

Provider # 0005095

Course # 9627926

Certified for 2 CEU's
In Human Resources or Electives

Instructors:

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Anger Management



Upon Completion
Managers will have an
understanding of:

1. The 12 types of anger.
2. What causes anger.
3. Stress factors.
4. The most common factors that make people angry.
5. Facts versus myths.
6. The cost of inappropriate outbursts of anger.
7. Dealing with anger.
8. Different types of rage.
9. Their mental filters
10. Use of listening skills.
11. Employing a variety of strategies for remaining calm.

Overview

Anger Management was designed for all Community Association Managers and Board Members to understand that being angry can waste a lot of time and prevent people from achieving all that they can in the work place. Everyone occasionally gets angry and anger is a natural reaction to the things that happen: to you, around you, to someone you care for. Anger is a normal emotion unless the result of your anger is such that your reaction becomes uncontrollable, violent, or destructive. Out of control anger can lead to many psychological and emotional issues, as well as many difficulties with your career, important relationships, and friendships.

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