

Personal Development

Anger Management Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Understanding Anger

- The Cycle of Anger
- Understanding Fight or Flight
- Common Myths About Anger

Module Three: Do's and Don'ts

- Unhelpful Ways of Dealing with Anger
- Helpful Ways of Dealing with Anger

Module Four: Gaining Control

- A Word of Warning
- Using Coping Thoughts
- Using Relaxation Techniques
- Blowing off Some Steam

Module Five: Separate the People from the Problem

- Objective vs. Subjective Language
- Identifying the Problem
- Using 'I' Messages

Module Six: Working on the Problem

- Using Constructive Disagreement
- Negotiation Tips
- Building Consensus
- Identifying Solutions

Module Seven: Solving the Problem

- Choosing a Solution
- Making a Plan
- Getting it Done

Module Eight: A Personal Plan

- Understanding Hot Buttons
- Identifying Your Hot Buttons
- A Personal Anger Log

Module Nine: The Triple A Approach

- Alter
- Avoid
- Accept

Module Ten: Dealing with Angry People

- Understanding the Energy Curve
- De-Escalation Techniques
- When to Back Away and What To Do Next

Module Eleven: Pulling it All Together

- Process Overview
- Putting it Into Action

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations