

ANGER MANAGEMENT

Unit Standard	244572 / 244571
NQF	Level 3
Credits	2
Duration	1 Day
Organisational Development Area	All Staff Levels

SYNOPSIS

The programme covers all aspects of Anger management. Once the learner understands anger, this course will equip learners with the tools of how to manage anger. Anger is an emotional state that varies in intensity from mild irritation to intense fury and rage and like other emotions, it is accompanied by physiological and biological changes; when you get angry, your heart rate and blood pressure go up, as do the levels of your energy hormones, adrenaline, and non-adrenaline. Anger is also an extremely destructive emotion that serves no useful purpose whatsoever.

Anger therefore can be caused by both external and internal events. Ultimately our course gives delegates the necessary skills to deal with anger appropriately within their personal and business environments. The delegates will receive tips and tools that are necessary to implement in situations that could become hostile, such as negotiation skills. If these tools are harnessed effectively then the delegates will be taught how to prevent a potential negative situation from turning into a hostile one.

COURSE OUTLINE

- Learning to identify situations;
- Understanding the concept of anger and then equipping the delegate with the tools to manage anger;
- How anger affects our bodies and our minds;
- Managing our own anger;
- Learn to express feelings appropriately;
- How to keep calm when faced with outbursts.

COURSE OUTCOMES

Upon successful completion of this course, learners will be able to demonstrate their ability to:

- Understand and evaluate your own anger;
- Calculating the risks of toxic anger
- Understand anger and our bodies;
- Understand the effect of anger on our health;
- Understand anger and our mind and behaviour;
- Understand personal anger patterns;
- Take immediate action with anger;
- Understanding your anger "fuse";
- Understand the anger process;
- How to transcend anger;
- Break through lifelong habits;

- Adopt calming breathing techniques;
- Question angry responses and reactions;
- Develop your anger management communication skills;
- Listen and ask questions;
- Understand positive intent;
- Understand Aggressive, manipulative and passive behaviour;
- Understand negotiation skills;
- Face and control anger;
- Adopt ideas for changing angry behaviours;
- Learn the techniques to deal with upset and angry people;
- Adopt the steps to better anger control.