Handling Conflict and Managing Anger

Overview/Description
Do you ever allow unresolved anger to hurt an important relationship? Deal with chronically difficult people? Feel people take advantage of you? Most of us have learned that conflicts too often lead to anxiety, tension, blame and resentment. Unmanaged anger can harm personal and professional relationships, while skillfully handling conflict can actually promote cooperation. Conflicts can be resolved without temper tantrums or hurt feelings. Conflicts are inevitable, but destructive consequences are not.

Target Audience
Anyone wishing to improve their ability to manage anger and conflict

Expected Duration
45-60 minutes

Workshop Objectives
At the end of this workshop, you will be able to:

Identify the characteristics of anger
› Describe the causes of anger
› Identify negative and positive outcomes associated with anger
› Describe how to manage angry feelings

Identify your conflict management style
› Describe the five conflict resolution styles
› Describe the contexts for which each style is appropriate

Describe the most effective methods for handling conflict and managing anger
› Describe the importance of self-monitoring
› Describe the process of identifying motives
› Identify methods for communicating feelings appropriately