

## Anger management

Benjamin Franklin once said, “In this world nothing can be said to be certain, except death and taxes.” We would add a third item to his list: anger. Anger can be an incredibly damaging force, costing people their jobs, personal relationships, and even their lives when it gets out of hand. However, since everyone experiences anger, it is important to have constructive approaches to manage it effectively. This course will help teach participants how to identify their anger triggers and what to do when they get angry.

### Course Outline

- Understanding Anger
- Do's and Don'ts
- Gaining Control
- Separate the People from the Problem
- Working on the Problem
- Solving the Problem
- A Personal Plan
- The Triple A Approach
- Dealing with Angry People
- Pulling It All Together

### Who Should Attend

Suitable to all Job Positions

### Prerequisites

The candidate must have completed or be in the process of completing a high school or secondary school diploma or similar educational standards.

### Course Duration

The standard duration of this course is 12 contact hours.

### Learning outcomes

Upon the completion of this Course, the learner will be able to:

- Understand anger dynamics in terms of the anger cycle and the fight and flight theory.
- Know common anger myths and their factual refutations.
- Know the helpful and unhelpful ways of dealing with anger.
- Understand the difference between objective and subjective language.
- Know tips in identifying the problem.
- Express a feeling or position using I-messages.
- Reflect on one's hot buttons and personal anger dynamics.
- Learn and practice de-escalation techniques.

### Approvals & Accreditation

- Ministry of Labour, Kingdom of Bahrain
- HABC
- ILM

### Training methods

- Interactive facilitator lead learning
- Class activities
- Group discussions
- Case studies
- Practical sessions
- Question and answer sessions

For more information please feel free to contact:

Invita Training Center | P.O. Box 1197 | Manama | Kingdom of Bahrain  
Tel: +973 17 506000 | Fax: +973 15 500202 | info@invita.com.bh