

In-house training course details

Managing Anger within the Workplace

A pro-active approach to positive working relationships

Overview

Hostility in the workplace, unless properly managed, can lead to untold damage both to the organisation and the individual.

For many people the hostility, which takes the form of different types of anger, be it their own or another person's, is something to be avoided at all costs. As a result they may find themselves backing away from situations where they should ideally be taking control; and may even find their own situation or former neutrality compromised as a result.

This is a training course that goes beyond the typical approaches to managing anger and hostility. It provides proven strategies that work in real time to help delegates manage their own and other peoples' anger within and outside the workplace.

The course comprises 4 sections

- Developing an understanding of hostile and negative behaviours
- The impact of anger on personal behaviour and breaking out of the emotional cycle
- Recognise and utilise personal coping strategies to reduce your susceptibility to feelings of anger and frustration
- Planning your personal strategy for managing anger in the workplace

Key Benefits of the Course

- ◆ Improves understanding of hostile and negative behaviours and the impact on the organisation and the individual
- ◆ Creates awareness of when an anger reaction is imminent
- ◆ Offers specific individual strategies and management tactics to deal effectively with anger reactions
- ◆ Exposes individual triggers which lead to anger and measures the impact on individual effectiveness and group productivity
- ◆ Participants learn specific techniques to help reduce their own and other people's anger

Delegates learn practical strategies for dealing with their own anger reactions as well as skills to empower them to cope and coach others through anger reactions, whether they are members of staff or management.

Section 1:

Develop an understanding of hostile and negative behaviour

- An introduction to the different types of anger and aggression
- Understand individual and group anger and its affect in the workplace
- The difference between hostility and negativity

Section 2:

Impact of anger on personal behaviour and breaking out of the emotional cycle

- Understanding how you get angry and the triggers that make us personally angry
- The effects of anger and how it is displayed both physically and psychologically
- The effect of angry behaviour on the organisation and on others

Section 3:

Recognise and utilise personal coping strategies to reduce your susceptibility to feelings of anger and frustration

- A step by step approach to managing anger in self and others
- Using assertive behaviour as opposed to aggression
- The essential use of boundaries in the workplace

Section 4:

Planning your personal strategy for managing anger in the workplace

- Communicating in a constructive and professional manner
- Developing a practical personal application plan using robust tools and techniques learned from the course
- Planning your personal strategy for managing anger in the workplace

Course Details

Duration: 1 day

Optimum number of participants: 12

Further details

Please contact Alastair Taylor

t: 0131 476 5027

e: alastair@in-equilibrium.co.uk