

Gearing You For Growth

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Anger Management: Understanding Anger

Course Overview

Anger is a universal experience. Dogs get angry, bees get angry, and so do humans. You do not have to be a psychologist to know that managing anger productively is something few individuals, organizations, and societies do well. Yet research tells us that those who do manage their anger at work are much more successful than those who do not.

The co-worker who can productively confront his teammate about his negative attitude increases his team's chance of success as well as minimizes destructive conflicts. The customer service agent who can defuse the angry customer not only keeps her customers loyal but makes her own day less troublesome.

Course Objectives

This one-day workshop will teach delegates how to:

- Recognize how anger affects your body, your mind, and your behavior.
- Use the five-step method to break old patterns and replace them with a model for assertive anger.
- Use an anger log to identify your hot buttons and triggers.
- Control your own emotions when faced with other peoples' anger.
- Identify ways to help other people safely manage some of their repressed or expressed anger.
- Communicate with others in a constructive, assertive manner.

Prerequisite

There are no prerequisites.

Target

This workshop is designed for everyone who deals with people and who would effectively like to improve anger management techniques.

Duration

- 1 Day



Course Outline

What is Anger?

To begin the course, delegates will consider what anger is and how it affects their lives.

Costs and Pay-Offs

Next, delegates will learn about anger costs and pay-offs.

The Anger Process

In this session, delegates will learn how pain and trigger thoughts combine to cause anger. They will also explore their own trigger thoughts. An exercise on how to manage anger using an anger log is also included.

How Does Anger Affect Our Thinking?

Next, delegates will learn about types of distorted thinking and how they can manage their thoughts and behaviour when they are angry.

Understanding Behavior Types

Sometimes, understanding why someone is behaving in a particular way is enough to ease your anger a little. Delegates will explore the four main behaviour types in this session.

Managing Anger

In this session, delegates will learn coping strategies and relaxation techniques to help them manage anger.

Communication Tips and Tricks

Communicating well can help minimize angry situations. This session will give delegates some tips on listening well and asking questions.