

# ANGER

## Management

We all know what anger is, and we've all felt it – whether as a fleeting annoyance or as full-fledged rage. Anger is a normal, human emotion, but it can be an **incredibly damaging** force.

When anger gets out of control and turns destructive, it can lead to problems—problems at work, in your personal relationships, and in the overall quality of your life. And it can make you feel as though you're at the mercy of an unpredictable and powerful emotion. Because everyone experiences anger, it is important to have constructive approaches to manage it effectively.

This 1-day workshop will provide insights to help learners identify their own anger triggers, and provide ways to control their anger, and possibly the anger of others, in tense situations.

### This program will help you:

- Explore common anger myths and their factual refutations.
- Consider the helpful and unhelpful ways of dealing with anger.
- Develop skills and techniques to make disagreements constructive, including effective negotiation and solution-building.
- Reflect on individual “hot buttons” that lead to anger responses.
- Learn how to respond to anger-provoking situations.
- Understand the energy curve and how it can help in responding to someone else's anger.
- Learn and practice anger de-escalation techniques.

\$125, 8:30 – 4:30  
Flexibility & Mediating



**PRESENTER: Loretta M. Summers, SPHR** is President of The Summers Advisory Group, a firm specializing in Human Resources Training and Consulting. She holds a Sr. Professional in Human Resources (SPHR) certification, is a mediator and certified trainer of workplace conflict, and is a strategic partner with ProGroup Inc., an organization that provides innovative diversity solutions. Ms. Summers is also an adjunct consultant with Right Management Consultants, an adjunct professor at Baker University, Ottawa University, Avila University and Johnson County Community College; and a frequent presenter for the Center for Management and Professional Development.

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