



Defusing Angry People: Practical Tools for Handling Bullying, Threats, and Violence

Kevin Fauteux

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One in five adults has an anger management problem, and 45 percent are losing their tempers on a regular basis. These alarming statistics show unchecked anger is all around us, whether it be hostile individuals, backstabbing family members, bullies, or normally peaceful people who inexplicably go ballistic. In *Defusing Angry People*, Kevin Fauteux utilizes his experience treating patients' anger issues, gives important steps to understanding rage, and then shows how to employ specific de-escalation assessment techniques to effectively defuse volatile situations.

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