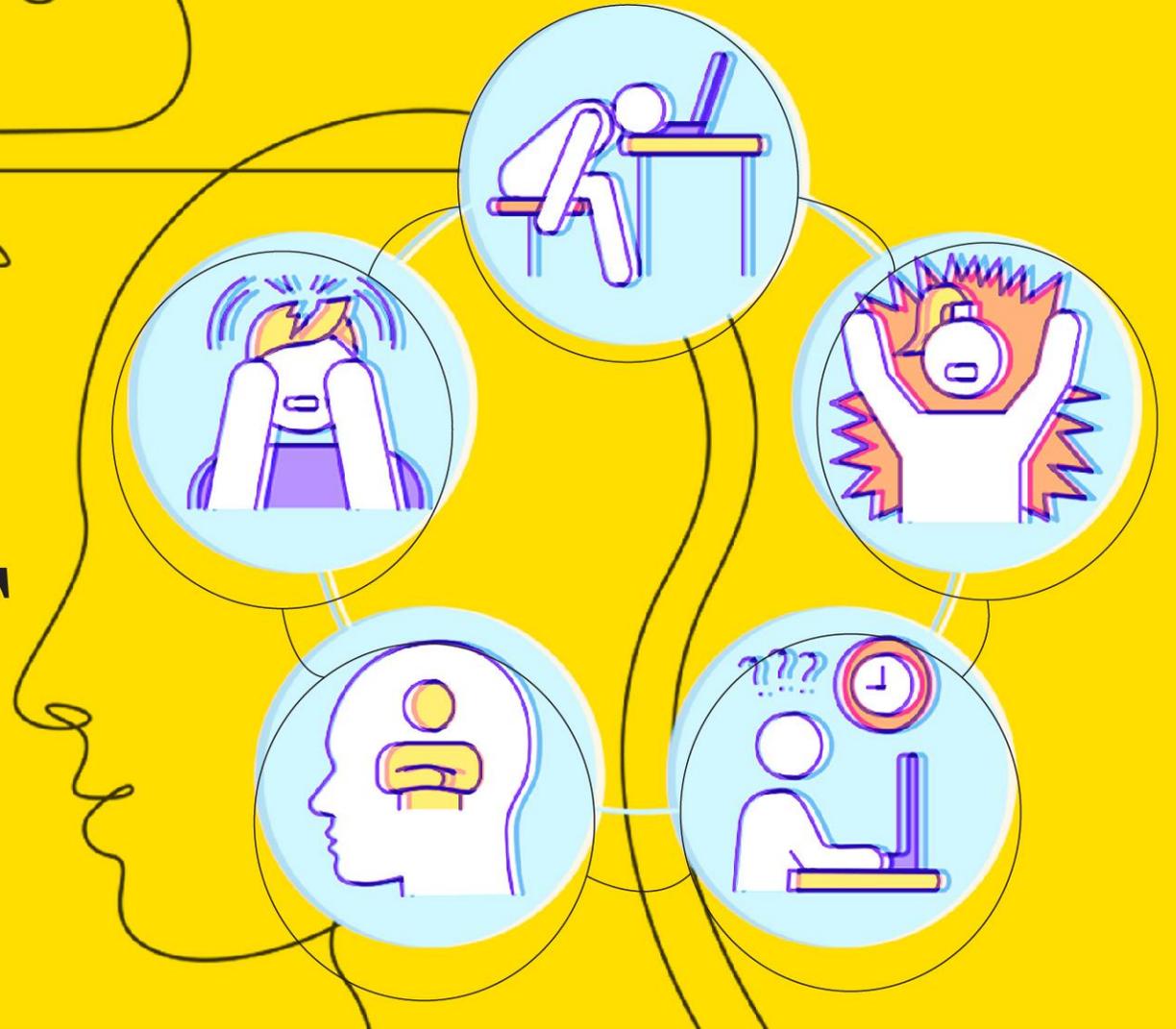


**FACILITATOR**  
Winston  
Chew

# stress & anger MANAGEMENT



# INTRODUCTION

## RATIONALE

Anger affects careers, relationships, and social life; an angry person is likely to instigate many issues and suffer its consequences. At work, anger hinders professionalism when constructive criticism is not well received with a calm and open mind. Unhelpful way of dealing with the anger can be destructive to one's health and relationship with others.

