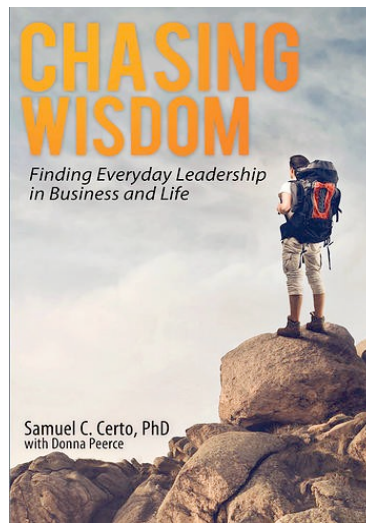


STUDY GUIDE

Chapter 3: Anger and Anger Backlash



YOUR NAME: _____

YOUR EMAIL ADDRESS: _____

NOTE: Study Guide is copyrighted by Dr. Samuel C. Certo. Permission to use the material can be requested by emailing Dr. Certo. Also, Dr. Certo would like to recognize the valuable contribution to the material in this chapter made by Dr. Myron A. Harvey, Founder & President, Human Capital Consulting.

Anger and Anger Backlash

(Chapter 3)

Directions: You have now finished reading “Anger and Anger Backlash” – the third chapter in *Chasing Wisdom: Finding Everyday Leadership in Business and Life*. The following activities will help you to review and internalize key points within the chapter. Performing these activities thoughtfully will help you to chase wisdom effectively on your journey to becoming a wiser leader. You will surely enjoy the video exercise: “**Out of the Box Thinking...Steve Jobs Fires Best Programmer**”

Exercise 1: Opening Verse (p. 65) – Fill in the Blanks

Don't be _____ to fly off the handle. Anger _____. You can spot a _____ by the _____ on his head. Ecclesiastes 7:9 (The Message)

What does this verse mean?

How can you use the meaning of this verse to help you become a wiser leader?

Exercise 2. The Adventure of Performance Review Anger (p. 65)

What is the main lesson you've learned from The Adventure of Performance Review Anger about YOU becoming a wiser business leader?

Exercise 3. What is anger? (p. 68)

Anger is an _____ based upon an individual's _____ of being _____
or _____ in some manner.

Describe how a wise leader tries to react to an employee's anger.

Exercise 4. Key Quote (p. 77)

“Righteous indignation is anger that supports moral law.”

How does this special type of anger apply to wise leadership?

Exercise 5. Question for Reflection (p. 80)

Describe a practical tactic for controlling your anger that is discussed in your book. Can you think of a tactic not discussed in your book?

How do these tactics relate to YOU becoming wiser?

Exercise 6. What Else? (entire chapter)

What other advice based upon this chapter would you give your best friend about how to become a wiser leader?

Exercise 7. Out of the Box Thinking:
Ashton Kutcher Fires Best Programmer

"JOBS" is a movie about Steve Jobs at Apple Computer. The video highlights a conversation that Jobs, played by Ashton Kutcher, had with a group of employees to review the progress of a newly developing product. Jobs steadily gets more and more angry during the conversation and abruptly and angrily fires the best programmer in the division.

Click the box to see the video for this exercise:

Jobs Fires the Best Programmer

After viewing, thoughtfully respond to the following questions: Was Jobs a wise leader in this situation? Explain.

Exercise 8. YOU and Your Chase (p. 81)

Review the “tips” in this section for becoming a wiser leader. Which “tip” seems most relevant for YOU in your business or life situation?

Why?

If you can think of a “tip” not in this section, please share it.

Exercise 9. Just a Few Facts

Fill in your answers below in the blank spaces. Check your answers on the next page.

1. _____ is justified anger.
2. _____ means consistent with moral law.
3. _____ means anger.
4. You help you chase wisdom, take _____ for your anger.
5. Take the time to _____ and _____ what makes you angry.
6. Find out what you need to do to _____ your relationship damaged by anger.
7. Many of us a born with a quick temper.
True _____ False _____ (mark correct answer with an “x”)

Answers:

Exercise 1. Opening Verse: quick, boomerangs, fool, lumps

Exercise 3. What is anger? Emotion, perception, wronged, offended

Exercise 9. Just a Few Facts

- 1. Righteous indignation (p. 77)**
- 2. Righteous (p. 78)**
- 3. Indignation (p. 78)**
- 4. Responsibility (p. 83)**
- 5. Contemplate, identify (p. 83)**
- 6. Restore (p. 83)**
- 7. F (p. 84)**