

# Transforming Anger

## One-day Course

*Anger is a dislocation from our inner strength. The stronger the anger, the more positive inner strength, drive and energy we are likely to discover.*

Anger is difficult to receive, and may be unpleasant and unproductive to feel. It can radically reduce one's standing and effectiveness within a team, and is a major cause of tension and disharmony. At times, one may not even be aware of the effects of one's anger on others, which can lead to complaints of bullying and discrimination. Disturbingly, it often seems that anger lies beyond our conscious control to do anything about.

Yet anger is also a natural response to situations which work against our innate sense of what is right. Viewed in this way, anger can carry a surprisingly useful message, which – if experienced and expressed in a very different form – would benefit situations and others, and increase one's own potency and contribution.

The way to harness the energy of anger is not necessarily to try control or curb it, but to look below the anger, to what is causing it. This enables us to transform that same energy into a clear and confident sense of ourselves.

This course takes the radical approach that 'feelings are friends'. The bigger the feeling, the more important it is – for one's own sake, as well as the sake of others – to learn and acknowledge its message.

### **This course increases your ability to:**

- Manage anger and other difficult emotions successfully;
- Understand the causes of strong emotions;
- Develop emotional intelligence;
- Deal with frustration and blocks;
- Express one's point of view without anger;
- Receive other points of view without anger;
- Hear 'annoying' messages in a new way;
- Remain calm in difficult situations;
- Achieve outcomes with energy and determination, not stress.

### **Course Aims**

- To understand and manage the causes of anger;
- To discover and express the useful message behind anger;
- To increase a sense of safety for oneself and others through increased emotional intelligence.

### **Learning Objectives:**

- How to recognise anger before it happens;
- Preventing anger from escalating;
- Grounding emotions safely in the body;
- Dealing with anger when it is already present;
- Discovering the hidden messages within anger;
- Finding new ways of preventing anger, through empathy with others;
- Developing calm, through improved self-understanding.

### **For further details:**

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## Approach and Methods

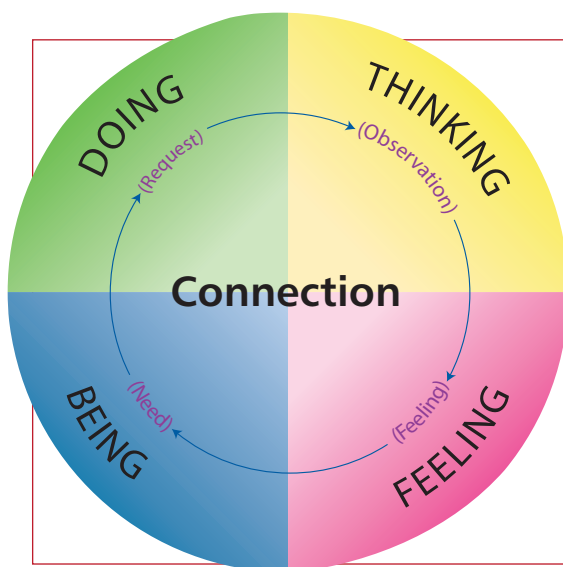
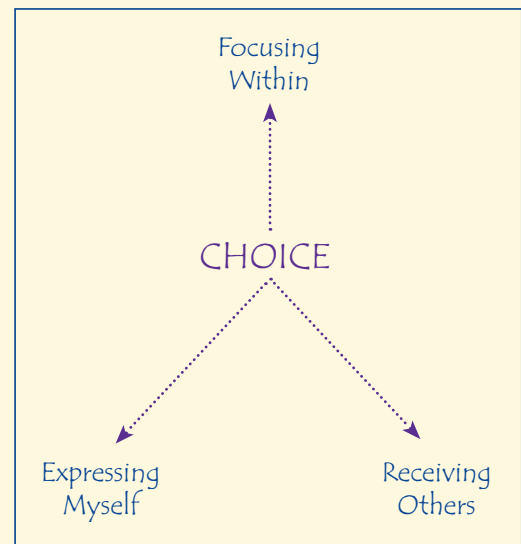
The atmosphere of the course is relaxed and enjoyable, and the learning both stimulating and thought-provoking. Activities include interactive exercises, discussions, personal reflection, and small-group role plays. We avoid static presentations, preferring a more hands-on approach, which allows for increased interaction between trainer and delegates, and which encourages delegates to get to know each other in new ways. As well as working from a specially tailored course handbook, participants will use examples from their own experience as a means to gain first hand and embedded understanding of the processes of communication. The approach is strengths-based, drawing out and building upon delegates' current skills. This means that participants explore issues that are current for them in a supportive environment – a process that can be both challenging and illuminating.

## Learning

Communication is closely related to how we act and behave. As situations arise, we make choices (often instinctive and instantaneous) about how we interact and engage with others. Increased awareness of these choices leads to better decision-making, more productive meetings, and enhanced ability to meet our outcomes.

## Central Model

Needs-based Communication is a particular application of *Nonviolent Communication*™, in which Life at Work trainers are internationally certified.



## Needs-based Communication

Successful communication is essential for any enterprise. However, communication is much more than what we say. It encompasses also our thinking, attitudes, and emotions, as well as our values, needs, actions and behaviour. The uniqueness of our approach is to encompass all aspects of a person, going beyond the words to a greater understanding of ourselves. On this basis we become increasingly perceptive to the situations and people around us, and better able to make necessary judgements and choices demanded of us in our work. Our ability to listen improves, and we become much more flexible in our attitudes to others, increasingly able to respond with kindness and efficiency, finding our own authentic ways to express ourselves at our best.