

Objectives

It was once said, "In this world nothing can be said to be certain, except death and taxes." We would add a third item to his list: anger. Everyone experiences anger so it is important to have constructive approaches to manage it effectively. This workshop will help teach participants how to identify their anger triggers and what to do when they get angry.

Prerequisites

There are no prerequisites for this course.

Duration

1 day

The topics covered on the course are,

1 Getting Started

- Icebreaker
- Ground rules
- The parking lot
- Workshop objectives
- Action plans and evaluation forms

2 Understanding Anger

- The Cycle of Anger
- Understanding Fight or Flight
- Common Myths About Anger

3 Do's and Don'ts

- Unhelpful Ways of Dealing with Anger
- Helpful Ways of Dealing with Anger

4 Gaining Control

- A Word of Warning
- Using Coping Thoughts
- Using Relaxation Techniques
- Blowing off Some Steam

5 Separate the People from the Problem

- Objective vs. Subjective Language
- Identifying the Problem
- Using "I" Messages

6 Working on the Problem

- Using Constructive Disagreement
- Negotiation Tips
- Building Consensus
- Identifying Solutions

7 Solving the Problem

- Choosing a Solution
- Making a Plan
- Getting it Done

8 A Personal Plan

- Understanding Hot Buttons
- Identifying Your Hot Buttons
A Personal Anger Log

9 Empowering Yourself

- Being Assertive
- Resolving Conflict
- Building Consensus
- Making Decisions

10 The Team of Two

- Working with Your Manager
- Influencing Skills
- What to Do in Sticky Situations

11 Taking Care of Yourself

- Ergonomics
- Stress Management
- Dealing with a Heavy Workload

12 Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations