

## Controlling Anger Before It Controls You

Everyone gets angry; it's a completely natural response. But do you know how to manage that anger constructively? By the end of this one-day course, you will!

### How You Will Benefit:

- Understand anger and its causes
- Understand behavior types
- Develop coping tools
- Improve your communication skills

### What You Will Cover:

- Defining anger
- The costs of anger
- The benefits of anger
- Buttons and triggers
- Precipitating factors
- Distorted thinking
- Passive, manipulative, assertive, aggressive, and passive-aggressive behavior types
- Managing reactions
- Starting an anger log
- Relaxation techniques
- Coping thoughts
- Using humor
- A model of release
- Listening skills
- Asking questions
- Solving problems
- Developing your assertiveness