

Derby anger management consultant **Julian Hall**, of Beating Anger, tells us about a week in the pressure-cooker world of counselling those whose tempers spoil their lives.



## My Week

### MONDAY

Mondays tend to be the busiest day for phone calls into my Ashbourne Road office.

It's a truism that compressed time with loved ones seems to produce more anger flashpoints. Week-ends and holiday periods are the most likely times that anger bubbles up and causes problems.

I spend quite a lot of time on the phone listening to people's confessions and assisting them with making the decisions as to which is the right way to sort their issues out.

Many calls are from people needing help because they are suffering as a result of someone else's anger. Having said that, despite the unhappiness they inflict on others, people with intense anger are individuals in deep pain and it's my job to help them.

Dealing with people's anger issues makes for an intense day so I always look forward to a couple of hours' badminton at an informal club I attend at Etwall Leisure Centre.

### TUESDAY

Tuesdays are reserved for consultations and today is booked up for one-to-one appointments.

I assess most people for suitability for training with me before I accept them on a course. I also deliver one-to-one training for individuals

who do not feel able to work in a group or for children and their parents.

There can be a lot of shame associated with anger, both as a cause of anger and for being angry in the first place.

This evening, I run a taster event for people who are thinking of working with me. It gives them a chance to find out what my training is about. It is something I have started doing on a monthly basis.

### WEDNESDAY

Today, I'm catching up on the week so far. I write a blog for my website. This can be very helpful in terms of exposure for the business because it can get picked up by the media. On one occasion, I was asked to speak about anger in football on a national radio station during the World Cup.

At lunchtime I attend a business networking group called Business on Toast. I am currently group leader so this is a busy couple of hours for me. There is always someone with advice that is relevant and useful to how I run my business.

My day finishes with a visit to the gym and then collecting my daughters from Derby City Gymnastics Club where they train.

### THURSDAY

Today, I have more one-to-one meetings with clients. I will also book appointments with business contacts to discuss

work, either for me or on joint projects.

I often work with family law solicitors to provide insight into their client's issues. I may be involved in assessing and reporting on child access cases where anger is a major issue. I then go on to work with the angry partner to make sure the children and their ex-partner can feel safe again.

Other meetings involve human resource managers worried about key members of staff. Stress plays a part in anger and I work with executives who may be displaying inappropriate anger at work.

### FRIDAY

Today is the start of an intensive weekend course, working in a group three days. This is one of the most enjoyable and fulfilling parts of my work.

I see such a profound change in people over an intense period. It's tiring but rewarding.

If there is no weekend course, I may be delivering training in a workplace for employers who want their staff to be less stressed. This is often useful for call centres and customer service organisations.

Staff get such abuse from their customers but they have to contain their own frustration. My role is to help them understand their anger as well as their customers'. I also help them to make sure they don't take anger home with them to their families and end up as a one-to-one client of mine in the future.

The weekends I'm not working, I keep free to spend time with my wife and daughters.

There is nothing better than a good walk with the family and our puppy to retain a clear perspective on life.