Anger Management: Understanding Anger

Select Your Learning Style

Facilitator-led 1 Day Program (Classroom)
OR
eLearning format (Self-paced)
Please refer to Pricing Page for cost per participant

Anger is a universal experience. Dogs get angry, bees get angry, and so do humans. 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 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. This course is designed to help give you and your organization that edge.

What Will Participants Learn?

✓ 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.

What Topics are Covered?

✓ What is anger?
✓ Costs and pay-offs
✓ Using an anger log
✓ The anger process
✓ How does anger affect our thinking?
✓ Understanding behavior types
✓ Managing anger
✓ Communication tips and tricks

What's Included in Your Learning Style?

✓ Self-paced eLearning OR
✓ Interactive class environment – Facilitator-Led

✓ Specialized course materials and resources
✓ Personalized certificate of completion