

Are you in the firing line?



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

Learn how to manage challenging people simply! BAAM's latest Aggression Prevention Training - *A.P.T.*

We will teach you

- The latest techniques fundamental to anger management and preventing aggression.
- How to become more effective as a professional or individual who has to deal with threatening, confrontational and angry situations in their working life.
- How to draw from your own experiences, personal insights and integrate them using the *A.P.T.* model.
- How to create strong personal boundaries in order to not take anything personally.
- Recognise and understand very quickly what people need in the moment and how to give it to them without you compromising your own integrity.

A.P.T. - is very effective when working with people who display challenging behaviour.

A.P.T. - is fast becoming well known for being one of the most powerful yet simple tools for working with people who express their distress in aggressive and hostile ways.

Who will benefit from Aggression Prevention Training

Those in the caring and helping professions who manage people or work closely with the general public.

Those in the corporate world such as senior management, line management, departments, teams, shop-floor staff, sales persons, trainers, telesales, customer service and production.

Those in government departments such as social services, schools, inland revenue, employment, health services, probation services, transport and education, amongst several others.

The programme runs over two days and can be held in East Grinstead. We can also run programmes at your selected venues across the country.

BAAM has run programmes for over 5000 people in the Britain, South Africa, America and Northern Ireland

The Importance of Anger Management in our Lives Today. Stress is on the increase. We are witnessing more violence, rage and aggression than ever before. This impacts on us as we experience anger in ourselves and the anger from others. The more stressed we are, the more likely we will become angry. The results can have a devastating impact on everyone involved. We see this portrayed on television news items daily, documentaries and dramas where people have lost control of their anger.

Managing anger is healthy, safe and positive. It's also about staying in control of the situation and achieving a positive outcome with others. You will learn a selection of invaluable tools you can easily put into practice to enable you to be in control in all situations.

DAY ONE

Is used to explore our own personal relationship to our anger and how we manage it when we are in the firing line. What's discovered on the first day is used to explore and develop material to be used for the second day.

DAY TWO

The second day will cover and include strategies for managing challenging people and threatening situations. This makes the second day powerful because of the learning that gets assimilated on the first day. These extremely valuable tools can then be passed onto others in the work and home environment.

On this course you will learn:

- The six rules of Anger Management
- The four main 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 control drama's
- Knowing when to contain or assert yourself.
- Defence mechanisms
- What anger isn't
- Definitions of anger, hostility and aggression
- Conflict resolution processes
- Key relaxation tools to de-stress
- Power and its uses in challenging situations.
- Creating win/win situations.
- Strategies for controlling angry situations.
- Not taking anything personally
- Develop and maintain healthy boundaries
- Staying out of the way of danger
- Active listening skills
- Understanding primary needs

You will be given BAAM's latest workbook and a Certificate of Attendance.

Facilitator: Mike Fisher - leading expert in anger and conflict management and founding associate member and director of BAAM. Mike has been involved in personal development for over 20 years, a trained counsellor and facilitator. He has appeared on TV and radio and many articles have been written about the excellent work he is doing using the APT model. He brings to this programme passion, dedication, a sharp intellect and a sense of humour. Mike's book 'Beating Anger' was published by Rider books in Feb 2005 with great success. Mike is writing a book on 'Beating FEAR'.

British Association of Anger Management

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