

Anger Management

Course Overview

Anger is a universal experience. Dogs get angry, bees get angry and so does anyone who works. You don't 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 don't. The employee who can productively confront his co-worker about his/her negative attitude increases the organization's chance of success as well as minimizes destructive conflicts. This course will help give you and your organization that edge.

Learning Objectives

At the conclusion of this workshop, you will be able to:

- Recognize how anger affects your body, and behavior.
- Use the five-step method to break old patterns and replace them with a model for assertive anger.
- 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.

Outline

- Introduction and Course Overview
- What is Anger?
- Managing Your Anger
 - Costs and Pay-Offs
 - What Are your Anger Pay-Offs?
- The Anger Process
 - What is the Process?
 - Anger Log
- The Problem with Trigger Thoughts
- How Does Anger Affect Thinking?
 - Is Anger the Best Response?
 - Distorted Thinking
- Managing Anger
 - Coping Strategies
 - Sanctuary
 - Relaxation Techniques
- Communicating
 - The Four-Step Message
 - Are you a Good Listener?
 - Asking Questions
 - Three Keys
- Behavior Types
- Taking Control