

Anger Management for Organisations

Private Sector	Public Sector	NGO's
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Anyone in your workplace who, at some stage, does not control their anger or express their emotions appropriately to another will become a liability to the organisation.

- Internally this can be between colleagues, departments and branches.
- Externally this can involve your customers, as well as your suppliers.

What are the costs to the organisation?

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| <ul style="list-style-type: none"> • Loss of staff • Low productivity • Stress • Ill health • Lost revenue • Increased overheads • Reduced profitability • Competitor advantage • Disciplinary hearings • Retrenchment | <ul style="list-style-type: none"> • Poor morale • Absenteeism • Lost customers • Court cases, legal fees and compensation • Bad reputation • Theft • Retaliation • Decay and sabotage • Re-Recruitment |
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In an organisation, feelings of resentment, discontent and frustration are all precursors to the powerful emotion of anger. If these are not dealt with and managed by the individual, unacceptable behaviours and attitudes will surface which will ultimately be detrimental to the organisation. A stressful working environment or situations of organisational change will exacerbate the problem.

Powerful and proven anger management techniques are for the first time now available through The Anger & Stress Management Centre of SA. Based on the very latest methodologies from the USA and the UK, the Centre is able to deliver programmes for your staff. We provide support to those individuals who clearly are in need of anger management, but more importantly we offer powerful programmes that serve as a *preventative* measure for other staff as part of their ongoing training. This is particularly important for management and those dealing with customers and the public, where tempers can erupt.

There is a lot of change taking place within organisations in South Africa and with it comes a lot of stress, worry, insecurity and anger. These emotions need to be managed and our anger management programme can help.

There are a lot of unhealthy cross-overs of anger and emotion to and from the place of work. The emotional impact of situations which are stressors such as financial difficulties, divorce, relocation, health problems, problematic children, relationship breakdown, drugs and drink issues can be brought into the workplace and impact severely on others. Similarly, work issues can be brought into the home and be off-loaded on the family, the pets and strangers leading to a breakdown of the family structure, separation, stress, ill health, domestic violence, road rage, other rage and even suicide.

Typical scenarios where anger or stress management helps:

- Conflict in the workplace
- Contact with customers
- Frustration over various things like emails, internet surfing, delays and commuting.
- Dealing with the general public
- Changes within the organisation making high energy demands on employees
- Organisational bullying
- Feelings of resentment towards unreasonable demands
- Where the demands of your working environment impinge on your home life
- Where you feel unsupported or not recognised
- Where you experience rudeness
- Corporate re-engineering or restructuring scenarios leading to repositioning of job accountability, responsibilities and status
- Increasing technological and industry specific changes, legal compliance and educational (skill) demands
- Mergers and acquisition issues
- Social transformational dynamics and issues that impact such as BEE and gender dynamics
- Increasing customer demands
- Performance pressures to continually advance upwards, cut costs and increase the bottom line
- Individuals shifting blame and responsibility
- Cultural and diversity acceptance
- Racism
- Competitiveness
- Sales Persons
- Call centres
- Customer service
- Arguments, fall outs, bickering, frustration, annoyance or irritation
- A difficult individual
- Aggressive individuals – shouting, swearing or throwing things
- Inappropriate behaviour – passive aggressive like moodiness, silence, walking out, absenteeism, attitude, non-co-operation, long-face or being irresponsible.
- Excessive or unreasonable demands placed on an individual
- Communication breakdown and bureaucracy
- Getting into trouble
- Making mistakes or becoming accident-prone

- Addictive behaviour e.g. drugs, alcohol
- Tensions between colleagues and others
- Different rages
- Poor health
- Stress

Benefits of attending our anger management programme:

- Manage anger and other emotions appropriately and constructively
- Greater efficiencies
- Manage conflict
- Become more assertive and confident
- Improved communication
- Become more accepting of changes in the organisation
- Offer enhanced customer service
- Manage difficult customers
- Manage difficult colleagues
- Reduction in stress
- Higher levels of emotional intelligence
- Reduction in passive aggressive behaviour
- Become more tolerant and understanding
- Get on better with people in your life
- Dealing better with organisational changes (job change, job conflict, vulnerability, insecurity)
- Enhanced ability to deal with adversity
- Better self-management skills
- Being pleasant when other aren't
- Feel happier and more content
- Enjoy better health and feel less stressed
- Have more job satisfaction
- Learn to think more rationally
- Learn not to take things so personally
- Become more creative and have more energy
- Improve relationships between partners and work colleagues
- Prevent yourself doing things you may later regret such as being demoted or fired.

The Programmes we offer:

ALL OUR PROGRAMMES CAN BE TAILOURED TO MEET YOUR EXACTING REQUIREMENTS IN TERMS OF CONTENT, DURATION AND VENUE.

Anger Management Seminars

These are designed to provide the basics of anger management by giving more insight into anger and offering some practical tools to individuals.

Stress Mangement Seminars

These are designed to provide the basics of stress management by giving more insight into stress and stressors as well as offering some practical tools to individuals.

Anger & Stress Management Seminars

A combination that examines the dynamic relationship of anger and stress and then offers a number of practical tools to manage both.

Anger Management Workshop

A longer duration, experiential workshop to explore anger and conflict, deal with issues, clear conflicts and manage anger and other emotions in a positive and appropriate manner.

Personnel Audit

We usually conduct a personnel audit in advance of an anger management workshop. This helps us understand in advance what the different issues are, where there are conflicts and what the individuals aspirations are. In this way we get to adequately deal with all the real issues and concerns of the different individuals when in the workshop.

