

Most people who are confronted with aggression find the experience upsetting. It can be equally upsetting when we ourselves become angry. This course is designed to develop our understanding of anger and identify management strategies for work and life.

Your Workshop Leader: Roy Breustedt

LEARNING OUTCOMES

By the end of this course, participants will have:

- increased knowledge of the mechanics of anger, how it occurs for them and in others
- improved analytical and assessment skills
- more confidence in handling situations in which anger becomes an issue
- improved ability to deal with feelings of anger
- explored and experienced techniques for light to deep relaxation

AIMS OF THE WORKSHOP

- to understand the causes and process of anger
- to equip participants with strategies for managing anger in themselves and others
- to introduce participants to techniques for anger avoidance, and dealing with the aftermath of anger

WHO SHOULD ATTEND

This workshop is ideal for people working in situations in which anger or aggression is a regular part of their experience. It is also suitable for individuals just wishing to acquire a more in-depth understanding.

Outline Programme

Structure and Content of the Course

Understanding Fear and Anger

- Exploring our experience – in work and outside of work
- Understanding the process – what happens?
- Identifying 'triggers'

Refreshment break

Identifying and Assessing Risk

- Situational analysis
Self-analysis
- Verbal and non-verbal cues
- Communication and body language

Lunch

Managing Confrontation Safely

- Developing diffusion skills
- Tolerance and empathetic listening
- Assertiveness and negotiation skills

Refreshment break

Minimising Stress

- Exploring life balance
- Relaxation techniques

Individual Action Planning

Close of Workshop



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