CONCEPT

Anger Management and Emotional Self-Control at Work

11 – 15 October 2027
Amsterdam - Zuidas business district hotel



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Introduction:

Anger management and emotional self-control matter at work because a single outburst in a meeting, a sharp email or a slammed door can undo months of trust, trigger grievances and push good colleagues to leave. Most people are never shown how their own temper builds or how to redirect it before it spills over. This Core Concept course gives employees, supervisors and team leads a non-clinical, practical method to read their own anger cues, cool hot thoughts, express frustration assertively and repair working relationships. Each participant leaves with a Personal Anger Management and Self-Control Plan.

Course Objectives:

- Identify personal anger triggers and the bodily, thought and behaviour cues that signal rising temper at work
- Explain the anger cycle and the arousal effect on judgement in plain terms and locate where an intervention works best
- Apply relaxation, time-out and body-awareness techniques to lower arousal before responding to a provocation
- Challenge and rewrite hot thoughts using cognitive restructuring so that minor frustrations stop escalating
- Express disagreement, criticism and frustration assertively in person, in meetings and in writing without hostility
- Repair a working relationship after an outburst and produce a Personal Anger Management and Self-Control Plan

Target Audience:

- Employees whose roles involve tight deadlines, shared resources or frequent interruptions that spark frustration
- First-line supervisors who must keep their own temper while correcting mistakes and allocating work
- Team leads who chair meetings, handle disagreements between colleagues and set the emotional tone of a group
- Technical and professional specialists who receive critical feedback on their work and want to respond calmly
- Administrative and coordination staff who juggle competing requests from several internal customers

Course Outline:

Day 1: Understanding Anger at Work: Triggers, Costs and Personal Baseline

- Anger, Irritation and Hostility: Working Definitions and the Constructive Versus Destructive Anger Distinction
- Workplace Anger Costs Map: Damaged Trust, Grievances, Errors and Staff Turnover
- Personal Anger Trigger Inventory: People, Situations, Injustice and Blocked Goals
- Anger Cue Diary: Bodily, Thought and Behaviour Signals Recorded Over a Working Week
- Temper Baseline Self-Assessment: Frequency, Intensity, Duration and Expression Style

Day 2: How Anger Builds: The Anger Cycle, Arousal and Thinking Patterns

- Anger Cycle Model Across Cognitive, Somatic-Affective and Behavioural Modalities
- Physiological Arousal and Impulse Control: Why Judgement Narrows When Temper Peaks
- Hot Thought Patterns: Blaming, Mind-Reading, Should Statements and Catastrophising
- Venting Myth Review: Why Catharsis Tends to Increase Rather Than Release Anger
- Intervention Point Mapping: Where to Break the Cycle Before, During and After a Flare-Up

Day 3: Cooling Skills: Relaxation, Cognitive Restructuring and Assertive Expression

- Arousal Reduction Toolkit: Slow Breathing, Muscle Release and Structured Time-Out Rules
- Body-Awareness Grounding: Soles of the Feet Practice and Sensation Labelling
- Cognitive Restructuring Worksheet: Evidence Testing and Balanced Replacement Thoughts
- Passive, Assertive and Aggressive Styles Comparison with Workplace Examples
- Assertive Expression Formula: I-Statements, Specific Requests and Respectful Tone

Day 4: Hard Cases: Provocation, Criticism, Pressure, Meetings and Email

- Responding to Provocation and Personal Remarks: Fogging and Broken Record Techniques
- Receiving Unfair Criticism Without Counter-Attack: Pause, Clarify and Respond Sequence
- Deadline Pressure and Competing Priorities: Frustration Triggers and Request Negotiation
- Anger in Team Meetings: Interruptions, Credit-Taking and Public Disagreement Scenarios
- Email and Chat Flashpoints: Draft-Delay Rule, Tone Check and Rewriting a Heated Message

Day 5: Provocation Role-Plays and the Personal Self-Control Plan

- Graded Provocation Role-Plays with Observer Cue Scoring and Feedback
- Relationship Repair Conversation: Acknowledgement, Apology Wording and Rebuilding Steps
- Anger Relapse Scenarios: Recognising Slip Patterns and Recovery Actions
- Personal Anger Management and Self-Control Plan Drafting: Triggers, Cues and Chosen Responses
- Accountability Partner Review and Four-Week Temper Tracking Log Set-Up

Skills You Will Gain:

- Anger Cue Recognition
- Trigger Analysis
- Arousal Reduction
- Hot Thought Restructuring
- Assertive Expression
- Composure Under Criticism
- Written Tone Control
- Relationship Repair

Why Attend This Course:

- Leave with a Personal Anger Management and Self-Control Plan built on your own triggers, cues and chosen responses
- Rehearse keeping your temper under realistic provocation, criticism and meeting scenarios with observer feedback
- Have ready wording for assertive requests, calm replies to unfair remarks and apologies after a lapse
- Compare workplace flashpoints and cooling strategies with peers from operations, finance, healthcare, engineering and public service

Conclusion:

Anger at work is normal; what matters is noticing it early and choosing the response. The course moves from identifying personal triggers and the costs of lost temper, through the anger cycle, arousal and hot thought patterns, to relaxation, restructuring and assertive expression, and then to provocation, unfair criticism, deadline pressure, meetings and email. The final day rehearses graded role-plays and relationship repair, and produces a Personal Anger Management and Self-Control Plan with a tracking log for the weeks after the course.