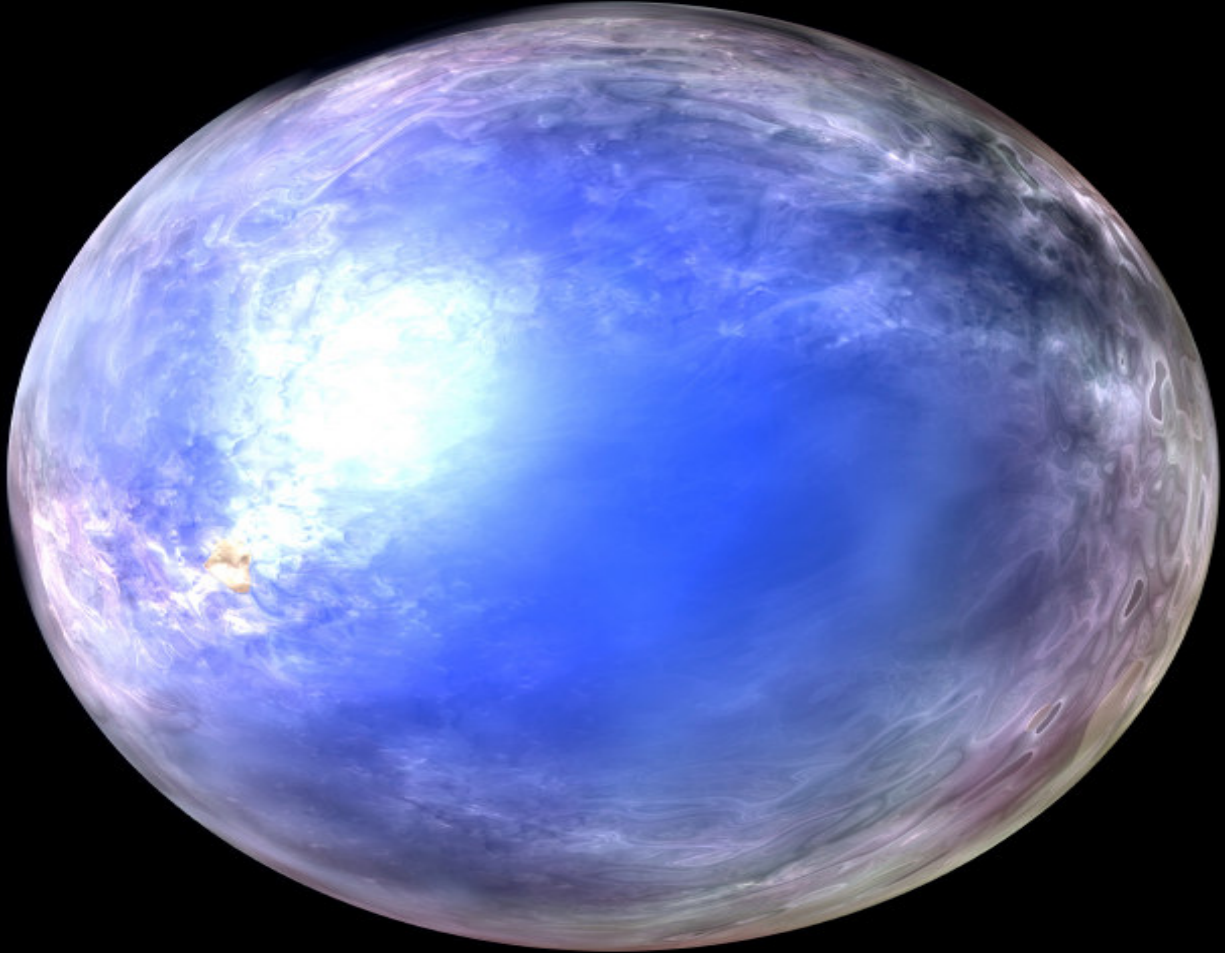


**ANGERPLANET.CO.UK**



**WORKPLACE CONFLICT RESOLUTION  
ANGER MANAGEMENT**

**A comprehensive training for your employees.....**

**PO BOX 6328  
LONDON N2 0UN  
00 44 208 444 9841**

**[info@angerplanet.co.uk](mailto:info@angerplanet.co.uk)  
[www.angerplanet.co.uk](http://www.angerplanet.co.uk)**

# CONFLICT CAUSING PROBLEMS IN YOUR ORGANISATION?

## OUR CONFLICT RESOLUTION PROGRAMME CAN HELP

- \* **REDUCE ABSENTEEISM**  
50% of absenteeism is nothing to do with physical health (IHC research)
- \* **REDUCE COSTS**  
£11.5 billion PA paid in absentee wages and compensating overtime
- \* **REDUCE COSTS**  
Employee sickness– average £476 each pa (CBI)
- \* **REDUCE WORKPLACE STRESS**  
Up to 8 days a year per employee lost due to stress-related illness (CBI)
- \* **REDUCE BULLYING**  
47% employees have been bullied (Umist figures)
- \* **MORE** contented employees can mean higher standards and better decisions - 23% of staff feel extreme anger at work



