

## CONTINUING EDUCATION

### COURSE OUTLINE – Managing Anger

**INSTRUCTOR:** Varies

**PHONE:** 780-539-2441

**OFFICE:** M105

**E-MAIL:** lclare@gprc.ab.ca

**PREREQUISITE(S):** None

**REQUIRED TEXT/RESOURCE MATERIALS:** Course materials are supplied.

#### **CALENDAR DESCRIPTION:**

Benjamin Franklin once said, 'In this world nothing can be said to be certain, except death and taxes.' We would add a third item to his list: anger. Controlling and limiting anger is important in every aspect of one's life. Without control you are putting limits on what you can accomplish in your personal and professional life.

Anger can be an incredibly damaging force, costing people their jobs, personal relationships, and even their lives when it gets out of hand. However, since everyone experiences anger, it is important to have constructive approaches to manage it effectively. The Anger Management workshop will help teach participants how to identify their anger triggers and what to do when they get angry.

**CONTACT HOURS:** 14 hours

**DELIVERY MODE:** Face to Face, Video Conference

#### **OBJECTIVES:**

- Understand anger dynamics in terms of the anger cycle and the fight and flight theory.
- Know common anger myths and their factual refutations.
- Know the helpful and unhelpful ways of dealing with anger.
- Understand the difference between objective and subjective language.
- Know tips in identifying the problem.

- Express a feeling or position using I-messages.
- Negotiation and solution-building.
- Reflect on one's hot buttons and personal anger dynamics.
- Learn and practice de-escalation techniques.

**TRANSFERABILITY:** N/A

**GRADING CRITERIA:**

Upon completion of the course, you will receive an Acknowledgement of Course Completion certificate.

**EVALUATIONS:** Successful completion of a written Post-course assessment (passing grade of 80%)

**STUDENT RESPONSIBILITIES:** Attendance and class participation.

**STATEMENT ON PLAGIARISM AND CHEATING:**

Refer to the College Policy on Student Misconduct: Plagiarism and Cheating at [https://www.gprc.ab.ca/files/forms\\_documents/Student\\_Misconduct.pdf](https://www.gprc.ab.ca/files/forms_documents/Student_Misconduct.pdf)

\*\*Note: all Academic and Administrative policies are available at <https://www.gprc.ab.ca/about/administration/policies/>

**COURSE SCHEDULE/TENTATIVE TIMELINE:**

Dates vary (refer to website for current availability).

**COURSE CONTENT**

**Module 1: Getting Started**

- Workshop Objectives

**Module 2: Understanding Anger**

- The cycle of anger
- Understanding fight or flight
- Common myths about anger

**Module 3: Do's and Don'ts**

- Unhelpful ways of dealing with anger
- Helpful ways of dealing with anger

**Module 4: Gaining Control**

- A word of warning
- Using coping thoughts
- Using relaxation techniques
- Blowing off some steam

**Module 5: Separate the People From the Problem**

- Objective vs. subjective language
- Identifying the problem
- Using "I" messages

### **Module 6: Working on the Problem**

- Using constructive disagreement
- Negotiation tips
- Building consensus
- Identifying solutions

### **Module 7: Solving the Problem**

- Choosing a solution
- Making a plan
- Getting it done

### **Module 8: A Personal Plan**

- Understanding hot buttons
- Identifying your hot buttons
- A personal anger log

### **Module 9: The Triple A Approach**

- Alter
- Avoid
- Accept

### **Module 10: Dealing with Angry People**

- Understanding the energy curve
- De-escalation techniques
- When to back away and what to do next

### **Module 11: Putting it All Together**

- Process overview
- Putting it into action

### **Module 12: Wrapping Up**

- Words from the wise