

# Anger Management

Duration: 4 Hours

For  
Managers  
and  
Staff

## Course Description:

Mismanaged anger is the major cause of conflict in our personal and professional relationships. People with anger issues often find themselves unable to control their actions and words, which can lead to emotional and (possibly) physical harm of people that they care about or work with. In a corporate situation, mismanaged anger can lead to lost productivity, distraction from obtaining goals, and potential lawsuits.

This program focuses on understanding and managing anger in the workplace.

This course is based upon active learning, with rich, interactive exercises and applied experiences.

## Learning Objectives:

At the end of this course, participants will be able to:

- Differentiate between aggression, assertiveness, rage, and hostility
- Describe the anatomy of anger
- Recognize the three (3) components of anger
- Identify the various signs of anger
- Determine a personal anger quotient
- Apply strategies and techniques to manage anger effectively

## Outcome:

*Improved ability to manage anger effectively resulting in enhanced communication, greater productivity, fewer altercations, and improved employee morale.*