CONFLICT is endemic in many organisations. It is often unrecognised and unresolved. It occurs between individuals and between departments.

CONFLICT can be driven by anger, shame and hurt. These feelings are played out by individuals in the workplace. Often the structure of the organisation fosters conflict and offers no mechanism for resolution.

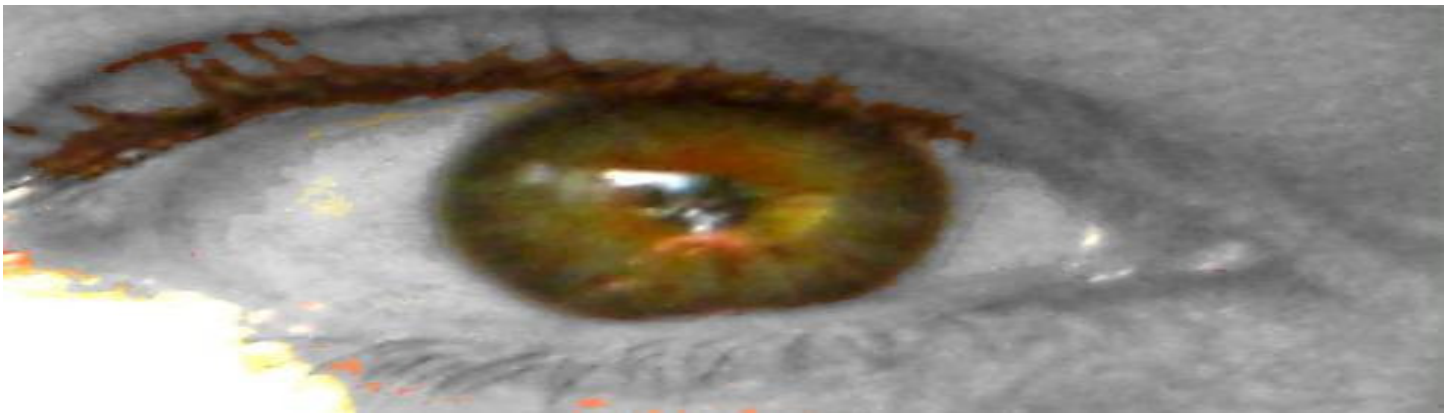
UNCHECKED, conflict and anger has direct consequences for organizations and individuals – costs, sickness, absence, stress, bullying, bad decisions.

# WHY IS OUR PROGRAMME DIFFERENT?

## WE FOCUS ON INDIVIDUALS

**1. Individuals who bring their conflicts to work.** They take criticism personally, compete unhealthily, bully and are bullied. They play out their personal issues with their colleagues and subordinates, allowing them to impact on decision making.

**2. Individuals who avoid and deny workplace conflict.** They are in fear of conflict, may be subject to bullying, lacking the skills for dealing with conflict positively. They are stressed by conflict and avoid it through absence, grudge-based behaviour, bad decision-making and sabotage.



