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## **Managing Service User Anger Training:**

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**SAFETY SOLUTIONS**  
TRAINING LIMITED

**Safety Solutions Training Limited**

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## Managing Service User Anger Training

### Course Background

Anger management is a term used to describe the skills required to recognise that we, or someone else, is becoming angry and to take the appropriate action to deal with such situations in a positive way.

We all feel angry from time to time, yet such feelings can lead us to say or do things that we later regret. Anger can reduce our inhibitions and make us act inappropriately. Sometimes, anger is not expressed externally but remains as internal rumination. Aggression, in contrast, refers to intentional behaviour that aims to harm another person. Often, it reflects a desire for dominance and control.

Research shows that about 90 percent of aggressive incidents are preceded by anger. However, only 10 percent of anger experiences are actually followed by aggression. People often want to act aggressively when angry but, fortunately, most do not actually take aggressive actions. Also, there is sometimes an impulse to engage in problem solving behaviours when angry.

### Purpose

This course aims to provide attendees with a host of skills and safe strategies to deal effectively with clients' experiencing anger and aggression. Attendees will recognise when it is safe to intervene with impromptu anger events, using appropriate distraction skills and calming strategies. The course is not designed for formal therapeutic process, but more to support the management of clients with anger issues.

### Training Delivery

Training is delivered in a relaxed, informal and flexible manner, with emphasis on the opportunity for questions and discussion. The learning process is very interactive and involves a variety of exercises designed to educate and motivate participants.

### Learning Objectives

- Identify the differences between anger and aggression
- Anger, a perfectly normal, usually healthy human emotion.  
  
Attendees will be invited to recognise and appreciate their own anger styles, reflecting on their specific coping and managing skills
- Recognise the various causes and possible triggers that can lead to anger and aggression
- Have an understanding of the various stages of a confrontational situation; addressing situations safely and appropriately
- Manage anger through nonverbal and verbal communication skills to avoid an escalation and offer emotional support
- Be able to offer post incident support or referral, to appropriate organisations



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### Course Content

- Open discussions in respect of anger and aggression
- Positive and negative aspects of anger
- Discussions concerning various causers and triggers that may lead to client anger and aggression
- Attendee reflection of their personal anger styles
- Recognising the physical and social consequences of anger and aggression
- Discussions concerning social learning theories (*internal and external influencing factors*) that help develop an individual in to the person they are!
- Discussions with regard to the various stages of a confrontational situation; methods for providing suitable, interventional support
- Discussions with regard to the use of various listening skills and providing empathy
- Discussions with regard to providing post incident support
- Case study activities

### Duration:

#### 1-day course

*Commence* 9:30am

*Finish:* 4.30pm

#### Number of participants:

6 – 12