MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

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Course Profile Document

Workplace Essentials

Anger Management

Prepared as a professional course profile for delegate review, sponsorship approval and organisational training planning.

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSD2905	**Online / Face-to-Face**	**Flexible**	**Organisation Approval**

Register for this Course

View Online Course Page

Course Overview

This practical Magna Skills programme equips participants with skills to recognise anger triggers, manage emotional reactions and respond constructively to challenging situations in the workplace and everyday life.

The course explores the relationship between thoughts, emotions and behaviour, helping participants recognise early warning signs and apply techniques for calming themselves before responding. It combines emotional intelligence, assertive communication, stress management and conflict resolution to support healthier relationships and professional conduct.

Through guided reflection, realistic case studies and role-play exercises, participants will develop a personal anger management plan that promotes self-awareness, accountability and lasting behavioural improvement.

Course Outcomes

1. Identify personal anger triggers, early warning signs and patterns of reactive behaviour.
2. Apply practical techniques to regulate emotions and respond calmly under pressure.
3. Challenge unhelpful thinking patterns and communicate needs assertively.
4.

Manage disagreements and difficult conversations with empathy and respect.

5. Develop a personal action plan for improving emotional wellbeing, relationships and professional conduct.

Course Outline / Curriculum

Understanding Anger and Its Impact

- Exploring anger as an emotion and distinguishing feelings from aggressive, threatening or harmful behaviour.
- Examining the effects of unmanaged anger on judgement, health, relationships and workplace performance.

2. Recognising Triggers and Early Warning Signs

- Identifying situations, unmet expectations and personal sensitivities that contribute to anger.
- Recognising physical, emotional and behavioural warning signs through an anger awareness journal.

3. Emotional Intelligence and Self-Awareness

- Building awareness of emotions and recognising feelings such as frustration, embarrassment, fear and disappointment.
- Developing empathy and considering other perspectives before reacting.

4. Thoughts, Assumptions and Emotional Reactions

- Examining how negative self-talk, rigid expectations and assumptions about others can intensify anger.
- Practising balanced thinking, checking interpretations and choosing constructive responses.

5. Practical Techniques for Managing Anger

- Using slow breathing, grounding, deliberate pauses and agreed time-outs to reduce emotional intensity.
- Developing a personal response routine for stepping away safely and returning to a discussion when calm.

6. Assertive Communication and Healthy Boundaries

- Expressing concerns and needs clearly using respectful language, “I” statements and specific requests.
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Setting boundaries and saying no without insults, intimidation or unnecessary confrontation.

7. Managing Conflict and Difficult Conversations

- Applying active listening, clarification and collaborative problem-solving to disagreements.
- Recognising escalating conflict, maintaining safe boundaries and seeking assistance when necessary.

8. Stress Management and Emotional Wellbeing

- Recognising how workload, fatigue and accumulated stress affect patience and emotional control.
- Building supportive routines involving rest, physical activity, realistic planning and appropriate support.

9. Accountability and Relationship Repair

- Taking responsibility for behaviour, acknowledging its impact and offering meaningful apologies.
- Agreeing corrective actions, rebuilding trust and recognising when professional support is needed.

10. Personal Anger Management Plan and Practical Application

- Developing an individual plan covering triggers, warning signs, calming techniques, communication goals and support options.
- Practising workplace and everyday scenarios through role-play and setting measurable improvement goals.

Target Audience

Key Course Benefits

Work-Ready Skills

Delegates leave with practical tools, templates and methods they can apply immediately at work.

Better Institutional Results

The programme supports stronger planning, reporting, compliance, accountability and service delivery.

Sponsor-Friendly

This document is designed to help supervisors, HR units and sponsors approve delegate participation quickly.

Professional Recognition

Delegates receive training documentation and a certificate of completion after successful participation.

Our Training Centres & Delivery Options

Magna Skills offers flexible delivery through face-to-face training centres across Africa and beyond, plus Online / E-Learning for delegates who prefer remote participation.

Southern Africa

Practical training destinations with strong travel access and delegate support.

- Pretoria, South Africa
- Vic Falls, Zimbabwe
- Livingstone, Zambia

East Africa

Popular regional centres for government, NGO and donor-funded project teams.

- Kigali, Rwanda
- Kampala, Uganda
- Nairob
- Zanzibar, Tanzania

West Africa & Islands

Strategic locations for regional networking and executive capacity building.

- Accra, Ghana
- Port Louis, Mauritius

International Executive Venue

Premium destination training for senior teams and international delegates.

- Dubai, United Arab Emirates

Online / E-Learning

Attend from anywhere through live online, blended or self-paced learning options.

- Online, E-Learning
- Remote Teams
- Flexib

Organisation-Based Training

Magna Skills can also arrange dedicated in-house training for ministries, NGOs and companies.

- Onsite
- Custom Dates
- Group Training

Ready to Nominate Delegates?

Use the links below to register, review the live course page or contact Magna Skills for organisation-based training support.

Register / Apply Online | **View Full Course Page**

About Magna Skills

Magna Skills Development Institute provides practical capacity building programmes for government departments, NGOs, public institutions, donor-funded projects and private sector professionals across Africa. Our training approach combines expert facilitation, real workplace case studies, practical tools, post-training support and professional documentation that helps organisations strengthen staff performance and service delivery.

Government Training | NGO Capacity Building | Corporate Workshops | Online Learning | Face-to-Face Training | Certifica

Approval & Authorisation Form

This section may be completed by the organisation, department, HR office, finance office or sponsor approving delegate participation. It can be attached to an internal memo, procurement request or training approval submission.

Organisation / Department	
Delegate Name(s)	
Approved Course	Anger Management
Preferred Delivery Mode	☐ Online ☐ Face-to-Face ☐ Organisation-Based Training
Preferred Training Venue / Date	
Estimated Number of Delegates	
Budget / Vote Number	
Contact Person	
Email / Mobile	

Authorised Name _____ Signature / Stamp _____ Date _____