



@ASK Training
Attitude | Skills | Knowledge

Let's Get Your Anger Right!

Course Code:

ASKGAR

Course Duration:

1 days (8 hours), 9.00am - 5.00pm

Course Fee:

\$600 (\$654 Inc. 9% GST) per participant

Course Venue:

Hotel

Course Dates:

<https://asktraining.com.sg/course-schedule/>



Course Synopsis

Anger is a universal experience. Dogs get angry, bees get angry, and so do humans. You don't have to be a psychologist to know that managing anger productively is something few individuals, organizations, and societies do well.

Yet research tells us that those who do manage their anger at work are much more successful than those who don't.

The co-worker who can productively confront his teammate about his negative attitude increases his team's chance of success as well as minimizes destructive conflicts.

The customer service agent who can defuse the angry customer not only keeps her customers loyal but makes her own day less troublesome.

This workshop is to help give you and your organization that edge.

Course Objectives

By the end of this course, you will be able to apply the knowledge and techniques learnt to:

- Recognize how anger affects your body, your mind, and your behaviour
- Use the seven-step method to break old patterns and replace them with a model for assertive anger
- Control your own emotions when faced with other peoples' anger
- Identify ways to help other people safely manage some of their repressed or expressed anger

Course Outline

- Understand what is Anger and the Perception of Anger
- Types of Anger & Questions About Anger
- What are your Anger Pay-Offs?
- Analyse Your Anger & Understand the Anger Process
- The Problem with Trigger Thoughts & Distorted Thinking
- Managing Explosive and Implosive Anger
- Formula for Assertive Communication
- Managing Anger in Seven Steps & other Coping Strategies
- Dealing with other Peoples' Anger
- Steps Dealing with Upset, Difficult & Angry People
- Understand the Behaviour Types
- What is Passive Aggressive Behaviour