



Facilitator References

Real Colors® Tips & Tricks

Real Colors®
Temperaments
and Upset/Anger
two pages

There are certain behaviors that each color typically displays on bad days. The following tables list some of the behaviors displayed by the colors when they are upset/angry. It also provides possible responses to de-escalate the situation. By learning to recognize these behaviors in yourself and others, you can learn to make the necessary adjustments in response to others' behaviors.

GREEN UPSET/ANGER

| BEHAVIOR | RESPONSE |
|--|--|
| <ul style="list-style-type: none">• Becoming more aloof or withdrawn• Refusing to cooperate with others• Declining to communicate• Seeming to be overly indecisive• Putting others down; using sarcasm• Becoming highly critical of themselves and others• Demanding unreasonable perfection | <ul style="list-style-type: none">• Allow them time to internally reason through the issue• Don't expect them to necessarily share their resolution strategy• Provide patient answers to all their requests for information regarding the issue• Permit them to disagree without making a value judgment about them• Avoid trite responses like "Get over yourself" or "Are you capable of feelings?"• Time |

ORANGE UPSET/ANGER

| BEHAVIOR | RESPONSE |
|---|--|
| <ul style="list-style-type: none">• Acting out boisterously• Behaving rudely• Breaking the rules just because• Becoming verbally aggressive• Displaying physically aggressive behavior• Making bad, spontaneous decisions• Running away• Quitting or dropping out• Being untruthful or bending the rules to control the situation | <ul style="list-style-type: none">• Redirecting their energies• Moving on to another more interesting and challenging task• Changing the environment• Finding something that's more fun to do• Taking immediate action• Allowing them to express themselves• Using wit and humor to address the situation• Time – Not a lot |

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continued

BLUE UPSET/ANGER

| BEHAVIOR | RESPONSE |
|--|--|
| <ul style="list-style-type: none">• Withdrawing so others will check on them or commiserate with them• Fantasizing and daydreaming• Behaving in ways to get attention• Showing passive resistance• Seeking out compliments• Verbalizing that they are not liked• Whining• Feeling put upon and behaving as such• Becoming depressed• Crying, pouting• Yelling and screaming• Possibly being untruthful to save face | <ul style="list-style-type: none">• Don't try to talk about it until they are ready to talk about it• Listen when approached by one who wants and needs to talk• Don't try to fix it; listen to what they have to say• Reassure (sincerely) them of his/her self-worth• Try to sincerely avoid saying you don't remember about the disagreement; instead, ask them to help you remember (they are ready to talk)• Avoid trite responses like "Just get over it." or "Talk to the hand." or "Get a life."• Time |

GOLD UPSET/ANGER

| BEHAVIOR | RESPONSE |
|---|---|
| <ul style="list-style-type: none">• Complaining• Excessive worrying• Wallowing in self-pity• Becoming overly authoritative• Becoming unforgiving and unyielding• Becoming unreasonably fixed• Developing and unforgiving attitude• Complaining of psychosomatic problems• Feeling and displaying an overload of anxiety or stress• Becoming overly tired and depressed• Making malicious judgments about themselves or others | <ul style="list-style-type: none">• Removing themselves from the situation• Engaging in an activity over which he/she has control• Completing an activity – the right way – their way• Providing them with reasonable, clear, doable, specific feedback to address the issue• Resolving the upset/anger issue• Avoid trite responses like "Get a life." or "It's not the end of the world."• Time |

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