



# Anger Management

## Overview

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 course will help teach learners how to identify their anger triggers and what to do when they get angry.

## Who this course is for

While almost everyone could benefit from learning new anger management techniques and skills, anger management is particularly helpful for those who are easily provoked, tend to act before thinking, have difficulty expressing their feelings appropriately

## Course outline

- Topic 1: Understanding Anger
- Topic 2: Do's and Don'ts
- Topic 3: Gaining Control
- Topic 4: Separate the People from the Problem
- Topic 5: Working on the Problem
- Topic 6: Solving the Problem
- Topic 7: A Personal Plan
- Topic 8: The Triple A Approach
- Topic 9: Dealing with Angry People
- Topic 10: Pulling it All Together

*"Holding on to anger is like grasping a hot coal with the intent of throwing it at someone else; you are the one who gets burned."*

*Buddha*

## By the end of this course, learners should be able to:

- Understand anger dynamics in terms of the anger cycle
- Know common anger myths and their factual refutations
- Know the helpful and unhelpful ways of dealing with anger
- Know techniques in controlling anger, particular reading anger warning signs, using coping thoughts, exercising relaxation techniques and blowing off steam
- Know tips in identifying the problem
- Express a feeling or position using I-messages
- Know skills and techniques in making a disagreement constructive
- Know alter, avoid and accept ways of responding to an anger-provoking situation
- Understand the energy curve and how it can help in responding to someone else's anger
  - Learn and practice de-escalation techniques
  - Gain an integrated view of anger management and how it can be best practiced
  - Understand the difference between objective and subjective language
    - Reflect on one's hot buttons and personal anger dynamics

√ Course Level	Short Course
√ Course Hours	8 hours
√ Course Standard Price	£85

### Applies towards the following certificate(s) and award(s)

- Customer Service Excellence Diploma
- Professional Secretariat Skills Diploma
- Professional Training Skills Diploma

