



CENTRAL BANK OF EGYPT
Egyptian Banking Institute

Building Emotional - Self-Control

ACCREDITED BY
ACCET
A Partnership for Quality™

Interpersonal Skills



307-P26-CE



In-Class



16 hours

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:

This course is designed for all employees within the organization who are motivated to improve their relationships and self-control by managing their anger effectively

Course Objectives:

- 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

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

Module 2: The Anger Management Skill Set

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

Module 3: The Anger Management Process

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

Module 4: Handling Anger in Others

- 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

Assessment Strategy

Participants will be informally assessed based on their interaction during sessions and their participation in group exercises.

Course completion will grant participants:

1.3 CEUs

Course Language:

- Training Material: English
- Facilitation: Bilingual

Prerequisites:

None