



**Training & Assessment  
in Healthcare Ltd**

*Training and Professional Development*

## **Anger Management**

**This course is suitable for all staff. It aims to assist staff to understand and develop confidence in strategies and techniques in working with people who present with anger management difficulties and concerns.**

### **COURSE OBJECTIVES**

- To explore and define anger and to recognise triggers and flash points, cycles of behaviour and behavioural expressions of anger
- To develop staff confidence and support staff in their involvement with individual's who present with anger management difficulties
- To learn strategies and techniques for de-escalation and management of anger including advanced communication, goal setting, coaching styles and cognitive behaviour cycles
- To gain information in reactive and proactive responses
- To recognise the importance of risk assessment, tracing systems and lone worker support
- To be aware of the importance of professional documentation and procedures for escalation in relation to the positive management of anger

### **COURSE NOTES**

- This course can be delivered via zoom

<b>COURSE INFORMATION</b>	
<b>Duration:</b>	Half day
<b>Who should attend:</b>	Registered Nurses, All Care Workers, Managers/Seniors
<b>Certification:</b>	Certificate of Attendance
<b>Travel Charge:</b>	Dependent on Location

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