



SS246-3d: Anger Management & Emotional Self-Regulation

Training Description:

Anger is a natural human emotion, but when misunderstood or poorly managed, it can negatively impact decision-making, relationships, workplace performance, and overall well-being. This Anger Management training program provides participants with practical psychological insights, emotional regulation tools and behavioral techniques to understand, control, and constructively channel anger.

The workshop focuses on identifying personal triggers, recognizing early warning signs, managing physiological responses, improving communication during conflict and transforming anger into productive energy. Rather than suppressing emotions, participants learn how to respond thoughtfully instead of reacting impulsively. Through discussions, self-assessments, real-world scenarios, and guided exercises, participants develop greater emotional intelligence, resilience and self-control — critical skills for both professional and personal environments.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Understand the psychology and function of anger
- ✓ Identify personal anger triggers and behavioral patterns
- ✓ Recognize emotional and physiological warning signals
- ✓ Apply techniques to regulate emotional reactions
- ✓ Develop healthier cognitive and behavioral responses
- ✓ Communicate effectively during emotionally charged situations
- ✓ Manage conflict without escalation
- ✓ Build long-term emotional resilience and self-awareness

Training Designed for:

This training course is intended for Professionals experiencing stress, frustration, or workplace tension, Team leaders, supervisors, and managers handling conflicts, Customer-facing staff dealing with difficult interactions, Individuals seeking improved emotional control and Anyone wishing to enhance interpersonal effectiveness.

Training Requirement:

“Hands on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

UNDERSTANDING ANGER & SELF-AWARENESS

The first day establishes foundational understanding. Participants explore what anger truly is, why it occurs, and how it manifests.

- ❖ **The Nature of Anger**
 - Anger as a normal human emotion
 - Healthy vs. unhealthy anger
 - Myths and misconceptions about anger
- ❖ **The Psychology Behind Anger**
 - Emotional triggers and perception
 - Fight-or-flight response
 - The role of stress, fear and frustration
- ❖ **Personal Anger Patterns**
 - Identifying individual triggers
 - Behavioral reactions (aggressive, passive, suppressed)
 - Emotional awareness exercises
- ❖ **Recognizing Warning Signs**
 - Physiological signals (heart rate, tension, breathing)
 - Cognitive signals (negative thoughts, assumptions)
 - Emotional escalation stages
- ❖ **Learning Activities:**
 - Self-assessment exercises
 - Reflection activities
 - Trigger identification workshop

DAY TWO:

TECHNIQUES FOR EMOTIONAL REGULATION

Day two moves into practical control strategies. Participants learn how to interrupt automatic reactions and regain composure.

- ❖ **Managing Physiological Responses**
 - Breathing techniques
 - Relaxation and grounding methods
 - Stress-reduction strategies
- ❖ **Cognitive Restructuring**
 - Understanding thought-emotion connections
 - Challenging irrational beliefs
 - Reframing interpretations
- ❖ **Emotional Control Tools**
 - Pause and response technique
 - Impulse regulation
 - Emotional distancing strategies
- ❖ **Behavioral Response Strategies**
 - Choosing constructive reactions
 - De-escalation techniques
 - Managing frustration and irritation
- ❖ **Learning Activities:**
 - Guided regulation exercises
 - Scenario-based practice
 - Cognitive reframing activities

DAY THREE:

COMMUNICATION, CONFLICT & LONG-TERM CONTROL

The final day focuses on interpersonal effectiveness and sustainable anger management habits.

- ❖ **Communicating Under Pressure**
 - Assertive vs. aggressive communication
 - Expressing emotions constructively
 - Language patterns that reduce conflict
- ❖ **Conflict Management**
 - Understanding conflict dynamics
 - Preventing emotional escalation
 - Resolution strategies
- ❖ **Handling Difficult Situations**
 - Dealing with criticism
 - Managing workplace tension
 - Responding to provocation
- ❖ **Building Long-Term Emotional Resilience**
 - Developing self-awareness habits
 - Stress management and lifestyle factors
 - Personal anger management action plan
- ❖ **Learning Activities:**
- ❖ Role-plays and simulations
- ❖ Conflict resolution exercises
- ❖ Personal strategy development
- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
 - Interactive discussions
 - Psychological insight with practical application
 - Realistic workplace scenarios
 - Self-reflection and guided exercises
 - Behavioral skill practice
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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