

Anger among Interpersonal Communication Process and its Reasons

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Abstract

Anger is an emotional condition which can reach an extreme intensity of aggression from a moderate irritation. A variety of dissatisfaction and unhappiness about our lives, a variety of situations which we face with but don't think that we deserve, decrease of our general tolerance and resistance level or the space and dissatisfaction created by our subconscious psychological and personal problems can cause this irritation. This emotional condition simultaneously leads some other physiological and psychological changes. Anger could be stimulated either by an internal or external, a real or unreal reason.

We can easily see that anger can cause influences with serious extents among the interpersonal communication process; We generally call anger as aggressive behaviours. Thus, this corrodes our personal, social or environmental relations and tempts others to behave hostile to us.

As our level of anger increases, the other people's level of understanding against us will be reduced. They would provide some reactions such as passive-aggressive and ignoring in order to protect themselves from us. So, finally there would be a deadlock about the topic leading the anger.

Researches show that the decisions made with anger usually leads serious loss for the angry person.

It's inevitable that the result of angry behaviours is an isolated life from our friends and family.

As it can be seen from the explanations above, the main theme of this study is to examine "determination of anger and its reasons among the interpersonal communication process and effects of anger on lifestyle"

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Introduction

One of the main factors determining the course of relationship during interpersonal relationship process is anger. While calm behaviours improving relationships positively, it is significant that angry behaviors limit relationships negatively. It should not be forgotten that being aware of reasons of angry behaviours provides personal relationships to reach an admired level. The aim of this theoretical study is to define an admired relationship process by determining reasons of anger limiting relationship process and to present solution suggestions.

Anger is a sensational position which contains aggression and can be reached extremely sensitive stages from moderate or even low stimulations. These stimulations could occur by various reasons such as, irrealization of our expectations, some unhappiness and dissatisfactions about our lives, getting face to face with cases which we do not want or think that we do not deserve, decreasing of our tolerate level among the difficulties during life or psychological or personal problems of ourselves at our subconscious. This kind of emotional position inspires other physiological and biological changes simultaneously. Anger would be ensured either by an internal or external real or unreal reason (Mannoni, 1988:32).

Main Reasons of Anger

It is possible to accumulate reasons of anger into four main titles (Kierkegaard, 2012:34-38). These are;

1. Getting angry is an inevitable case occurs biochemically: It is known that some hormones are related with our emotional positions. But as an additon to our physiological responses our own cognitive structure and the way we interpret the events also establish anger.
2. Anger is inevitable and related with the structure of human: Since some anthropologists arguing this thesis, it is still unproven. In fact since last years, common trend among psychologists, antropologists and geneticists is that anger is not an inevitable part of human structure.
3. Anger is an inevitable result of dissatisfaction: The level of relationship between dissatisfaction and anger is depended on transformation rate of dissatisfaction into anger which is related to cognitive factors. We can tend to constructive solutions by controlling the transformation rate of dissatisfaction into anger via our cognitive abilities.
4. Anger is a healthy expression. There is an argument advocating however anger is a kind of emotion representing and so is an healthy expression. However, psychological experiments reveal the opposite as angry behaviors cause much more anger.

Effects of Anger on Individual

The stress we load to our bodies with anger harms all of our internal organs as well. Anger leads to undesired hormonal responses in our bodies physiologically. Anger causes testosterone, epinephrine, norepinephrine and cortisol increase. Unstable increase of those, lead serious problems at our various organs and functions (heart, blood pressure, vessels, knuckles, lungs, muscles, etc.) of our bodies. It decreases resistance of the body against illnesses by harming immune system (ICD/10,1992:154).

We generally define anger as aggressive behaviours. This frazzles our personal and social relationships at our business life and inspires the others to behave us inhospitably. Since this case would get us much more angry we find ourselves trapped in a vicious cycle.

While our anger levels increasing understanding level of people around us decrease. They would tend defenses as passive-aggressive behaviors or ignoring. This can get an any case which is related with anger, to deadlock (Keane,1996:14).

