᓗ ᐅᓗᕆᐊᓇᖅᑐᑕᖃᓕᕐᓂᖅᑲᓪᓘᓐᓃᑦ.

SAFETY AND AWARENESS

Be aware, intentional, and thoughtful about our own reactions. Also ensure the safety of yourself and others if the situation appears dangerous.

ᓴᐃᓂᑦᑎᐊᕐᓂᖅ ᓇᓪᓕᒍᓱᓐᓂᕐᓗ

ᐱᐅᔪᒥᑦ ᐅᖃᐅᑎᓗᒋᑦ, ᓴᐃᓕᓇᖅᑐᒥᑦ. ᐸᓯᑦᑎᖏᓪᓗᑎᑦ ᐊᐃᕙᖃᑎᖃᓐᖏᓪᓗᑎᓪᓘᓐᓃᑦ. ᓴᐃᓕᓇᖅᑐᒥ ᑕᑯᔅᓴᐅᑎᑦᑎᓗᑎᑦ ᑎᒥᒧᑦ ᐱᐅᔪᒻᒧᑦ ᐃᒻᒥᓄᓪᓗ

ᖁᔭᓕᓂᕐᒥᓪᓗ ᓴᖅᑭᔮᖅᑎᑦᑎᓗᑎᑦ, ᓇᓗᓇᐃᖅᓯᕕᒋᓗᒋᑦ,
ᐊᖏᖅᓯᒪᓗᒋᓪᓗ ᓇᓪᓕᒋᓗᒋᓪᓗ.

PEACE AND COMPASSION

Tell them something nice, peaceful Do not
assign blame or argue, Establish a premise for
peace by appealing in some way to the healthy
side of their personality by showing grace,
validation, acceptance, compassion.

ᖃᓄᖅ ᓴᐃᒻᒪᑎᑦᑎᑲᓐᓂᕋᓱᐊᕈᓐᓇᖅᑭᑦ ᓂᓐᖓᐅᒪᔪᒥᑦ

WHAT DO I DO WHEN I ENCOUNTER AN ANGRY PERSON?

ᖃᓄᐃᓕᒋᐊᖅᑏᑦ
ᐊᓐᓂᐊᖅᑕᐃᓕᒪᔪᓕᕆᓂᒧᑦ

ᖃᐅᓴᖅᑏᑦ

QAUJIGIARTIIT

HEALTH RESEARCH

CENTRE