

# Handling **Anger** in the Dialysis Clinic

- **Social Worker Steve Bogatz**
- **Reverend Charles Paige, Sr.,  
(Portsmouth- 4/7/11)**
- **Mr. James Lockhart,  
(Sturbridge- 4/14/11)**



# decreasing conflict



collaborate



agreement

solutions



calm



communicate



understanding



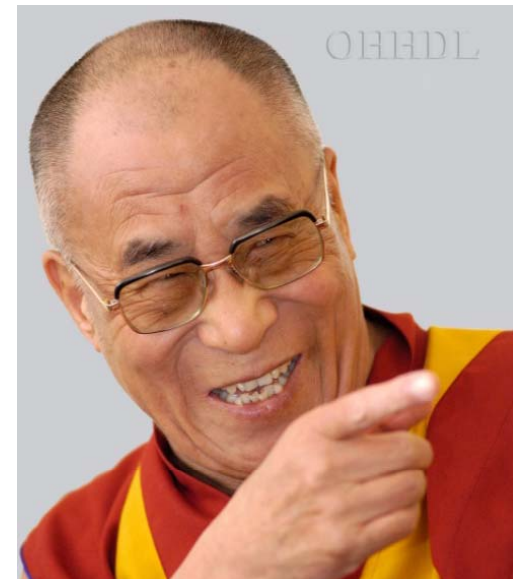
## & BUILDING BRIDGES

D  
P  
C

DECREASING  
DIALYSIS  
PATIENT-  
PROVIDER  
CONFLICT

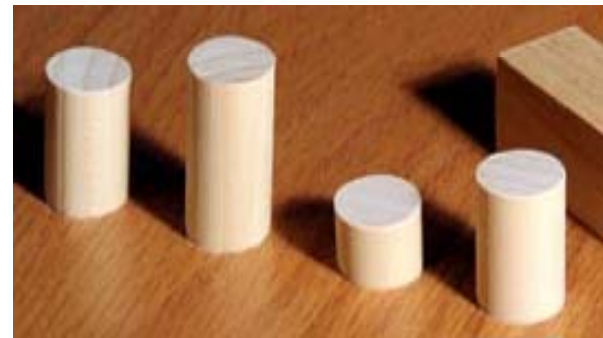
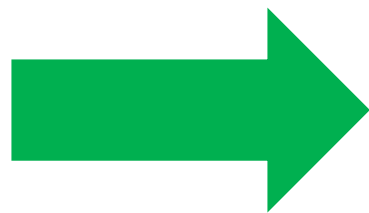
# Preparing for Anger

- Create Calm Environment
- Open Yourself to Understanding Others



# Handling Anger

- **Need a Non-Judgmental Approach**
- **Focus on the Issue**
- **Look for Solutions**



# After the Anger

- **Implement Solution**
- **Continue to Communicate**
- **Take Another Look**



## Reduce Pressure/Anger Using the Previous Methods

