

Ethics and Anger

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- Ethics, also known as moral philosophy, is a branch of philosophy that address questions about morality- that is, concepts such as good and evil, right and wrong, virtue and vice, justice, etc.

- To Socrates, a person must become aware of every fact (and its context) relevant to his existence, if he wishes to attain self-knowledge. He posited that people will naturally do what is good, if they know what is right. Evil or bad actions, are the result of ignorance. If a criminal were truly aware of the mental and spiritual consequences of his actions, he would neither commit nor even consider committing those actions. Any person who knows what is truly right will automatically do it, according to Socrates. While he correlated knowledge with virtue, he similarly equated virtue with happiness.
- *The truly wise man will know what is right, do what is good, and therefore be happy.*

- In Aristotle's view, when a person acts in accordance with his nature and realizes his full potential, he will do good and be content. At birth, a baby is not a person, but a potential person. To become a "real" person, the child's inherent potential must be realized. Unhappiness and frustration are caused by the unrealized potential of a person, leading to failed goals and a poor life. Aristotle said, "Nature does nothing in vain." Therefore, it is imperative for persons to act in accordance with their nature and develop their latent talents in order to be content and complete. Happiness was held to be the ultimate goal. All other things, such as civic life or wealth, are merely means to the end. Self-realization, the awareness of one's nature and the development of one's talents, is the surest path to happiness.
- (which places Aristotle somewhere between Gary Busey and the Grateful Dead.)

The Buddha himself on anger

- An angry person is ugly & sleeps poorly. Gaining a profit, he turns it into a loss, having done damage with word & deed. A person overwhelmed with anger destroys his wealth. Maddened with anger, he destroys his status. Relatives, friends, & Colleagues avoid him. Anger brings loss. Anger inflames the mind. He doesn't realize that his danger is born within. An angry person doesn't know his own benefit. A man conquered by anger is in a mass of darkness. He takes pleasure in bad deeds as if they were good, but later, when his anger is gone, he suffers as if burned with fire. He is spoiled, bottled out, life fire enveloped in some. When anger spreads, when a man becomes angry, he has no shame, no fear of evil, is not respectful in speech. For a person overcome with anger, nothing gives light.

“Every real leader knew that the occasional outburst of unexplained anger was good..”

- Thomas Wolfe, *A Man in Full* (1998)

TYPES OF ANGER

- Hasty and Sudden (Connected to the impulse for self preservation.
- Settled and Deliberate (Reaction to perceived deliberate harm or unfair treatment by others).
- Dispositional (Character- Irritability).

- People are surprisingly willing to believe that others' emotional expressions are the result of genuine emotional experience (Hochschild, 1983)

- As long as emotional expressions appear real to others, which they often do, they result in inferences about the target's abilities and personality (DePaulo & Friedman, 1998; Gilbert, 1998; Schneider, Hastorf and Ellsworth, 1979)

- Because emotions are often seen as spontaneous and natural, rather than as strategic or manipulative, people are less likely to question their validity and less likely to attribute alternative motives to the expresser than they do when people communicate through what might carefully chosen words. (Hochschild, 1983; Lutz, 1990)

- Individuals vary in how much they desire status and power (Winter 1973), but the motivation to have influence and be recognized as valuable is most likely universal (Brown, 1985; Frank, 1985; Lonner, 1980; Nietzsche, 1901/1967)

- Negative events encourage people to examine their surroundings more carefully (Clorse, Shwarz & Conway, 1994), and lead people to question whether the current hierarchy is adequate or whether it needs to be changed (Marcus and Mackuen, 1993).

- An individual's reaction to negative events might play a role in whether others believe that individual is worthy of a high status position or not.

Exercising power over others

- One type of power/influence has been designated coercion, intimidation, punishment-centered, involuntary, or imposed (Dorshbusch & Scott, 1975; French and Raven, 1959; et al)

- People only do as the coercive influencer wishes to the extent that the power holder can observe their behavior and deliver punishment to those who fail to follow orders. The coercive influencer is not respected nor followed voluntarily.

- Legitimate power refers to situations where a target has status and can influence others because people privately believe that target deserves to be in such a position- this is a more stable influence.

STATUS CONFERRAL

- Act, behavior, or decision that provides status or legitimacy to a target.

Three aspects of a status conferral

- Target behaves and displays certain characteristics;
- Subjects then decide whether these characteristics suggest that the target deserves status;
- Subjects behave in such a way to provide or confer status to the target.

Subtle and Acknowledged Status Conferral

- The “look”
- The handshake
- The address (“I am Mr. B___, until I tell someone differently”)
- Standing up
- Applause

- Motivated individuals want to determine what types of behaviors will result in status conferral.

Rule 1.1. Competence

A lawyer shall provide competent representation to a client. Competent representation requires the legal knowledge, skill, thoroughness, and preparation reasonably necessary for the representation.

