

Managing Anger and Violence in the Workplace

Violence of any sort has many roots. 99% of the time, there are warning signs of workplace violence. That is why this three day workshop will take a comprehensive look at workplace violence: how to prevent it on an individual and an organizational level, and how to respond to it if it does occur.

How You Will Benefit:

- Understand what workplace violence is
- Be able to identify some warning signs of violence
- Understand the cycle of anger
- Understand Albert Bandura's behavior wheel and how it applies to anger
- Develop a seven-step process for managing your anger and others' anger
- Have better communication and problem solving skills, which will reduce frustration and anger
- Develop some other ways of managing anger, including coping thoughts and relaxation techniques
- Be familiar with the nine components of an organizational approach to managing anger, including risk assessment processes
- Know what to do if a violent incident occurs in the workplace, on both an individual and organizational level

What You Will Cover:

- ▶ Albert Bandura's behavior wheel
- ▶ Warning signs of violence
- ▶ McClure's seven step anger management process
- ▶ Communication skills
- ▶ Problem solving tools
- ▶ Stress management techniques
- ▶ Norman Keith's nine components of a violence prevention program
- ▶ Turner's fourteen stages of threat response
- ▶ Developing a risk assessment program
- ▶ Incident response checklist

June 23-25, 2010
Luther Plaza, 1st Floor
Nyerere Road

Kshs. 18,500/- Plus VAT per person
8:30am – 4:30pm

What's Included?

- Instruction by an expert facilitator
- Small interactive classes
- Specialized manual and course materials
- Personalized certificate of completion

Luther Plaza, 1st Floor
Nyerere Road
Off Uhuru Highway and University Way
Round About
Tel: 0208098234
Tel: 0208098227

Pre-Registration Form: Workplace Violence for HR

Yes Enroll me now

Participant Name *(Please Print)*

Position

Immediate Supervisor

Organization

Organization Address

ZIP _____ Telephone # _____

Fax _____ E-Mail _____