

## ANGER MANAGEMENT WORKSHOP



### **COURSE LENGTH: 1.0 DAYS**

Anger is a natural emotion that can be beneficial if it does not result in damage to oneself or others. It's a matter of learning how to focus this energy in a positive manner.

The PD Training Anger Management Training Course teaches you how to manage anger so that it does not destroy, but helps achieve positive outcomes. The training course includes skill development in resolving problems, being objective, handling angry people, negotiating, controlling situations, and more, so that anger can be controlled and used productively.

This dynamic training course is available now throughout Nigeria, including Lagos.

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## ANGER MANAGEMENT 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

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#### BY THE END OF THIS TRAINING COURSE, PARTICIPANTS WILL:

- ▶ Gain a better understanding of anger & the natural anger cycle
  - ▶ Gain insight into the "fight or flight" response that triggers anger
  - ▶ Understand the realities of anger
  - ▶ Learn helpful & unhelpful ways of dealing with anger
  - ▶ Master strategies for gaining control of anger in all situations
  - ▶ Learn some productive ways of "blowing off steam"
  - ▶ Learn how to improve home life & 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: Solving the Problem

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

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#### Lesson 3: Do's and Don'ts

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

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#### Lesson 4: Personal Plan

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

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#### Lesson 5: Gaining Control

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

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#### Lesson 6: The Triple A Approach

- ▶ Alter
- ▶ Avoid
- ▶ Accept

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### Lesson 7: Separate the People from the Problem

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

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### Lesson 8: 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 9: Working on the Problem

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

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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](#)