

LMB Behavior Management Consultants

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Anger Management Programs

As we know employees can have both personal and work related problems that can impact job performance. Their interaction with coworkers as well as the public in certain situations may be fueled by, or, provoke anger. The goal of our consultancy is to provide education in the real work environment and offer ways to effectively manage anger. We offer three different levels of training in order to meet the various needs of our clients. These include an eight hour workshop on anger management, a twenty hour intensive training program for staff development and a twelve week group therapy program for those who require in-depth intervention.

I. Our training program will help County employees to:

- Recognize their own anger.
- Recognize anger in others, e.g., peers, supervisors/subordinates, clients, etc.
- Improve their working relationships with coworkers.
- Remain in control when situations are fueled by anger.
- Make appropriate referrals for clients who exhibit anger inappropriately.

II. Our training program will help the County to:

- Minimize workplace conflicts.
- Minimize conflicts with clients and the public.
- Maintain a proactive approach to a world that has become more complicated and uncertain.

III. Our approach:

- Collaborate with management in assessing the needs of their department.
- Help them to set realistic and obtainable goals.
- Train the staff to implement the strategies and techniques outlined in our training program.

IV. Training can be accomplished as:

A. An eight hour workshop that provides an overview of anger theory, practice and interventions, focusing on:

- Identifying anger in children, adolescents and adults.
- Learning the dangers of suppressed anger.
- Exploring treatment modalities most effective with anger management.
- Learning effective coping strategies to manage anger appropriately.

Goal: To explore the nature of anger, its causes and coping strategies, to manage anger more effectively.

Expected outcome: To promote the participants awareness of the fundamental principles of anger management.

Size: An unlimited number of attendees can participate in this training workshop.

B. A twenty hour intensive training program which consists of: anger theory, practice and intervention, focusing on:

- Interpersonal relationships.
- Issues of respect between management and staff.
- Issues of respect between coworkers.
- Managing the angry client/consumer.
- Role playing, role reversal, journaling and conflict resolution.

Goal: To provide education, facilitate skill development and enhance the ability to apply knowledge effectively in the workplace.

Expected outcome: To promote a greater understanding between employees and achieve a higher level of harmony in the workplace.

Size: Up to 30 attendees can participate in this training program for each 20 hour cycle.

C. A twelve week anger management group program, focusing on:

- Anger management education.
- Identifying physical cues and responses to anger.
- Recognize and discuss the consequences of expressing anger inappropriately.
- Use of role playing techniques to facilitate the development of effective coping skills.
- Relaxation techniques.

Who should attend: Individuals who are experiencing distress from their inability to manage anger appropriately.

Goal: To provide an educational, theoretical and therapeutic based approach to anger management. Group members will learn how to recognize and express anger appropriately.

Expected outcome: To recognize, tolerate and respond to anger cues and situations in a more appropriate manner. This will be evidenced by their self reports.

Size: Only groups of 10 members will run for each 12 week cycle. The group will meet weekly for 60 minutes sessions and it will be closed-ended.

V. Scheduling for each program will vary based on agency/department needs.

VI. Fees for programs and services will be discussed at the time services are requested.