

## ANGER MANAGEMENT WORKSHOP

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Anger  
Management



**COURSE LENGTH: 1.0 DAYS**

"Anger is an acid that can do more harm to the vessel in which it is stored than to anything on which it is poured."

**Mark Twain, American author**

Most people in Malaysia experiences anger from time to time. It is a healthy emotion, normally experienced by almost anyone. However, it can quickly become unhealthy and detrimental if not understood and controlled. Uncontrolled anger harms your reputation, destroys your relationships with colleagues or clients, limits your opportunities and even damages your health.

This Anger Management training course is one of the best ways to help you become aware of the causes of your anger, what triggers that unhealthy anger and the behavior patterns which lead to anger. By attending this course you will be provided effective techniques for controlling and overcoming your anger, how to avoid situations that create frustration and how to demystify this intense emotion.

We welcome you to an Anger Management training course delivered in Kuala Lumpur and Malaysia.

This Anger Management Workshop training course can be delivered at your premises by one of our expert local or international trainers or live online using our HIVE technology.

Click on the Group Training Quote button or Contact us today for a free quote!

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## ANGER MANAGEMENT WORKSHOP COURSE OUTLINE

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### FOREWORD

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 **Anger Management** Training program, delivered by PD Training in Malaysia, will help teach participants how to identify their anger triggers and what to do when they get angry. Learn key anger management techniques, ways to de-stress and tips on balancing anger with positivity.

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### OUTCOMES

#### In this course participants will:

- Gain a better understanding of anger and the natural anger cycle
  - Gain insight into the "fight or flight" response that triggers anger
  - Understand the realities of anger
  - Learn about helpful and unhelpful ways of dealing with anger
  - Master strategies for gaining control of anger in all situations
  - Discover some productive ways of "blowing off steam"
  - Learn how to improve home and work life by managing anger better
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### MODULES

#### Lesson 1: Getting Started

- Pre-Assignment Review
- Workshop Objectives

#### Lesson 2: Understanding Anger

- The cycle of anger
- Understanding fight or flight
- Common myths about anger

#### Lesson 3: Do's and Don'ts

- Unhelpful ways of dealing with anger
- Helpful ways of dealing with anger

#### Lesson 4: Gaining Control

- A word of warning
- Using coping thoughts
- Using relaxation techniques
- Blowing off some steam

#### Lesson 5: Separate the People from the Problem

- Objective vs. subjective language
- Identifying the problem

#### Lesson 6: Working on the Problem

- Using constructive disagreement
- Negotiating tips

- Using "I" statements

- Building consensus
- Identifying solutions

### **Lesson 7: Solving the Problem**

- Choosing a solution
- Making a plan
- Getting it done

### **Lesson 8: Personal Plan**

- Understanding hot buttons
- Identifying your hot buttons
- A personal anger log

### **Lesson 9: The Triple A Approach**

- Alter
- Avoid
- Accept

### **Lesson 10: Dealing with Angry People**

- Understanding the energy curve
- De-Escalation techniques
- When to back away and what to do next

### **Lesson 11: Pulling it All Together**

- Process overview
- Putting it into action

### **Lesson 12: Wrapping Up**

- Words from the Wise
- Parking Lot
- Action Plans and Evaluations

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## **WEB LINKS**

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- [View this course online](#)
- [In-house Training Instant Quote](#)