

MANAGEMENT SKILLS WORKSHOP – COURSE INFORMATION

MANAGING ANGER

Methods for a Happier and Healthier Life

- ❑ Turn Old Habits into New Positive Alternatives
- ❑ Learn the Connection Between Your Health and Angry Feelings
- ❑ Improve Personal and Professional Relationships
- ❑ Discover Techniques for Dealing with Angry People



What is the Course About?

Everyone has angry feelings from time to time. Most of the anger we experience is not Violent or even considered out of control – anger is more often simply irritation or annoyance as a response to everyday problems. Nevertheless, anger is very powerful and can be harmful to your relationships, your career, and your health. If you do not manage these feelings, you create a cycle of negative thought and behaviour throughout your life and are trapped by a wall of defenses. And even if you learn to manage your own feelings, being around angry people can still affect your health and well-being.

MANAGING ANGER teaches you to recognize your own thought patterns, responses, and anger, and then it shows you how to effectively change them into healthier, more constructive behaviors. The illuminating exercises and self-evaluations in this course will help you discover what is really bothering you. It will also teach you how to deal with negative situations in your life. Once you learn how to define and communicate your emotions, you will be able to deal with conflicts without confirmation. You can avoid the effects of chronic anger, let go of the past, and begin to lead the fulfilling, more satisfied life you were meant to live!

The objectives of this course are:

1. To define anger and show how it works
2. To show how to manage anger
3. To discuss letting go of the past
4. To show ways to handle other people's anger

WHO SHOULD ATTEND: This workshop is essential for all Team Leaders, Supervisors, Executives, and all other responsible staff

DURATION: 2 days (can be customized to 1 or 3 days)

SUPPLIED MATERIALS: Participant Reference Guide, Practical Exercises, and Personality Profile Assessment Guide

MANAGING ANGER

Contents

Section 1: What is Anger?

Understanding why we feel anger and the wide range of emotions that are the result of being angry.

- ❑ How does Anger work?
- ❑ Thoughts That Fuel Anger
- ❑ How Do You Cope With Your Anger?
- ❑ Changing Coping Techniques

Section 2: The Way You Feel

Assessing why you get angry, when you get angry and your own personal way of handling anger.

- ❑ What Provokes You?
- ❑ When to be Angry
- ❑ Your Body and Anger

Section 3: Using Anger To Improve Your Life

Know when your anger is valid and how to make it work for you.

- ❑ Anger: Pain or Gain?
- ❑ Just or Unjust?
- ❑ Anger and Your Communication Style

Section 4: Stopping Anger From Escalating

Keeping your anger under control and preventing that spark from turning into an escalation.

- ❑ Tips for Handling Criticism
- ❑ Relaxation
- ❑ Getting Back in Control

Section 5: Letting Go Of the Past

Identify past anger that still affects you today and don't repeat behaviour that is self – defeating.

- ❑ Identifying Unresolved Anger from the Past
- ❑ Experiencing Anger from expectations
- ❑ Be Good to Yourself

Section 6: Listen To Other People's Anger

In Order to Improve relationships, we must recognize another's anger and respond in a helping manner.

- ❑ Coping With Angry People
- ❑ Style's Of Communication