Angry people usually feel themselves more desperate. Initially they expect the others to solve the problem which gets them angry, but by starting to reflect this expectation with anger the others tend to get recede instead of solving the problem. This case makes the individual feel more alone and desperate (Özodaşık,2005:4).

Pleasure and generally life quality of angry people declines. Quality of their life decreases emotionally because of being ignored from social environments and to have a pessimistic perspective which is leading not to get pleasure from the life.

Researches demonstrate that decisions given by anger usually causes important loses for the individuals.

Angry behaviors can cause performance declines and various problems at business life by some discords.

It is inevitable to feel more lonely by living a more isolated life from our friends, partners and relatives as a result of anger.

Types of Anger

It is possible to characterize anger to three main titles in terms of their emerging format. These are:

1. Masked Types of Anger

1. Passive-Aggressive Anger: This type of anger is expressed as harsh passively and aggressively. These people who harsh the others because of their angers are trapped to loneless and not to be understood (Freedman&Sears&Carlsmith,2005:191).

2. Self-directed Anger: At this kind of anger people tend to blame, devalue, attack and even hurt or destroy themselves because of negative things during their lives. Most of illnesses related with depression and anxiety occur as a result of this kind of anger (Lôo&Lôo,1993:10).

2. Explosive Types of Anger

1. Sudden Anger: This type of anger causes the individual to get out of control completely. It is a kind of anger seen at people who does not have tolerance to difficulties of life. Stress levels of these people are generally high as well. Their relatives can not feel relax and reliable because of those sudden harshes.

2. Shame-based Anger: The individual can direct their exaggerated anger to the others in order to depress their shame of some behaviors. Shame is a complicated case which can make people feel unvaluable and unhappy. So the people who could not be able to depress this feeling would tend to behave offensively.

3. *Planned Anger*: Since anger is a fact that scares most of the people, some individuals behave angrily in order to have whatever they want. Even if it is a planned behavior, its physiological effects are out of control and the individual would be harmful to himself/herself.

3. Chronic Types of Anger

1. *Anger as an Habit*: Periods handled with anger for a long time causes some behavior types of anger to become chronic. As an example, people who have had an angry childhood, tend to get angry easily in a pessimistic perspective way of life even if conditions change (Ditfurth,1991:48).

2. *Fear-based Anger*: People who have fears not based on an acceptable reason, usually are full of anger. These people often express their stress by anger because of finding however a reason to get afraid. Irrelevantly extreme jealousies would be examined as a subtitle of this kind of fear (Kernberg,2000:57-86).

How Anger Could Be Observed Externally?

1. *Physiologically*: Anger can show itself as various psychosomatic responses. (E.g. headache, nausea, high blood pressure, heart attack, weakness, somnolence are most common complaints in parallel with anger)

2. *Emotionally*: A depressive and worried mood, feeling lonely and unvaluable are emotional cases usually parallel with anger.

3. *Intellectually*: Being focused on negative ideas, intolerance against simple difficulties, decline at ability to solve constructive cases intellectually are mostly seen at angry people.

Anger is important in terms of giving emotional messages. It notifies that something is going wrong in our lives and gives us energy to change those. But we need to handle these kind of problems in a constructive way. Widen these short messages during a long time would not be helpful for us and would be even destructive. Three stages of anger can be summarized as anger at thoughts, response of our bodies against this idea and offense of this idea into ourselves and the environment. It is not a solution to try to depress anger without figuring it out; the depressed anger would show itself in an unfair manner against to the people who are not actually the object of our anger. It is essential to initially analyse the perception causing our anger, our ideas related with it and the sense as a result of these, then to handle with our anger before it change into a bodily and aggressive response (Rank,2001:56-75).

How to Communicate With Angry People?

Our negative memories related with anger are “usually” with people who are in close relationship with us. While we prefer to depress our anger at office we “often” express it in a manner out of control at our close relationships. We can also reflect our angers for other things to these close people occasionally. To manage communications with angry people can protect us against bigger problems.

