

Anger Management / Negotiation Skills - 1 day



Pre-requisites

There are no pre-requisites for this course.

Description

Do you need to:

The focus of this course is on building the skills for providing effective communication, and dealing with difficult situations. Develop ways to increase your capacity to cope with adversity and stressful situations.

Aim

Everyone has the capacity for anger, but how we express it determines whether it is appropriate or not. Anger can be an incredibly damaging force, costing people their jobs, and personal relationships.

This course aims to provide you with the knowledge of how to identify anger triggers and what do when you get angry and also provide you with insight into your personal negotiation style.

Learning Outcomes

At the completion of this course you should have the skills and knowledge to:

- Gain a better understanding of anger
- Gain insight into the 'fight or flight' response that triggers anger
- Master strategies for gaining control of anger
- Discover some productive ways for blowing off steam
- Identify your current negotiation style and how to adapt to suit different contexts and situations

Topics Covered

Key topics covered on this course include:

The Nature of Anger

- Understanding anger
- Understanding fight or flight

The Right and Wrong

- Know the right and wrong ways of dealing with anger

Controlling Anger

- Developing your conflict resolution skills
- Explore what's really behind your anger
- Learn ways to cool down
- Separate the People from the Problem
- Working the Problem Together
- Solving the Problem Together

Dealing with your Anger

- Be aware of your anger warning signs and triggers
- Alter Avoid Accept
- How to develop and practice Empathy and Self-Control
- How to learn to accept yourself and relax

Dealing with Angry People

- Behavioural definitions
- Dealing with another person's anger
- Active listening
- When to back away and what to do next
- A personal anger log
- Identifying solutions
- Making a plan

What do you see as Negotiation?

- Challenges and Barriers to Negotiation
- Tips for Effective Negotiation
- RADPAC Model
- Emotional Intelligence
- SMARTer goals
- Steps to Planning a Negotiation



www.wct.com.au

Canberra Level 1, 15 Moore Street, Canberra City, ACT, 2601 Phone: 02 6162 2929 Fax: 02 6162 2928
Melbourne Level 6, 446 Collins Street Melbourne VIC 3000 Phone: 03 8060 4555 Fax: 03 9642 0150