



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, organisations 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.

A co-worker who can productively confront his teammate about his negative attitude increases his team's chance of success as well as minimises 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 course is designed to help give you and your organisation that edge.

This one-day course will teach participants:

- Recognise how anger affects your body, your mind, and your behaviour.
- Use the five-step method to break old patterns and replace them with a model for assertive anger.
- Use an anger log to identify your hot buttons and triggers.
- 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.
- Communicate with others in a constructive, assertive manner.

Course Overview

Participants will spend this session getting to know the course objectives and will also have an opportunity to identify their personal learning objectives.

What is Anger?

To begin the course, participants will consider what anger is and how it affects their lives.

Costs and Pay-Offs

Next, participants will learn about anger costs and pay-offs.

The Anger Process

In this session, participants will learn how pain and trigger thoughts combine to cause anger. They will also explore their own trigger thoughts. An exercise on how to manage anger using an anger log is also included.

How Does Anger Affect Our Thinking?

Next, participants will learn about types of distorted thinking and how they can manage their thoughts and behaviour when they are angry.

Understanding Behaviour Types

Sometimes, understanding why someone is behaving in a particular way is enough to ease your anger a little. Participants will explore the four main behaviour types in this session.

Managing Anger

In this session, participants will learn coping strategies and relaxation techniques to help them manage anger.

Communication Tips and Tricks

Communicating well can help minimise angry situations. This session will give participants some tips on listening well and asking questions.

Course Wrap-Up

At the end of the day, participants will have an opportunity to ask questions and fill out a personal action plan.



Conflict Resolution

Getting Along in the Workplace

Course Outline



Many people see conflict as a negative experience. In fact, conflict is a necessary part of our personal growth and development. Think of when you were trying to choose your major in college, for example, or trying to decide between two jobs. However, conflict becomes an issue when the people involved cannot work through it. They become engaged in a battle that does not result in growth. When this type of conflict arises, negative energy can result, causing hurt feelings and damaged relationships.

This course will give participants the tools that will help them resolve conflict successfully and produce a win-win outcome.

This two-day course will teach participants:

- What conflict is and how it can escalate.
- The types of conflict and the stages of conflict.
- The five most common conflict resolution styles and when to use them.
- Effective techniques for intervention strategies.
- How to increase positive information flow through non-verbal and verbal communication skills.
- Effective techniques for intervention strategies.
- Ways to manage conflicts to enhance productivity and performance.

Course Overview

Participants will spend this session getting to know the course objectives and will also have an opportunity to identify their personal learning objectives.

Defining Conflict

During this session, participants have a chance to explore some assumptions about conflict and the positives and negatives of conflict.

Types of Conflict

This session will cover three main types of conflict: inner, interpersonal and group.

Open Conflict vs. Hidden Conflict

Next, participants will explore open conflict and hidden conflict.

Spontaneous and Reflective Action

This session explores spontaneous and reflective action through a brief lecture.

The Johari Window

The Johari Window is a way of looking at our self-awareness and our ability to ask feedback of others. Participants will look at the Johari Window in detail through a personal exercise and a case study.

Stages of Conflict

During this session, participants will look at two models of the conflict process, some possible outcomes of a conflict, and strategies for dealing with conflict.

Creating the Win/Win

This session will give participants a chance to apply some of what they have already learned to a realistic case study.

Conflict Resolution Style Questionnaire

Participants will individually complete a questionnaire to help them identify their style of conflict resolution. Then, they will work in small groups to further examine their style.

The Role of Communication in Conflict Resolution

To begin the second day, participants will look at the communication chain as well as barriers that can impede communication. They will also learn about the concept of positive intent.

Active Listening Skills

Next, participants will learn the basics of active listening.

Paraphrasing Skills

In this session, participants will learn about, practice and demonstrate paraphrasing techniques.

Powerful Questions

This session will give participants some useful questions and some proving techniques.

Body Language

Next, participants will learn how body language can help resolve conflicts.

Pre-Assignment Review

As a pre-assignment, participants were asked to complete a benchmark survey on their effectiveness at managing conflict. In this session, they will revisit their answers.

The Conflict/Opportunity Test

Using a role play, this session will give participants some questions that can help them identify the benefits of a conflict.

Conflict and Its Resolution

This session will look at a few processes that we can use to identify and resolve conflict.

Helping Others Through Conflict

This session will offer some quick, easy ways to destress in any place, at any time.

Course Wrap-Up

At the end of the day, participants will have an opportunity to ask questions and fill out a personal action plan.

