

ANGER MANAGEMENT AT THE WORKPLACE

Introduction

Anger is a fundamental human emotion, common to everyone's experience. It stems from our instinct for self-preservation and is both physiological and cognitive in nature. Many things can stimulate anger, and virtually all of us feel and express this emotion at some time in the different areas of our lives.

The typical workplace is particularly conducive to anger. Here we find complex relationships, chronic pressure, high stakes and many factors beyond our control. These generate frustration, conflict and anxiety – common causes of anger. We are all familiar with high profile cases of workplace violence, and surely a burning issue for managers is figuring out how to prevent extreme outbursts that may result in injury or worse. But the more comprehensive task for managers and business leaders is to understand anger and learn how to handle it in all its workplace manifestations.

The Key to Anger Management.

When we think about managing anger, we tend to think about controlling people who "over-express" their anger by behaving aggressively. However, an equally important problem is the "under-expression" of anger when for one reason or another, people do not show their anger. Both over- and under- expression lead to significant costs for individuals, teams and organisations, and both must be dealt with effectively. The key to managing anger, then, is creating conditions in which anger can be expressed appropriately and productively. This key reflects the underlying assumption for our 1-Day programme: that while anger can produce very damaging results, it is not necessarily a negative emotion. Indeed, anger can be a source of important data that should be recognised, processed and acted upon. When effectively managed, anger can produce many positive results.

For every minute you are angry, you will lose 60 seconds of happiness – *Ralph Waldo Emerson*

When anger rises, think of the consequences – *Confucius*

Workshop Leader



Dr. Allen Teh is the founder and Chief Executive Officer For the Centre for Customer Care (CCC) Malaysia. He has conducted extensive worldwide research on customer service as well as on customer behaviour related to business. His latest research was on Emotional Intelligence (EQ) and how that impacts business profitability through employees' work performance.

Dr. Allen Teh has more than 28 years of work experience in service operations as well as Human Resource Management, Management Consultancy and Training. He is an experienced Customer Service Consultant. Human Resource Consultant. Human Resource Professional as well as Executive Search Consultant. He has held senior managerial positions in diverse industries namely food and beverage. entertainment, manufacturing, property development and construction. insurance. oil-palm plantations and biotechnology.

As a trainer and consultant, Dr. Allen Teh has trained for banks, governmental bodies, healthcare organisations, insurance companies, security firms, travel and tour agencies, vacation clubs, direct selling, property development, fast-food restaurants as well as call centres.

Driven by an intense passion in customer service excellence and being a firm believer that customer service makes all the difference in business, Dr. Allen Teh is actively promoting and propagating this passion for customer service excellence in Malaysia and regionally. He welcomes everyone and anyone to join his crusade.

Dr. Allen Teh holds a Doctorate Degree in Business Administration from Southern Cross University, Australia and MBA from the University of Dubuque. Iowa. USA

Who should attend:

- All frontline staff
- Snr Managers, Managers and Supervisors
- Trainers & Consultants

Centre for Customer Care (CCC) Malaysia

(A one-stop centre dedicated to the achievement of customer service excellence)
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Master Consultant for:



Anger in the Workplace

- o What is anger?
- o Anger at the workplace
 - Complex relationships
 - People under pressure
 - High stakes
 - Lack of control
- o Facing the challenge of anger in the workplace

The Costs of Anger in the Workplace

- o Impact on the angry person
- o Impact on the work group and organisation

Benefits of Anger in the Workplace

- o The positive side of anger

Diagnosing Anger

- o The over- and under-expression of anger
- o When anger becomes aggression
- o 3 common syndromes
 - cascading anger
 - the angry star
 - the culture of undue politeness

Focus on the Source

- o Causes of anger in the workplace
 - anger at the system
 - perceived inequity
 - blocked goals
 - divergent values
 - unequal power relations
- o Management Tool: Clarifying the source of anger

Dealing With Your Own Anger

- o 6 Steps process for managing your anger

Taming Emotions in the Workplace

- o Taming emotions with your boss
- o Taming emotions with your co-workers
- o Taming emotions with your customers
 - 3 types of angry customers
 - Techniques to manage angry customers

Introduction To EFT

We all suffer from challenging situations that cause stress, distress, unhappiness, anxiety and often times, hopelessness. It is never easy to think straight when this happens. Most books require you to read lengthy chapters just to figure out strategies, which you would realize after completing them that you actually knew them in the first place. EFT, on the other hand, when applied provides you new insights about yourself, helps you cope with issues and heal many of your emotional wounds.

Research suggests that psychotherapy averages about 30% success in helping people deal with emotional issues. EFT has about a 70-80% success rate and I have experienced working with people with a much higher success than 70-80%.

What Is Emotional Freedom Technique (EFT)?

The philosophy underpinning EFT is that "the cause of all negative emotions is a disruption in the body's energy system". EFT is an emotional form of acupuncture except that we don't use needles and we can do it by ourselves anytime, any place. It centres on the profound effects of the body's subtle energies. We tap with the fingertips to stimulate a certain sequence of meridian energy points while the client is "tuned in" to the problem. What we mean here is that the client is focused on the issue without having to tell the whole story. There are many ways of accessing the "story" but it is meant to be safe for the client and least painful.

The subtle energies that circulate throughout the body have been largely ignored (until recently) by western scientists. It has been regarded as Eastern theory for a long time and acupuncture had been frowned up till recently (just a reminder, there is no puncturing of any sort with EFT). As a result, our use of them for emotional and spiritual healing has been sparse at best. With EFT, however, we consider these subtle energies to be the primary cause of emotional upsets. Tapping them causes them to start circulating freely, as it should while the client is breathing and in touch with the problem. Though it is a paradigm shift for most if not all of us, we invite you to try it out before talking further about the phenomenal results it has achieved. For some evidence of the case histories the amount of work done in this area.

Physical And Physiological

EFT often provides relief for a very wide range of physical symptoms. We have used it for common colds, asthma, migraine, vomiting, eczema, snoring, etc and they have worked tremendously well. My advice, which also has been given by the most experienced, is to try it on whatever you face, as it has not been known to have limitations to its effect. This, too, is abundantly clear in the case histories, which provide unmistakable evidence of the link between our physical ailments and our emotional issues.

EMOTION FREEDOM TECHNIQUE (EFT)

1. Introduction to EFT
2. The benefits for EFT to our personal wellbeing, work and family relationships
3. A simple self-reflection exercise
4. The Basic Recipe: The Setup, The Sequence, The 9 Gamut Procedure and the Sequence
5. Hands-on demonstration of EFT
6. Now your turn to practice of EFT
7. Looking and planning forward

Holding on to anger is like grasping a hot coal with the intent of throwing at someone else....but you are the one who gets burned - Buddha

FINAL MODULE AT THE END OF WORKSHOP

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8. Looking and planning forward

If you take care of your customers, they will take care of your business!