

Anger Management

Overview

This one day workshop focuses on the basic tools of anger management. It aims to help participants to develop a greater understanding of their anger and to learn and practise effective anger control techniques.

Target Group

This course is aimed at any level of personnel in any setting, who wish to deal with ongoing anger issues and the resulting behaviours that have such effect on their lives and the lives of those around them.

Objectives

By the end of the course delegates will;

- Identify and understand what anger is
- Explore the symptoms and effects of stress on individuals
- Use assertive behaviour effectively
- Improve their communication skills
- Identify how to prevent conflict arising and deal with situations effectively
- Implement strategies and techniques to 'keep cool' at all times

Course Content

Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.

- Defining Anger
- What makes you angry?
- The cost of anger
- The structure of anger
- Anger as a habit
- Anger triggers
- The difference between rational and emotional behaviour
- Ten strategies for keeping cool under stress
- The effect of beliefs and values on our emotions
- Different perspectives
- Creating new responses

Outcomes

Each delegate will be asked to develop a personal action plan that will assist them in curbing the natural instinct to react to negative situations and learn to respond in a positive and controlled way.