



## Managing Anger and Challenging Behavior

### Overall Description:

This course is designed to help managers and supervisors who want to develop their teams and need to be more assertive and less passive-aggressive.

### Course Objectives:

- Know how to manage and diffuse anger.
- Conduct self-assessments of your personal strengths and areas for improvement.
- Learn strategies for preventing the build-up of frustration.
- Deal assertively with problems of buried and misdirected anger.
- Know how to keep calm when faced with outbursts.

### Course Outline (Content):

#### Understand about anger

- Anger's journey from stimulus to response
- Anger and our bodies, minds and behaviour
- Personal anger patterns

#### Managing our own anger

- Attitude
- Fears
- Deal with the backlog of unresolved anger
- Express feelings appropriately
- Channels for anger energy

#### How to deal with other people's anger

- Facing an angry outburst
- Dealing with chronic anger of other people

#### Preventative strategies

- Strategies for your self
- Strategies for others

#### Personal action Plan

# OUTLINE (Cont.)

## Who Should Attend?

Managers and supervisors who need to be more assertive and have difficulty coping with stressful situations.

## Competencies Covered:

- Project Management
- Analytical Thinking
- Entrepreneurship