Rule 1.3. Diligence

A lawyer shall act with reasonable diligence and promptness in representing a client.

Rule 3.4. Fairness to Opposing Party and Counsel.

A lawyer shall not:

(a) unlawfully obstruct another party's access to evidence or unlawfully alter, destroy or conceal a document or other material having potential evidentiary value or assist another person to do any such act;

(b) falsify evidence, counsel or assist a witness to testify falsely, pay, offer to pay, or acquiesce in the payment of compensation to a witness contingent upon the content of the witness' testimony or the outcome of the case; but a lawyer may pay, cause to be paid, guarantee or acquiesce in the payment of:

(1) expenses reasonably incurred by a witness in attending or testifying,

(2) reasonable compensation to a witness for the witness' loss of time in attending or testifying, and

(3) a reasonable fee for the professional services of an expert witness;

(c) when appearing before a tribunal, assert the lawyer's personal opinion as to the justness of a cause, as to the credibility of a witness, as to the culpability of a civil litigant, or as to the guilt or innocence of an accused; but the lawyer may argue, on the lawyer's analysis of the evidence, for any position or conclusion with respect to the matters stated herein; or

(d) request a person other than a client to refrain from voluntarily giving relevant information to another party unless:

(1) the person is a relative or an employee or other agent of a client; and

(2) the lawyer reasonably believes that the person's interests will not be adversely affected by refraining from giving such information and such conduct is not prohibited by Rule 4.2.

Cialdini, Influence: The Psychology of Persuasion (1984)

- To be persuasive, one must be liked.
- Six principles of persuasion: reciprocity, commitment (and consistency), social proof, liking, authority and scarcity.

- People expect high status others to feel angry and expect angry people to be high status (Conway, Difazio & Mayman, 1999; Teidens, Ellsworth & Mesquita)

- People expressing anger are viewed as dominant, strong, competent, independent and smart.

- Research shows that people who express sadness are perceived as warm and liable (although not competent or necessarily intelligent).

- Anger expressions get others to do as the expressor wants and create the impression that the expressor is dominant and strong.
- Negotiators purposely expose flashes of anger as a tactic to claim value.
- Parents use anger to control their children (Tigermom.com)
- Schoolyard bullies

Your mom was right!

- Bullies often rule the schoolyard, but rarely do they end up in professions or positions of higher status in their adult lives (Olweus, 1979)

- Status is gained and maintained when they other members of the group are complicit rather than coerced. Compliance merely signals initial public acceptance, but lasting effects require internalization (Kelman, 1961)

- People believe that individuals with angry facial expressions occupy more powerful social positions, than individual expressing sad facial expressions. (Keating 1985)

Research points by Tiedens in politics:

- Politician was rated as more competent when angry, but was likeable
- Voters were more likely to confer status to politicians who express anger.

In Business:

- Employees ratings of co-worker's anger expressions were predictive of manager's believe that the target should be promoted

In Hiring:

- More people would hire the "sad" applicant
- But majority of people believed that angry applicant should get a higher status position and get paid more.

- O: Exactly. Could you please tell me when the last time is you scheduled an agreed-to medical examination in California?
- A: I never have.
- Q: What is the time delay in getting a doctor to do an agreed-to medical examination in California? In other words, how long does it take to get an appointment.
- A: It depends how aggressive you are, how on you want your patient in there.

- Q: I'm sorry?
- A: It depends on how aggressive you are and how soon you want your employee to be seen. In other words, money talks.
- Q: Money talks?
- A: Uh-huh
- Q: Are we bribing doctors, is that what your saying?
- A: No, of course not, of course not.

- Q: How does money talk? What does it say?
- A: If I am an adjuster and my telephonic nurse tried to set up an AME, for example, or defense counsel which they shouldn't be doing, but if somebody tells me as an adjuster that it is going to be six or seven months for the AME, I calculate that we are going to be paying disability for that period of time. So the obvious question is why can't we get an appointment sooner? And if I have to sweeten the pot, so be it.

- Q: You just said money talks. We are not talking cancellation, you're saying money talks, right?
- A: Most times it does in the real world.

- Q: What are we supposed to do, do you want to pay the doctor more, is that what you were suggesting-
- A: Do you think clinic would be more inclined to get an appointment for me earlier if I said look, since your normal rate is \$1,000, what if we pay for \$1,200, I need t get my employee in there.
- Q: That is a great idea. You know what, you're right, you're right, except when the doctor certifies under oath to his opinions and then gets cross examined later on, how do you think the attorney for the claimant is going to feel when he finds out that the insurance company paid the doctor more than the statutory fee?

- “Holding on to anger is like grasping a hot coal with the intent of throwing it at someone else; you are the one who gets burned.” Buddha.