This course will help you develop effective and constructive approaches to manage anger before it gets out of hand causing negative results. This course will explore the biology, psychological and social cultural components of anger, identify anger-triggers and warning signs. This course will feature comprehensive strategy to effectively manage anger and relate with others in helpful ways when anger arises.

# PROGRAM SUMMARY

**This course is suitable for anyone who wishes to understand the anger emotion and how to deal with it.**

**This course would suit:**

- Engineers & technicians
- Managers, Supervisors and Team Leaders
- Human Resource (HR) personnel



# LEARNING OBJECTIVES

**At the conclusion of this program, the learners will be able to:**

- Explain causes of anger and underlying issues.
- Detect personal anger-triggers and anger warning signs.
- Gain deeper awareness of one's emotion.
- Understand the message of anger.
- Manage anger to minimize harms.
- Regain control and build emotional resilience.



# TARGET AUDIENCE

**This course is suitable for anyone who wishes to understand the anger emotion and how to deal with it.**

This course would suit:

- Engineers & technicians
- Managers, Supervisors and Team Leaders
- Human Resource (HR) personnel

# TRAINING METHODOLOGY

This programme will involve the use of slides, and course note with instructor notes. Examples of best practice and appropriate video clips may be used. Facilitation workshops and group discussion sessions will encourage a fully participative and enjoyable event. Delegates will be encouraged to participate actively in relating previous work experiences.

# PROGRAM CONTENT

SCHEDULE	DETAILS
9:00AM – 12:30PM	<p data-bbox="529 278 1031 328"><u>Understanding Anger</u></p> <ul data-bbox="529 335 2407 678" style="list-style-type: none"><li data-bbox="529 335 1847 385">• What is Anger? (define anger and how it's been expressed)</li><li data-bbox="529 392 1898 442">• Perception and angry outburst (how perception triggers anger)</li><li data-bbox="529 449 2076 499">• Anger and biology (explore the biological contributing factors of anger)</li><li data-bbox="529 506 2025 556">• Anger and psychology (explore the psychological dynamic of anger)</li><li data-bbox="529 564 2063 614">• Anger and social culture (explore the social cultural dynamic of anger)</li><li data-bbox="529 621 2407 671">• Perception and negative thought patterns (identify common negative thinking patterns)</li></ul>
12:30PM – 1:30PM	Lunch Break
1:30PM – 5:00PM	<p data-bbox="529 835 1210 885"><u>Coping and Managing Anger</u></p> <ul data-bbox="529 892 2420 1399" style="list-style-type: none"><li data-bbox="529 892 2178 942">• Identifying personal anger-triggers (explore sensitive events and situations)</li><li data-bbox="529 949 2420 999">• Reality checks and choose your battle (assess situations and decide what is important)</li><li data-bbox="529 1006 1465 1056">• Perceived control (regain locus of control)</li><li data-bbox="529 1063 1605 1113">• Developing optimism (cultivate positive mindset)</li><li data-bbox="529 1120 1821 1170">• The ABCD of anger management (Cognitive restructuring)</li><li data-bbox="529 1178 1936 1228">• Relaxation technique (deep breathing to achieve calming effect)</li><li data-bbox="529 1235 1860 1285">• Assertive communication (develop respectful conversations)</li><li data-bbox="529 1292 1414 1342">• Cognitive flexibility (cultivate openness)</li><li data-bbox="529 1349 1414 1399">• Lifestyle changes (explore daily habits)</li></ul>

# TRAINER PROFILE



## WINSTON CHEW

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- Master in Counselling, HELP University, Malaysia.
- Registered & Licensed Counsellor (KP,PA)
- Professional Anger & Aggression Counselling Diploma, accredited by CCTA UK.
- Licensed LPI Psychotherapist.
- Certified Professional Coach and a Human Resource Development Fund Certified Trainer.



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