



**275-P24-VE**



**Virtual**



**14 hours**



**EGP 2730**

## **Course Description:**

This course focuses on helping employees manage their anger effectively through practical activities and tools. They will be able to define anger and its different side, express their anger assertively, and handle anger in others using appropriate techniques. Ultimately, by exploring the roots of anger and adopting healthier coping strategies, individuals will be empowered to enhance their well-being and cultivate more harmonious relationships in the workplace.

## **Target Audience:**

For all employees within the organization who are motivated to improve their relationships and self-control by managing their anger effectively

## **Course Objectives:**

**By the end of this course participants will be able to:**

- Define anger and its physical health implications
- Use the appropriate skill set for effectively managing anger
- Express your anger effectively
- Use techniques of handling anger in others

## **Course Outline:**

### **Module 1: Anger Anatomy**

#### **Session One: Introduction to Anger**

- Is anger good or bad?
- Five famous myths about anger
- Having the "Right Mind Set" for managing anger
- Physical effects of anger
- Assignment

### **Module 2: The Anger Management Skill Set**

#### **Session One: Managing Anger Effectively**

- Having the "Right Skill Set" for managing anger
- The 4 deep sources of anger
- The assertive statement to communicate anger
- Rules of assertive behavior
- Assignment

### **Module 3: The Anger Management Process**

#### **Session One: Steps to Express your Anger Effectively**

- My personal anger assessment – Self-assessment
- A four-step process to effectively express your anger
- Assignment



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## **Module 4: Handling Anger in Others**

### **Session One: Active Listening**

- The importance of listening
- Summarizing and reflecting back on what was said
- Reflecting emotions and reframing statements
- Three-step technique for handling anger in others
- Assignment

### **Assessment Strategy:**

- 40 % Assignments between sessions
- 60 % Participation
- 60 % Cut off score of total grades which is "100".

**Upon Successful Completion of this Course, participants will obtain:**

1.2 CEUs

### **Course Language:**

Arabic/English

### **Prerequisites:**

Intermediate level of English language proficiency, in case of attending the course in English.