



Workshop Overview

Anger is at times inevitable, it's a natural emotion and universal experience that can and will surface at varying points in your work and personal life. The only thing you can do is learn to manage your response to stay in control at times of stress. However, it's surprising how few individuals and organisations plan for the inevitable and are faced with an angry co-worker, volatile manager, or stressed customer service agent. This workshop is designed to offer that preparation and give you the coping mechanisms for a positive outcome.



Benefits

Delegates attending this one-day workshop will benefit from understanding the practical relaxation techniques that are proven to keep you calm. You will learn about the causes of your anger and uncover the most effective prevention and coping strategies.

Outcomes & Content

- ✓ What is anger?
- ✓ Assertive anger rights and assertive behaviour
- ✓ Effective problem-solving routines
- ✓ Cognitive restructuring
- ✓ Physical relaxation techniques
- ✓ Learn emotion triggers and responses
- ✓ Introduce a cognitive behavioural approach
- ✓ Cope with escalating states of arousal
- ✓ Understand the power of positivity
- ✓ How to identify the root causes of anger
- ✓ Improved relationships at work and home
- ✓ Relaxation techniques
- ✓ Assertiveness skills



Who should attend ?

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