Effective Leadership Can Reduce Organizational Anger

Organizations can slide into having an angry climate if there are persistent problems in the workplace.

Problems that can lead to group anger include:

1. Lack of supervision

2. Managers who play favorites

3. No recognition

4. Being overworked

5. Little or no communication

6. Misuse of authority

7. Managers who won't listen

8. No training

9. No goals

10. Poor planning

When employees perceive that the organization is more important than they are, and that their needs are not seen as important, they become demotivated and angry.

If employees' needs are integrated with the needs of the organization, they will be more productive and so will the organization.

Preventative Techniques for Your Organization

1. **Analyze your own attitude.** Take a genuine interest in others, take an active role in their suggestions, and be aware of their needs. Have confidence in employees, and show it by word and action.

2. **Have group discussions.** Communicate with employees. Explain the organization's objectives and goals, why each goal is important, and how team effort can work. Let employees know the purpose and importance of their jobs and how each project fits in with the organization's mission.

3. **Encourage participation.** Ask others for their opinions and ideas. Employees enjoy being supportive and playing a role in achieving an objective.

4. **Keep it stimulating.** When employees become bored and lose the sense of challenge, they focus on the negative. Employees like the responsibility of meeting a challenge because it requires initiative and develops self-reliance and pride.

5. **Promote team spirit.** Team effort builds rapport, team pride, and camaraderie. People with a common purpose will unite and get along better.

6. **Be approachable.** Open communication helps individuals vent problems without fear, which eliminates frustration and hidden hostility.

7. **Discipline fairly.** Inconsistency triggers employee discontent. Handling complaints promptly and listening for details and facts can help manage organizational anger.

8. **Give recognition.** You can boost morale when employees know their hard work will be appreciated and recognized. Remember that people work for more than just a paycheck.

9. **Be thorough.** Explain rules, policies, and expectations. Clear communication of expectations eliminates problems before they begin. Hold update sessions and ask questions to assure common goals and mutual agreement.