



# How to Manage Anger and Violence in the Workplace

## Select Your Learning Style

**Facilitator-led 3 Day Program (Classroom)**

**OR**

**eLearning format (Self-paced)**

**Please refer to Pricing Page for cost per participant**

Violence of any sort has many roots. Sometimes there are warning signs of workplace violence, but this is not always the case. It is up to us to learn whatever we can to prevent, identify, and mitigate any threats, and this comprehensive workshop includes everything a workplace leader needs to get started.

### What Will Participants Learn?

- ✓ Describe what workplace violence is
- ✓ Identify some warning signs of violence
- ✓ Apply the cycle of anger
- ✓ Understand Albert Bandura's behavior wheel and how it applies to anger
- ✓ Develop a seven-step process for managing your anger and others' anger
- ✓ Apply better communication and problem solving skills, which will reduce frustration and anger
- ✓ Develop some other ways of managing anger, including coping thoughts and relaxation techniques
- ✓ Use the nine components of an organizational approach to managing anger, including risk assessment processes
- ✓ Respond if a violent incident occurs in the workplace on an individual and organizational level

### What Topics are Covered?

- ✓ What is workplace violence?
- ✓ The behavior wheel and anger process
- ✓ Communication, problem solving, and anger management skills
- ✓ A systems approach and developing a policy and program
- ✓ Risk assessment and risk level analysis
- ✓ Hiring practices and workplace design
- ✓ Workplace practices and procedures
- ✓ Security systems and personnel and training programs
- ✓ Developing emergency response plans and threat response process
- ✓ The immediate response
- ✓ Consulting with the experts
- ✓ Gathering and evaluating additional information
- ✓ Communicating incidents and threats
- ✓ Reviewing the options and analyzing the impact
- ✓ Incident response checklist

### 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

Suite 203, Energy Square, 10109 – 106 Street, Edmonton, Alberta T5J 3L7

Phone 780.482.4490 Fax 780.488.4950

Email [trainingwarehouse@microbusiness.ca](mailto:trainingwarehouse@microbusiness.ca) Website [www.trainingwarehouse.ca](http://www.trainingwarehouse.ca)