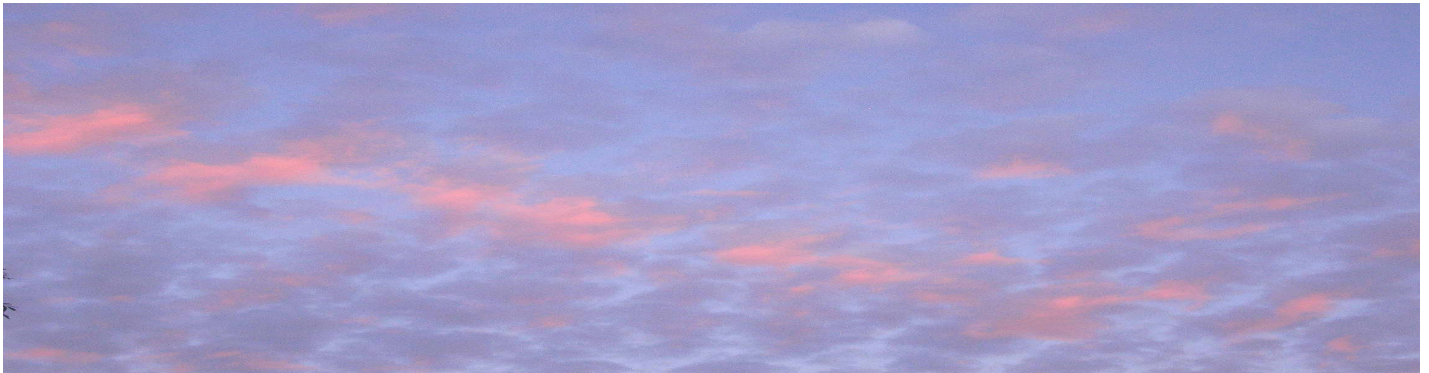
*"We can offer Conflict Resolution in groups and Anger Management sessions one on one"*

Wherever conflict is unresolved there will be noticeable effects on individual performance and the overall health of the organisation.

- \* Learn to identify and manage angry behaviour in the workplace.
- \* Uncover the hidden power structures and relationships within your workplace that cause conflict.
- \* Learn to value different opinions and not take things personally.
- \* Learn to express assertively and clearly. Make more objective decisions.

# TYPICAL PROGRAMME STRUCTURE

1. IMMEDIATE measures to identify and manage inappropriate behaviour  
New skills and understandings. What is conflict? What is anger? How anger, fear and shame drive conflicted behaviour. Start managing destructive temper outbursts. Costs of conflict .
2. CAUSES of conflict. How organizational structures can foster conflict. Conflict outcomes. Types of conflict. Coping strategies (anger styles). Distorted thinking. Passive/aggressive behaviour.
3. BENEFITS of conflict (growth, creativity, mutual understanding). Power dynamics. Conflict resolution strategies and processes.
4. INDIVIDUAL issues explored through one on one AM sessions



*"You will learn new skills in the very first session. You will start practicing them right away".*

## **SOME OF THE TOOLS**

- \* "Angry Day" - much conflict is predictable and avoidable
- \* "Cycle of Conflict" – how conflict is generated from negative beliefs and opinions
- \* The "Clearing Process" – how to express anger in an "adult way", separate facts from opinions, ask for what you want
- \* "Me and my Shadow" – how I see myself and how I think others see me

# WORKPLACE CONFLICT RESOLUTION

## SOME OF THE RULES

Don't take things personally

Listen

Ask for what you want

STOP, think, look at the big picture

It is OK to have a different opinion



*"Take back your power and find self-respect. Don't be hijacked by your feelings"*

Don't confuse facts and opinions

Emotional honesty - Is this about You? Me? Us?

Conflict can be an opportunity

There is enough power in the universe for everybody

# PROGRAMMES

## OUR PROGRAMME CAN BE OFFERED IN A PACKAGE TO SUIT YOU

- \* **One day** introductory seminar for organisations. This covers the basics of Conflict Resolution and gives a taste of the full programme
- \* **2 day** residential programme UK – major learnings and experiences
- \* **5 day** residential programme in a beautiful converted farm in the Pyrenees near Barcelona. Opportunity to get to grips experientially with all the issues
- \* **Individual** Anger Management sessions

*The programmes are based on large and small group work through a series of presentations, participative exercises and discussions*

**GROUP** attendance fosters a strong sense of mutual support and togetherness which can transform the workplace environment. Individuals will learn to make decisions through dialogue rather than through conflict. They will learn not to personalize differences in opinion.

**INDIVIDUAL** Anger Management sessions are a valuable add-on to the programme, for participants that have identified issues they need to explore further in confidence. They are also a powerful way to provide ongoing reinforcement of the material covered in the groups.