It would be useful to be careful at matters below while communicating with angry people.

Our body functioning and chemistry changes at anger instant and our cognitive processes such as thinking, decision making, discernment bust. That is why the sense we feel after anger is repentance and shame. So be aware of the things people say to you when criticizing do not pass through right filters, do not personalize the things he/she says and talk it again when he/she calms down.

Reflecting anger to an angry person only serves to increase the other's anger. You can also defend yourself without criticizing, insulting or belittling the other person. All of the solutions opposite only make the other side of the conversation more angry.

Even if the person prefer not to talk at this kind of case angry person would want to talk about the topic and conclude the conversation. Our sentences should contain the features we mentioned above. If it is not possible we can emphasize the importance of the case for us and tell him/her that it is better to talk it when we calm down.

To resort violence in the case that we physically stronger during the discussion, doesn't solve the problem even though conclude the topic for the moment. In fact it gives bigger damages to the relationship. Do not forget that the person you converse with is important for you.

The focus of discussions should be solving the problem instead of being justified. Offer to look for solution alternatives.

Eventually do not reward anger. Get help necessarily if anger had become communication and problem solving dynamic of your relationship.

Anger Management

Since anger is a sense making our lives harder, decision to start anger management would not be easy all the time. According to researches it is possible to mention five main factors making control of anger harder (Çifter,1986:377). These are:

1. Uncertainty Concerning The Problem

Many of the people who has anger problem, think about that the anger they have is the reason or the result of the problems. There is not a simple formula about it as well. But being unable to determine the problem delays the solution stages. However other problems we faced with can cause anger problem, sometimes anger takes some other problems with. And sometimes we can encounter those together. Anger therapy approaches problems either causing anger or caused by anger as a unique construct during treatment and education processes.

2. Despair Concerning Solubility of The Problem

Many people have uncertainty about controlling their anger for various reasons. Most important of those is "family effect". Many people who have anger usually, think the problem is genetical by giving examples from their father or mother and can be desperate about there would not be any solution but the truth is not like that. Your family would be model for you in terms of expression of anger. But expression of anger is a learned response and could be learned by different expression ways.

3. Putting The Blame Of Anger On Other Things

Many of us put the blame of anger on various elements such as irresponsible spouses, unsympathetic bosses, hypocritical office mates, traffic, etc. Since these kind of cases are irritating, responsibility of behaviors belongs to us. If traffic congestion was a reason of anger, all of the drivers would respond in the same way. But we observe some sound the horn, some gets angry to himself/herself because of departure at that time, some listens to music while waiting and some calls relatives by telephone. Not getting responsibility about anger is one of the most important reasons making anger management harder.

4. Misidentification of Anger Control

Since many people are evaluating anger control as disresponse against irritating cases, this is completely wrong. Anger control inspires us to express ourselves in right manner and solve the problems effectively as just the opposite of the known.

5. Despair Concerning Efficiency of Therapy

Almost all of the people have heard some classical techniques as counting one to ten for anger control. These kind of classical techniques are pleasing to hear but rarely applicable. This identification of anger control may cause despair about the therapy. We can say that one of the most important therapy types of anger control is to develop an empathic communication. We can comprehend way and methods of an healthy communication by emphatic communication. Thus empathy helps mentality and consensus instead of despair.

Anger Would Be The End of All Relationships

Even though opposite poles pull each other according to laws of physics, this kind of differences and contrasts can cause big conflicts in human relationships. Especially at woman-man relationships number of these differences and so frequency of these conflicts increase. Being unable to provide anger control by partners at this process, may cause important problems such as violence, dissatisfaction or even divorce.

Failure of providing anger control may cause different problems such as cheating, excessive consumption of alcohol and cigarettes, violence to children, decrease at performance at work because of deriving the existing problems as well.

If the cases below are often observed in a relationship, it would be end of all relationships (Kierkegaard,2012:111).

