

# Is Getting Angry Good for Your Business?

Allowing negative energy to release makes room for more creativity

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*October 12, 2010*

Anger is not necessarily a bad emotion. In fact, [a recent scientific study](#) showed that it can produce a reaction in the part of the brain (the left frontal region) responsible for "closeness," which then may motivate us to fix the source of that anger.

Last week, a colleague and I became extremely aggravated while working together on a project. We traded terse and dismissive emails for a while. Although we didn't use all caps or change the font to flaming red, our intent and tone were clear. We were yelling without really yelling. (By the way, [a woman in New Zealand was actually fired](#) for using all caps in emails!)

The next day, the woman I had the conflict with sent me a note of apology and I called her back immediately. (Phone conversations can often be most productive in situations like this because tone is more obvious.) We talked through the issue that had caused the original disagreement and worked out a new process for going forward. We emerged in a much better place than two days before.

Similarly, a client got particularly upset about something we didn't do to his liking. While I was talking to someone in his office, I heard him dropping f-bombs about us in the background. I realized that he just needed to rant for a while. I acknowledged his frustration and did not engage in warfare. He blew off his steam and a week later, he was singing our praises again. (Perhaps every office should come equipped with a client/vendor punching bag, so we can release our anger and then move on. In fact, I've seen a marked increase in anger since the onset of the recession. Frustrated and anxious business owners seem to need an outlet for their annoyance with the economy.)

How many times in your work life have you been pissed-off about something? A failure in customer service? A boss' or colleague's behavior? Your own failure in some aspect of your work and life? If left unchecked and misdirected, those flames of fury can lead to further problems, including health issues. [Bottled-up or mismanaged anger can lead to heart attacks](#). But, by steering those feelings over to your "left brain," you can channel that emotion to creative solutions.

*This article was originally published in the New York Enterprise Report.*