

Course : Managing anger and dealing with other people's anger

Practical course - 2d - 14h00 - Ref. NER

Price : 1610 CHF E.T.

★★★★☆ 4,7 / 5

Everyone has to deal with anger from time to time, whether it's their own or that of others. Learning to manage it will help you to be more effective and efficient in your daily life. You'll be able to control and confront this emotion, developing your assertiveness and interpersonal skills.

Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Deciphering and taming anger
- ✓ Using positive communication to get out of emotionally tense situations
- ✓ Decode other people's reactions and the reasons for their anger to temper your own reaction
- ✓ Restoring a healthy collaborative dynamic after an outburst of anger

Intended audience

Anyone wishing to manage their anger or that of others

Prerequisites

No special knowledge required.

Practical details

Teaching methods

Theoretical input, self-diagnosis of the origins of anger, role-playing exercises on managing aggression, positive communication exercises.

Course schedule

PARTICIPANTS

Anyone wishing to manage their anger or that of others

PREREQUISITES

No special knowledge required.

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

1 Deciphering the mechanisms of anger

- Understand how the brain works and the influence of emotions.
- Analyze behavioral processes in the face of aggression.
- Understanding drivers to understand behavior.
- Develop a fair relationship with your anger: don't be afraid of it or suffer from it.

Exercise

Self-diagnosis of behavioral habits to define the origins of anger.

2 Managing anger and learning to control it

- Understand the causes of anger and aggression.
- Analyze the origins of your anger in relation to your fundamental needs.
- Identify and positively transform negative anger-related patterns.

Exercise

Personal analysis of how to feed your needs to manage your anger.

3 Self-esteem for calm, efficiency and performance

- Respect yourself and others: nurture your self-esteem.
- Neutralize the impact of negative thoughts.
- Develop positive verbalization and learn to talk about yourself.

Exercise

Study of self-representations and their consequences on our internal tensions. Self-presentation and definition of motivations.

4 Detect and channel rising anger in others

- Decipher your interlocutor's entry into anger through non-verbal communication.
- Identify the relational state of the aggressive interlocutor.
- Maintain positive relationships by respecting the aggressor's point of view.
- Practice positive reframing to keep control of the situation.

Role-playing

Based on films, analysis of the warning signs of aggression and anger. Practical exercises to contain it.

5 Assertive communication in tense situations

- Assert your opinions without force.
- Improve emotional control in the face of aggression.
- Develop a stable, confident posture through breathing.
- Formulate a clear refusal, resolve a disagreement or conflict.

Role-playing

Positive verbalization and contradiction management exercises. Presentation of action plan.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

REMOTE CLASS

2026 : 1 June, 14 Sep., 23 Nov.