

PALOMINO TRAINING SOLUTIONS

ANGER MANAGEMENT TRAINING

★ ONE DAY ★

9:00 AM - 15:30 PM

Fact: There are many issues out there to make you angry at work. But the consequences of an angry action or word can leave lasting damage.

Anger is a universal experience. Tigers get angry, bees get angry, and so do humans. You do not have to be a psychologist to know that managing anger productively is something few individuals, organisations, 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 minimises 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 workshop is to help give you and your organisation that edge.



Palomino Training Solutions
specialists in corporate training

Empowering others to help themselves through training, education & motivation.

COURSE OVERVIEW



Section 1: Introduction and Overview

Section 2: What is Anger?

Section 3: Managing Your Anger

Costs and Pay-Offs, What Are your Anger Pay-Offs?

Section 4: The Anger Process

The Process, Trigger Thoughts, Coping Strategies

Section 5: How Does Anger Affect Thinking?

Is Anger the Best Response? Distorted Thinking

Section 6: Managing Anger

Coping Strategies, Sanctuary, Relaxation Techniques

Section 7: Communicating

The Four-Step Message, Are you a Good Listener? Asking Questions, Three Keys

Section 8: Behaviour Types

Aggressive Behaviour, Manipulative Behaviour, Passive Behaviour

Section 9: Taking Control

The Five-Step Process

This workshop includes dynamic trainee/trainer interactions and discussions, written and oral exercises, case studies, reflection, quizzes and a workbook for each participant to take back to the workplace.

TARGET AUDIENCE

This workshop is designed for everyone who deals with people and who would effectively like to improve anger management techniques.

