

Anger Management

The Soft Skills Gap Do You Have One?

"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

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

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

- Understand anger dynamics in terms of the anger cycle
- Know common anger myths & their factual refutations
- Know the helpful & unhelpful ways of dealing with anger
- Know techniques in controlling anger, particular reading anger warning signs, using coping thoughts, exercising relaxation techniques & blowing off steam
- Know tips in identifying the problem
- Express a feeling or position using I-messages
- Know skills & techniques in making a disagreement constructive
- Know alter, avoid and accept ways of responding to an anger-provoking situation
- Understand the energy curve & 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 & personal anger dynamics

Course outline

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

Course Level

Course Hours

Available Learning Formats

Short Course

8 hours

Classroom & Blended
Distance & Online

