

# Anger Management

## **Overview**

All of us experience anger from time to time. It's a normal, commonly experienced emotion. However, anger can be destructive if we don't know how to keep it under control. Frequent misplaced anger can hurt our reputations both personally and in business by destroying our relationships and limiting our opportunities at work and even damage our health.

## **Course Objectives / Content**

This course is aimed at groups and individuals and allows us to look at what anger is, and what its consequences can be. We will also look at three possible strategies that can be used to control anger and aggression.

## **Course Content**

- Understanding Anger;
- The Dangers of Anger;
- Managing Anger - The Three Strategies;
  - Acknowledge you have a problem
    - Keeping a hostility log
    - Use your support network
  - Interrupt the Anger Cycle
    - Use Empathy
    - See the humour in your anger
    - Relax
    - Build Trust
  - Forgive and Forget
- Deciding what you want.

## **Outcomes**

Each delegate will receive individual feedback and will be asked to complete a personal action plan to identify key changes to implement and skills to practice.