Stress Management Workshop

A longer duration, experiential workshop to explore stress, stressors and learn about stress management in the workplace. Very practical, this includes stress tests and dozens of proven methods to reduce stress and prevent ill health.

Managing Difficult Customers over the phone and/or in person

A workshop intended for those who have to deal with difficult customers over the phone and in person. This has been very popular with PA's, secretaries, administration staff, customer care staff, staff responsible for service or maintenance and those in restaurants, hotels, airlines, finance, motor industry and banking.

Private Anger Management Counselling Sessions

A one to one programme designed to confidentially support an individual who is in need of anger management. We will endeavour to identify the source of the problem, sort out their issues and provide them with a better understanding of anger and emotions as well as all the tools of anger management.

Private Stress Management Counselling Sessions

A one to one programme designed to confidentially support an individual who is in need of stress management. We will endeavour to identify the source of the stress, sort out their issues and provide them with a better understanding of stress, how to achieve good physical, mental and emotional well-being as well as to learn about the tools of stress management. A stress test will be included.

Stress Packages to the Cape

We also have a number of break-away stress packages down in the Cape which combines the private stress management programme with some de-stressing activities such as time in a health spa. Please enquire about these or consult our website www.anger.co.za.

ALL PARTICIPANTS ON OUR PROGRAMMES WILL BE PROVIDED WITH A
CERTIFICATE OF ATTENDANCE

Some of the topics covered include:

- What anger is all about.
- Anger and the impact of the other emotions.
- Do's and don'ts when angry.
- What anger is not, even though we think it is.
- The 4 styles of anger.
- The 8 sources of anger.
- Differences in values, beliefs and perceptions.
- Identifying and managing angry triggers.
- Formulating an anger barometer based on our emotional cycle.
- Old brain and new brain reasoning.
- Calming down strategies.
- Recognising historic and present tense anger.
- Choice, control and power.
- The 12 practical tools of anger management.
- Thinking and self-control.
- Anger and stress.
- Assertiveness
- Using anger positively in your life

Some statistics to ponder:

- 65% of office workers have experienced office rage
- 45% of staff regularly lose their temper at work
- 53% of people have been the victims of bullying at work
- 65% of people are likely to express their anger over the phone and 26% in writing
- 80% of drivers have been involved in a road rage incident with 1 in 4 of drivers admitting some form of road rage

The Anger Spectrum

The anger spectrum is broad and ranges from those who feel frustrated, annoyed, irritated, angry, disappointed, aggravated, intolerant, resentful, jealous, temperamental and stressed, to those who bottle up their emotions, act passive aggressively, take anger home with them or bring it into the office or become ill.

From passive aggressive behaviour which leads to sabotage, low productivity, disloyalty through to overt aggressive, bullying, abusive behaviour damaging internal and external relationships between colleagues and customers, this can become a costly business in lost turnover, profit, staff, customers and reputation.

Anger management is about tackling the issues and providing practical tools for individuals to use 24/7 in order to prevent costly and time-wasting problems.

Most individuals will benefit from Anger Management. It is not something that is only prescribed for violent, raging individuals or those on a final warning, but for anyone on the anger spectrum from the level of director and below.

Who are these programmes for?

Essentially everyone!

- Directors, Partners, Proprietors
- HR personnel
- Managers
- Team Leaders
- Administration
- Sales People
- Customer service
- Help lines
- Front desk and help desks
- Reception
- Debt collectors
- Tellers
- Housekeeping
- Security
- Sports teams and sports management
- Hotel and Leisure staff
- Restaurant and bar staff
- Field-based employees
- Office-based employees
- Departmental staff
- Staff that deal with the public
- Staff on the road
- Staff on site
- Consultants
- Professionals
- Shop-floor staff – assistants, cashiers, advisors

Industries

- Provincial government
- Local government
- Manufacturing
- Hotels
- Leisure and Entertainment (cinemas, theatre, casinos, clubs)
- Retail
- Restaurants and Fast food
- Security and law enforcement
- Trainers
- Military
- Real Estate
- Sports and recreation
- Car Hire and Vehicle sales
- Legal services
- Medical services
- Financial services
- Travel services
- Public transport
- TV and film industry
- Construction, mining and trades
- Supermarkets
- Utilities (water, cleaning, electricity, phone)
- IT and computing
- Project Management
- Emergency services (police, ambulance, fire)
- Education and training
- Accounting
- Advertising, Marketing and PR
- Arts
- Media
- Telecommunications
- Banking
- Pharmaceuticals
- Hospitality and tourism
- Installation, maintenance and repairs
- Insurance

BIOGRAPHY

Shelton Kartun, B.Sc (Hons) DMS M.ASC M.BAAM is the principal director, consultant, trainer and facilitator of the Anger and Stress Management Centre, based in Cape Town.

Shelton has a medical background and has undergone extensive training to specialise in anger and stress management consulting and counselling using the latest methodologies.

He co-founded the British Association and established the Anger and Stress Management Centre of SA, returning to SA after 20 years in London.

Shelton is affiliated to the British Association of Anger Management and the Association of Stress Consultants.

Aristotle's Challenge sums up what we are aiming to achieve:

Anyone can become angry - that is easy. But to be angry with the right person, to the right degree, at the right time, for the right purpose, and in the right way - this is not easy.

CONTACT INFORMATION

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