



# Anger Management

## Overview

With day to day stresses in the workplace attributing to higher numbers of stress related illnesses and reduction in productivity the recognition of and need for anger management has become paramount. This one day workshop is designed to simply provide tangible techniques that can be used to combat and overcome existing anger issues and also how to completely circumvent them, avoiding conflict. The techniques are transferable both in and out of workplace to provide personal buy-in for attendees and gives the ability to deal more effectively with stressful situations; coach others in the same techniques and express emotional issues effectively.

## Who is it for?

Ideal for staff at all levels who want to take control of anger & stressful situations that impinge on performance. They will learn how to manage that anger with state control & relaxation techniques, uncovering its root cause & effectively resolving issues.

## What's covered?

- Identifying what anger is
- Understanding its root cause & how it affects behaviour
- Anger vs. assertiveness
- Positive state control
- Limiting beliefs & overcoming them
- Visualisation & relaxation techniques
- The A.N.G.E.R. model
- Understand what triggers negative responses
- How to get rapport to defuse conflict and negotiate more effectively
- Linguistic patterns to reframe negative perceptions
- Strategies for appropriate emotional release & management

## Learning Objectives

- Management of your anger for better results
- Stay calm & in control at times of stress or conflict
- Help others to overcome anger & conflict
- Learn new effective strategies for communicating

Workshops are delivered by experienced training and development professionals