*“A Workplace Conflict Resolution programme can transform the culture of an organisation, improve staff retention AND save money”*

# ABOUT ANGER MANAGEMENT

## WHAT IS ANGER?

Anger is A FEELING. Humans routinely feel anger, sadness, hurt, happiness and fear. This capacity gives us our humanity yet many clients come to us believing that anger is a “bad” thing. They are ashamed and beat themselves up for feeling angry. The real problem is not feeling anger but angry behaviour. Identifying this simple truth can be a huge relief because behaviour – however habitual - can be changed.

Angry behaviour is addictive. Anger Management involves “retraining the brain”, breaking the addiction with a new set of skills and understandings.



*"Anger is addictive, we can help break the habit"*

Anger Management skills underly much of Conflict Resolution training. AM can be revelatory and life-transforming. Some elements of the training are informed by CBT and NLP concepts eg negative core beliefs, visualizations. Individuals will be better able to deal with trauma, to understand why relationships may be breaking down and develop strategies to save them.

They will find the power to transform attitudes and behaviour. They will learn to make new choices, rather than explode, sabotage or run away. They will learn not to be “hijacked” by anger – it can be positive.

# ONE TO ONE ANGER MANAGEMENT SESSIONS FOR YOUR STAFF

## IF THIS APPLIES TO YOU...

Stress, anger and conflict rule life and work

You are hurting yourself and those around you

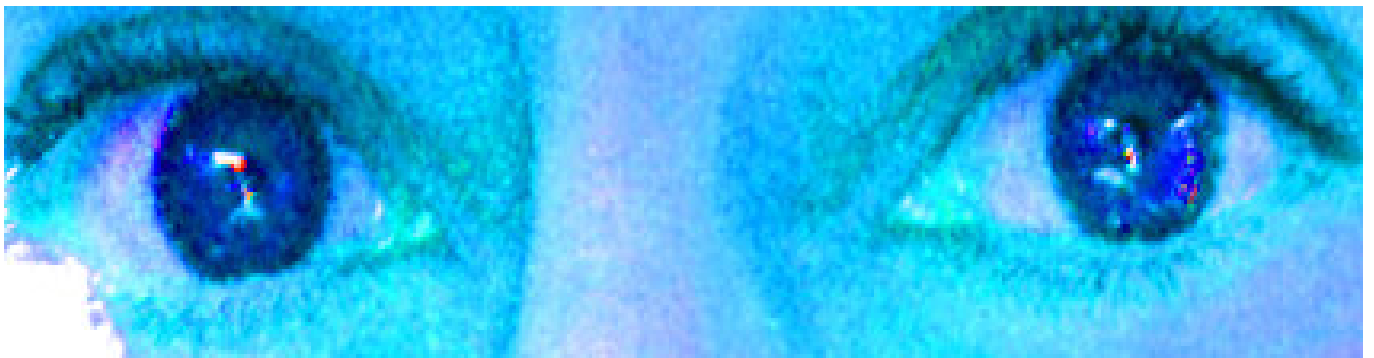
You regularly lose your temper and then regret it

You suffer from constant angry thoughts

You unable to ask for what you want

You suffer from road rage

You secretly attack and obstruct others



## INDIVIDUAL BENEFITS FROM THE PROGRAMME

Stop hurting yourself and others

Stop the endless angry thoughts

Stop road rage

Start to be assertive, stop feeling so stressed and out of control

Start to respect yourself, feel happier and more at ease



# ABOUT ANGER PLANET

Previously known as the Parliament Management Consultancy.

Our lead consultant is **DAVID WOOLFSON**. David appears regularly with **Anna Raeburn** on **LBC Radio**, on the **Nick Ferrari Show** (on road rage) and on the **BBC** advising on Anger Management and Conflict Resolution.

David was trained by and is an associate of the British Association of Anger Management (BAAM). He has an MBA (University of Westminster 1991) and a BA HONS (Leeds University 1978).

David has worked as a consultant for many blue chip companies at the highest level and has helped individuals from all walks of life. He has worked with many executives and has run management courses. Most recently (2004/5) the BA 2nd Year at the London Metropolitan University.

David was a founder and Board member of the International Managers Forum in 1992 (now MMF) and has represented them at the House of Commons and internationally. He also has had significant prior experience of residential social work, counseling and key work. He was for many years a board member of the Alone In London Service homelessness charity (ALS).



*"Learn to communicate what you want assertively"*