

Insider Tip:

Most Anger is Caused by Unmet Needs



During a crisis, molehills quickly become mountains -- for both leaders and their teams.

A few weeks into a crisis the most even tempered staff may "lose it" and old distrusts may resurrect themselves.

Anger is an important clue that a basic human need is not being met.

Most Common Needs

1. Safety
2. Control
3. Predictability
4. Respect
5. Recognition
6. To be Valued
7. Success
8. Balance