

# OUTLINE

## Anger Management: Understanding Anger

### Lesson 1

#### *Course Overview*

- Discuss What the workshop all about
- Learning Objectives
- Personal Objectives

### Lesson 2

#### *What is Anger?*

- About Anger
- How it Affects our Lives

### Lesson 3

#### *Costs and Pay-Offs*

- The Costs of Anger
- What Anger Pay-Offs?

### Lesson 4

#### *The Anger Process*

- How Pain and Trigger Thoughts Combine
- Understanding Trigger Thoughts
- Manage Anger

## Lesson 5

### *How Does Anger Affect Our Thinking?*

- Types of Distorted Thinking
- How to Manage Thought and Behaviour

## Lesson 6

### *Understanding Behavior Types*

- Aggressive Behavior
- Manipulative or Passive-Aggressive Behavior
- Passive Behavior
- Assertive Behavior

## Lesson 7

### *Managing Anger*

- Coping Strategies
- Relaxation Techniques

## Lesson 8

### *Communication Tips and Tricks*

- Asking Good Questions
- How to Listening Well
- Assertive Formula

## Lesson 9

### *Workshop Wrap-Up*

- Personal Action Plan
- Recommended Reading List
- Course Evaluation
- General Evaluation

This course can be fully customised for your business team.  
Please contact us for more details and our team will happy to assist.

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