

Anger Management: Understanding Anger

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 to help give you and your organization that edge.

This one-day course will help teach participants how to:

- ✓ 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
- ✓ Control their emotions when faced with other peoples' anger
- ✓ Identify ways to help other people safely manage some of their repressed or expressed anger.

Introduction and Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the course. Students will also have an opportunity to identify their personal learning objectives.

What is Anger?

What exactly is anger? How does it affect us, our family, and our friends? What are the five dimensions of anger? We will provide a framework for you to discuss these questions with participants.

Managing Your Anger

Whether we realize it or not, people often rationalize our anger by identifying the benefits. During this session, we will look at those "benefits" and identify the myths behind them.



The Anger Process

There are two events which lead to anger, and there are specific coping strategies that we can use to mitigate the impact of those events. You will help participants identify those events and strategies through personal anger logs and a case study.

How Does Anger Affect Thinking?

There are four specific ways in which anger can affect your thinking: magnifying, destructive labeling, imperative thinking, and making assumptions about what other people are thinking.

Managing Anger

When a person begins to get angry, there are some specific verbal, physical, and mental strategies they can use to cope. During this session, you will discuss these strategies and help participants customize them.

Communicating Better

Often people who are most angry are people who haven't developed their communication skills to the level they would like, and as a result they feel frustrated and misunderstood. During this session, we will discuss the four-step message, listening skills, questioning skills, and three keys participants can use to unlock the best in people.

Behavior Types

During this session, participants will work in small groups to discuss passive, manipulative, assertive, and aggressive behaviors.

Taking Control

To wrap up the day, we will look at some ways to help participants take control of themselves and a situation to prevent becoming angry.

Course Wrap-Up

At the end of the day, students will have an opportunity to ask questions and fill out an action plan.

How you will benefit:

- ✓ Able to recognize how anger affects our bodies, our minds, and our behavior.
- ✓ Able to use the six-step method to break old patterns and replace them with a model for assertive anger.
- ✓ Able to control your own emotions when faced with other peoples' anger.