



**Solve Anger,  
Solve Anything.**

# Dealing with Difficult and Challenging People

## *How to Ride the Rapids*

BA-AM now offers an exciting new programme to support you in managing challenging and difficult people.

### **Introducing the Aggression Prevention Training (APT)**

#### **Benefits of APT:**

##### **For the Organisation**

- Improved Wellbeing
- **Reduced Staff Absenteeism**
- Improved Moral
- **Reduced Staff Turnover**
- Reduced Costs
- **Improved Productivity**
- Reduced Conflict at Work

##### **For Teams**

- **Improved Employee Wellbeing**
- Improved Self Confidence
- **Greater Job Satisfaction**
- Proven Support from Senior Management
- **Reduced Conflict at Work**
- Real Personal Development



#### **Who will benefit from APT?**

Senior managers and leaders of change.

The caring and helping professions who work closely with the general public and their managers.

Private organisations that deal face to face or on the phone with their customers every day.

Customer service teams, sales teams, outbound and inbound call centre staff.

Front line shop floor sales and customer service staff.

School teachers, youth workers, social services, health services and police officers.



#### **You will learn:**

- The latest techniques fundamental to anger management and preventing aggression.
- Personal effectiveness in communication for dealing with threatening, confrontational and angry work situations.
- How to draw from your own insights and integrate them into the APT model.
- How to create strong personal boundaries in order to communicate effectively and assertively.
- To recognise and understand what people need in the heat of the moment and how to deliver it without compromising your integrity.



Riding the Rapids

# What Aggression Prevention Training will teach you...



## DAY 1

We help you explore your own personal relationship with anger and how you manage it when under pressure.

What is discovered on Day 1 is used to guide and deepen learning on Day 2.

## DAY 2

We cover strategies and tactics for managing challenging people and threatening situations. The impact of Day 2 is so high because of the transformational learning that is assimilated from Day 1.

### On this course you will learn:

- The Rules of Anger Management
- Sources of Anger
- The Impact of Emotional Regression
- How to Stay Grounded and Calm
- Recognise what Triggers You and Others
- Developing Coping Strategies Immediately
- Anger Styles and Substitutes
- When to Contain and when to Assert
- Defence Mechanisms
- Conflict Resolution
- The Assault Cycle
- Power and its use in Challenging Situations
- Strategies for Controlling Angry Situations
- Not taking Anything Personally
- Developing and Maintaining Healthy Boundaries
- Staying Out of the Way of Danger
- Active Listening Skills

**APT – is very effective when working with people who display challenging behaviour.  
APT – is one of the most powerful yet simple tools for working with people who express themselves in aggressive and hostile ways.**

### What our training partners say about APT

"I commissioned BA-AM to train us in Anger Management because I felt that as frontline public servants, my team of Housing Support Officers, who work with emotionally distressed and often angry people would benefit from acquiring more skills in dealing with such a client group. It was explained in our initial conversation that the team would need to understand their own anger before being able to learn techniques on how to dissipate or defuse their client's anger. Following both tranches of the training my personal view, which was echoed by the other staff on the course, was that the course had provided an excellent insight into why we behave in the manner that we do. While accepting that anger is a perfectly natural human emotion there are techniques to be learned and practised that would enable us to express our anger in much less destructive ways. The course has equipped us with the skills to diffuse people expressing their anger to us, whether in a personal or professional context. The consensus view from my team was that the course should be universally available to the rest of the housing service and indeed any service that meets members of the public. It also had the unexpected bonus of being a team building exercise and has undoubtedly brought the team closer together.

I would strongly recommend this course." Roger Robbin-Coker, Housing Support Service Manager, Housing Services, London Borough of Barnet

We have **Beating Anger Clinics** in London, Birmingham, Derby, Bath, Portsmouth, Guildford, Colchester, Brighton and East Grinstead.

We are happy to travel to your area and provide a training at a venue convenient to you.



To discuss what we can do for you please call:

**0345 1300 286**

email: [info@beatinganger.com](mailto:info@beatinganger.com) or visit: [www.beatinganger.com](http://www.beatinganger.com) • [www.angermanage.co.uk](http://www.angermanage.co.uk)