



ANGER MANAGEMENT

IN THIS COURSE, YOU WILL:

- Be better able to recognize how anger affects your body, your minds and your behaviour.
- Be better able to use the five-step method to break old patterns and replace them with a model for assertive anger.
- Be better able to control your own emotions when faced with other peoples' anger
- Be better able to identify ways to help other people safely manage some of their repressed or expressed anger.

The co-worker who can productively confront his teammate about his negative attitude increases his team's chance of success as well as minimizes destructive conflicts. The customer service agent who can defuse the angry customer not only keeps her customer's loyalty but makes her own day less troublesome. This one-day workshop is to help give you and your organization that edge.

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