Anger Management
Training Course Outline

Module One: Getting Started
- √ Workshop Objectives
- √ Pre-Assignment Review

Module Two: Understanding Anger
- √ The Cycle of Anger
- √ Understanding Fight or Flight
- √ Common Myths about Anger
- √ Case Study
- √ Module Two: Review Questions

Module Three: Do's and Don'ts
- √ Unhelpful Ways of Dealing with Anger
- √ Helpful Ways of Dealing with Anger
- √ Case Study
- √ Module Three: Review Questions
- √ Module Four: Gaining Control
- √ A Word of Warning
- √ Using Coping Thoughts
- √ Using Relaxation Techniques
- √ Blowing Off Some Steam
- √ Case Study
- √ Module Four: Review Questions

Module Five: Separate the People from the Problem
- √ Objective vs. Subjective Language
- √ Identifying the Problem
- √ Using "I" Messages
- √ Case Study
- √ Module Five: Review Questions
- √ Module Six: Working on the Problem
- √ Using Constructive Disagreement
- √ Negotiation Tips
- √ Building Consensus
- √ Identifying Solutions
- √ Case Study
- √ Module Six: Review Questions

Module Seven: Solving the Problem
- √ Choosing a Solution
- √ Making a Plan
- √ Getting it Done
- √ Case Study

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√   Module Seven: Review Questions

Module Eight: A Personal Plan
- √   Understanding Hot Buttons
- √   Identifying Your Hot Buttons
- √   A Personal Anger Log
- √   Case Study
- √   Module Eight: Review Questions

Module Nine: The Triple A Approach
- √   Alter
- √   Avoid
- √   Accept
- √   Case Study
- √   Module Nine: Review Questions
- √   Module Ten: Dealing with Angry People
- √   Understanding the Energy Curve
- √   De-escalation Techniques
- √   When to Back Away and What to Do Next
- √   Case Study
- √   Module Ten: Review Questions

Module Eleven: Pulling It All Together
- √   Process Overview
- √   Putting It into Action
- √   Case Study
- √   Module Eleven: Review Questions

Module Twelve: Wrapping Up
- √   Words from the Wise