

## ANGER MANAGEMENT TRAINING WORKSHOP

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**COURSE LENGTH: 1.0 DAYS**

Anger is a normal human emotion which can have lasting negative effects on your health, as well as on your personal and professional relationships. Learn to avoid the negative effects of anger through PD Training's Anger Management Workshop.

Participants in this Anger Management Workshop are expected to start the process of finding a deeper understanding of the realities of anger, learn the helpful and unhelpful ways to deal with anger, how to "blow off steam" and the benefits of managing anger to improve your personal and professional life experience.

People tell us that this course has changed their lives.

Welcome to this comprehensive Anger Management training course, now available in London, Birmingham, Leeds, Glasgow, Sheffield, Bradford, Edinburgh, Liverpool, Manchester and throughout the UK.

Please click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

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## ANGER MANAGEMENT TRAINING WORKSHOP COURSE OUTLINE

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### FOREWORD

Benjamin Franklin once said, "*In this world nothing can be said to be certain, except death and taxes.*" We would add a third item to his list: anger. Anger can be an incredibly damaging force, costing people their jobs, personal relationships, and even their lives when it gets out of hand. However, since everyone experiences anger, it is important to have constructive approaches to manage it effectively.

This **Anger Management** Training program will help teach participants how to identify their anger triggers and what to do when they get angry.

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### OUTCOMES

In this course participants will:

- ▶ Gain a better understanding of anger and the natural anger cycle
  - ▶ Gain insight into the "fight or flight" response that triggers anger
  - ▶ Understand the realities of anger
  - ▶ Learn about helpful and unhelpful ways of dealing with anger
  - ▶ Master strategies for gaining control of anger in all situations
  - ▶ Discover some productive ways of "blowing off steam"
  - ▶ Learn how to improve home and work life by managing anger better
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### MODULES

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#### Lesson 1: Understanding Anger

- ▶ The cycle of anger
- ▶ Understanding fight or flight
- ▶ Common myths about anger

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#### Lesson 2: Do's and Don'ts

- ▶ Unhelpful ways of dealing with anger
- ▶ Helpful ways of dealing with anger

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#### Lesson 3: Gaining Control

- ▶ A word of warning
- ▶ Using coping thoughts
- ▶ Using relaxation techniques
- ▶ Blowing off some steam

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#### Lesson 4: Separate the People from the Problem

- ▶ Objective vs. subjective language
- ▶ Identifying the problem
- ▶ Using "I" statements

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#### Lesson 5: Working on the Problem

- ▶ Using constructive disagreement
- ▶ Negotiating tips
- ▶ Building consensus
- ▶ Identifying solutions

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#### Lesson 6: Solving the Problem

- ▶ Choosing a solution
- ▶ Making a plan
- ▶ Getting it done

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### Lesson 7: Personal Plan

- ▶ Understanding hot buttons
- ▶ Identifying your hot buttons
- ▶ A personal anger log

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### Lesson 8: The Triple A Approach

- ▶ Alter
- ▶ Avoid
- ▶ Accept

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### Lesson 9: Dealing with Angry People

- ▶ Understanding the energy curve
- ▶ De-Escalation techniques
- ▶ When to back away and what to do next

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### Lesson 10: Pulling it All Together

- ▶ Process overview
- ▶ Putting it into action

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## WEB LINKS

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- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)