

Course Overview:

If you or your staff has to deal with people who don't get what they want, you will know how they can soon show their anger and become aggressive. Not getting what they want or simply having to wait are just two reasons why people change from being calm to aggression.

In this course we will show you how:

- Handling anger, violence and aggression in the workplace is easier when you know what to do. Our course will provide you with the knowledge and skills to deal with these situations
- He is helping the companies to train staff how to effectively deal with anger, aggression and violence in the workplace.
- Dealing with angry people is not easy, but knowing what to do and say can save injury and improve customer relations.
- “If you can be patient in one moment of anger you will escape 100 days of sorrow.” Chinese proverb.

Course Objective:

- Identify and understand the building blocks of talent management.
- Learn how to set up a talent management system.
- Understand the linkages that exist between organization excellence and effective people management.
- Learn how to identify, keep, develop and promote your organization's best people.
- Diagnosis, Solve problems and implement solutions creatively.
- Define problems clearly and set unambiguous standards for solutions
- Identify underlying causes for problems

Course Outline:

- Managing stress
- How does stress affect you ?
- Defining anger
- Managing anger
- The anger process
- Learning to relax
- How to manage self-generated stress
- How anger affects your perceptions
- Tools for communicating better
- Measures exposure to the pressures of work.
- Symptoms of the pressures of work
- Creative problem solving
- Understanding types of information
- Problem-solving model
- Problem analysis
- Developing possible solutions
- Problem-solving tools

Training Language:

EN / AR

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation

Who Should Attend:

All staff liable to be in contact with difficult or aggressive people.