

Understanding Anger and Learning How to Control It

The individual who can productively confront his team mate 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.

Workshop Benefits:

- Be better able to recognize how anger affects our bodies, our minds, and our behavior.
- Be better able to use the six-step method to break old patterns and replace them with a model for assertive anger.
- Be better able to control your own emotions when faced with other peoples' anger.
- Be better able to identify ways to help other people safely manage some of their repressed or expressed anger.

What Will Be Discussed?

- ✓ What is Anger?
- ✓ Managing Your Anger
 - Costs and Pay-Offs
 - What Are your Anger Pay-Offs?
- ✓ The Anger Process
 - What is the Process?
 - Anger Log
- ✓ The Problem with Trigger Thoughts
- ✓ How Does Anger Affect Thinking?
 - Is Anger the Best Response?
 - Distorted Thinking
- ✓ Managing Anger
 - Coping Strategies
 - Sanctuary
 - Relaxation Techniques
- ✓ Communicating
 - The Four-Step Message
 - Are you a Good Listener?
 - Asking Questions
 - Three Keys
- ✓ Behavior Types



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- ✓ Taking Control
- ✓ Behavior Types
- ✓ Taking Control

