

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

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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	<u>Understanding Anger</u> <ul style="list-style-type: none">• What is Anger? (define anger and how it's been expressed)• Perception and angry outburst (how perception triggers anger)• Anger and biology (explore the biological contributing factors of anger)• Anger and psychology (explore the psychological dynamic of anger)• Anger and social culture (explore the social cultural dynamic of anger)• Perception and negative thought patterns (identify common negative thinking patterns)
12:30PM – 1:30PM	Lunch Break
1:30PM – 5:00PM	<u>Coping and Managing Anger</u> <ul style="list-style-type: none">• Identifying personal anger-triggers (explore sensitive events and situations)• Reality checks and choose your battle (assess situations and decide what is important)• Perceived control (regain locus of control)• Developing optimism (cultivate positive mindset)• The ABCD of anger management (Cognitive restructuring)• Relaxation technique (deep breathing to achieve calming effect)• Assertive communication (develop respectful conversations)• Cognitive flexibility (cultivate openness)• Lifestyle changes (explore daily habits)

TRAINER PROFILE



WINSTON CHEW

- Senior Consultant with ITD World & Leonard Personality Incorporated.
- 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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