

MANAGEMENT DEVELOPMENT PROGRAMMES

PERSONAL DEVELOPMENT

Course Title	: ANGER MANAGEMENT
Course Code	: PD: AM
Course Overview	: Managing anger can help in reducing the intensity of conflicts, and gives us an understanding of anger as a normal emotion with the potential for both positive and negative outcomes. This course will enable each participant to recognise the nature of anger in the workplace and provide effective tools to manage anger before it gets out of control.
Target Audience	: This course is for staff that has difficulty coping with stressful situations or have had difficulty in expressing emotions effectively. This course will also be beneficial for any staff who wishes to discover innovative approaches for managing anger and resolving difficult situations.
Selected Session Topics	: <ul style="list-style-type: none"> - Relaxation and visualisation techniques - Reframing and improving responses - Advantages of timing, avoidance and finding alternatives - Phases and escalation of anger - Emotional triggers and responses - Symptoms and styles of anger
Key Take-Away	: <ul style="list-style-type: none"> - Learn to recognise patterns of thought and behaviour. - Cognitive restructuring (new ways to think and respond). - Know how to define the components of Anger Management. - Able to describe and define anger as a complex emotion. - Ability to determine where anger is a problem and anger management skills are needed. - Ability to use the skills learned to change anger provoking thoughts. - Have a greater understanding of mind-body connections.

