



**"Shedding
Light
on Skills
Development"**



Kwelanga

TRAINING

engage | inspire | elevate

Anger Management (1 Day)

A Specialised Kwelanga Training Programme

INTRODUCTION

Anger can be an incredibly damaging force. Employees often experience anger and frustration which if not resolved and managed can lead to increased stress and decreased productivity.

Anger is a universal experience. Dogs get angry, bees get angry, and so do humans. Since everyone experiences anger, it is important to have constructive approaches to manage it effectively.

You do not have to be a psychologist to know that managing anger productively is something few individuals, organizations, and societies do well. Yet research tells us that those who do manage their anger at work are much more successful than those who do not.

The co-worker who can productively confront his teammate about his negative attitude increases his team's chance of success as well as minimizes 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 one-day workshop is designed to help give you and your organization that edge.

WHAT THIS COURSE CAN DO FOR YOU...

- Recognize 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.

TARGET AUDIENCE

The training course is aimed at anyone who desires to understand anger in more detail and learn to transform the way they manage emotions in themselves and control their emotions and those of people around them.

COURSE CONTENT

Pre-Assessment

What is Anger?

- About anger
- The five dimensions of anger
- Making connections
- Pre-assessment review

Costs and Pay-Offs

- The costs of anger
- What are your anger pay-offs?

The Anger Process

- What is the process?
- Understanding trigger thoughts
- Using an anger log
- Consider our anger

How Does Anger Affect Our Thinking?

- Is anger the best response?
- Distorted thinking
- Inner dialogue

Understanding Behaviour Types

- Aggressive behaviour
- Manipulative or passive-aggressive behaviour
- Passive behaviour
- Assertive behaviour

Managing Anger

- Coping strategies
- Sanctuary
- Taking care of yourself
- Relaxation techniques

Communication Tips and Tricks

- Asking good questions
- Active listening skills
- Responding to feelings
- The assertive formula

A Way Forward – Personal Elevation Plan

TRAINING METHODOLOGY

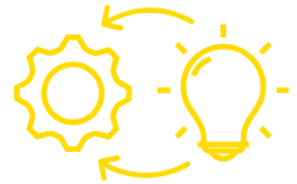


Our training methodology is designed with a core focus: to ensure that the knowledge acquired translates into tangible results, adding substantial value and visibly improving performance within the workplace.

We employ an outcomes-based approach, fostering active engagement through highly interactive, facilitator-led sessions.

WHAT WE OFFER

- Public Courses vs Closed Group Training
- Face-To-Face Training (F2F)
- Virtual Instructor-Led Training (VILT)
- Customisation
- Impact Compass
- myQuest LMS



POST COURSE ASSISTANCE

Contact the Coach™ – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can 'Contact the Coach' for support, Information or assistance with additional questions regarding the application of theory covered during the course.



Personal Elevation Plan – Bridging the Gap from Training to Workplace Application

The Personal Elevation Plan isn't just a takeaway – it's a structured, practical guide that helps delegates seamlessly transition their learning into real-world action.



Sustained Development and Accountability: By tracking progress and engaging with their managers, delegates stay committed to their growth, making learning an active part of their professional journey.

A Tool for Measurable Impact: Rather than training being a one-time event, this plan enables organisations to see tangible results by embedding new skills into everyday work.

A Catalyst for Meaningful Conversations: Ideal for one-on-one coaching and performance discussions, the plan encourages ongoing development dialogues between delegates and their managers

OUR COMMITMENT TO YOU ...

Kwelanga Training's Commitment

*To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.*