- * Feeling nervous, upset and regretful even if anger ends
- * Anger lasting more than half an hour
- * Using harsh, humiliating, degrading or offensive words to opposite side at the time of anger
- * Believing into reaching the aim or handling the problem by anger
- * Applying physical violence to the other side as pushing or hitting
- * Preferring to ignore the problems and behave as nothing happens

Because, being unable to control relationships at personal stage cause relationships to transform into conflicts.

Negative Effects of Anger on Individual

Anger does not only harm our relationships with people. It also may cause important problems about our health and performance. These would either activate unhealthy relationships or effect business performance and efficiency negatively (Öztürk,1983:23-33). Unhealthy relationships among interpersonal communication process may cause serious obstacles during mental, physiological and behavioral process by means of a psychosomatic effect. These are:

1. Mental Responses

Excessive eating, low performance, forgetfulness, insomnia, carelessness and adjustment disorder.

2. Physiological Responses

High blood glucose, increasing blood pressure, breathing hard and frequently, muscle aches, head, back and neck aches and weakness

3. Behaviol Responses

Alcoholism, cigarettes addiction, anxiety, restiveness, using drugs

Influences of Anger on Business Life

Main factors creating anger in business life are, excessive workload, lack of business security, low salaries, unsuitable working conditions, low work control, disappreciation, redundant rules, lack of well relationships with staff and disagreements (Gürgen,1997:31-41). These problems at work are exhausting and corrosive enough for staff. This case create anger on many people normally. But this anger gains intensy for some and transform into aggression. So our prestige at work can be affected negatively and there would be problems at communications between us and people who we get face to face everyday. Additionally our work performance decreases as well. Supplying of anger management is essential in order to manage, struggle and make healthy evaluations of the problems we faced with at work. Items mentioned below would be helpful for us among this process:

1. Sleep

Our tolerance level against mishaps would decrease as a result of insomnia and fatigue. Thus we can get angry quicker. We should share enough time to ourselves to rest.

2. Take Care of Your Health

Some probşlems about our health (particularly thyroid problems and diabetes) are quite effective on anger. Also various cases which we don't ignore and disregard would effect our business relationships and friendships negatively. So we should not ignore issues about our health.

3. Sharing Time to Different Things

People particularly who has their own job spend most of their time by working or thinking their job. Thiss case which is creating stress inspires anger explosions. So share time for entertainments that you enjoy.

4. Negative Thoughts

We would have different interpretations about the events and interpreting the faults with an hostile would only widen our anger.

5. Giving Estimation Habits Up

We often interpret some people or something without enough information and reach the conclusion via these estimates. This would cause either wrong evaluations or getting us angry easier. Collecting realistic informations for an objective evaluation is enough to solve the problem.

6. Determination of Real Problem

Determination of the problem is the first way to reach the solution. For example if your boss do not appreciate you for your high efforts what is important for you, his/her this rude behavior? or your need for motivation?

7. Personalization

The opposite side of relation may have problems at trusting people, prefer skepticism or have an unadmired genre for us. Personalizing such cases can cause anger either for us or for the other person.

8. Avoiding Impositions

We all can have specific preferences intended for our business environment, officemates or superiors, this is normal. But it would be an extraordinary expectation to wait everyone to these preferences and possibility to have disappointment increases, we get angry easily.

9. Criticism

Being detected as insufficient or irresponsible by few people does not mean that we are insufficient or irresponsible. We don't get angry easily if we consider that there is not a person competent in all matters and who completely handles whole responsibilities. The gossips in corporations are mostly created by unsuccessful and incompetent people.

10. Respecting Personal Differences

When we consider people pass through different cultures, environments, educational and ethic rules and different life experiences it is quite normal for us to have different values and behaviors with some other people. Disacceptence of these differences usually takes us to anger.

Conclusion

Anger is at an important location among factors determining the direction of interpersonal communication process. Providing anger control is essential in order to construct personal or social relationships in a healthy manner. Thus definition of reason-result relations of angry behaviours makes personal relationships easier. A difficult way of life inevitably takes failure and this failure creates an anger. Vicious cycle between failure and anger causes life to lose its meaning and takes person away from the life and the other people.

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