

# Anger Management: Understanding Anger

## DESCRIPTION:

Anger is a universal experience and it is a completely normal, usually healthy, human emotion." However, when it gets out of control it can become destructive. Uncontrollable anger can lead to serious problems at work and in personal relationships, and may undermine the individual's overall quality of life. Yet research tells us that those who do manage their anger at work are much more successful than those who don't.



## OBJECTIVES:

At the conclusion of this training, you will be expected to be better able to:

- Recognize how anger affects your body, your minds, and your behavior
- Use the five-step method to break old patterns and replace them with a model for assertive anger
- 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

## OUTLINE:

- Managing your anger
- The anger process
- How does anger affect thinking
- Communicating better
- Behavior types
- Taking Control

## TRAINING CODE:

ANMPD 15

## DURATION:

15 hours / 3 hours for 1 day

## MODE OF DELIVERY

- presentations
- group discussions
- role-playing
- self-assessing exercises

## DESIGNED FOR:

This course is suitable for

(Level2,3 &4)

## CONTACT DEPARTMENT

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