

Guideline 12: Family anger

Summary

Attempt to understand and empathise with angry family members



- Remain calm and respectful
- Explore the reasons behind the anger
- Validate the family member's feelings

Try to establish a partnership with angry family members



- If errors have been made, apologise and show that corrective action will be taken
- Affirm the family member's important role
- Offer practical support

Protect personal safety and well-being



- Stay a comfortable distance away from angry family members
- If aggression continues, discontinue working with them
- Seek support from colleagues
- Debrief with a supervisor or counsellor