

<b>Course Summary:</b>	Course will focus on Anger Management including the top 10 myths about anger, prevention, empathy, listening and problem solving. Content will include positive intent, restoring order, anger and conflict hints in supervision, dealing with people who are chronically angry, and violent situations.
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<b>Performance Objectives</b>	
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(A) Identify stages of anger and resolution. (B) Identify strategies in dealing with anger. (C) Identify problem solving techniques. (D) Identify ways to deal with chronically angry people.	

<b>Course Outline</b>				
Day	Time Begin (24 Hour)	Time End (24 Hour)	Subject or Topic	Instructional Methodology
1	0800	1000	Introduction and overview of course. Goals and discussion of anger and conflict. Top 10 myths about anger. Anger model, stages of anger and resolution. Prevention	Lecture Group Discussion Audio/Video Clip
1	1000	1200	Empathy and listening. Focusing on issues. Acknowledging mistakes. Keeping private. Problem solving. Crisis and de-escalation. Time outs. Threats.	Lecture Group Discussion Audio/Video Clip
1	1200	1300	Lunch	
1	1300	1500	Restoring order. Planning for the future. Avoiding grudges, setting goals, decreasing harmful conditions, further avoidance of problems. Anger and conflict hints in supervision. Dealing with people who are chronically angry.	Lecture Group Discussion Audio/Video Clip
1	1500	1700	Violent situations. Difficult people, general considerations, and styles related to anger. Summary, feedback, and evaluations.	Lecture Group Discussion Audio/Video Clip