



Directory of Public Programs

Culture
Connectivity
Change
Leadership
Coaching
Conversations
Teams

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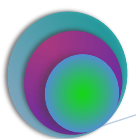
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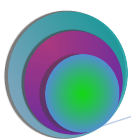
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Stream	Program Title	Page
The Change Forum:	<u>About The Change Forum Clinics</u>	2
Conversational Leadership:	<u>Leading through Conversations</u>	4
	<u>Talking with Teams: conversations count</u>	5
	<u>Dealing with Difficult Discussions</u>	6
	<u>Tackling Tough Talks</u>	7
	<u>Positive Performance Conversations</u>	8
	<u>Making Performance Conversations Work for You</u>	9
Emotional Intelligence, well-being, mindfulness:	<u>Mindful Leadership in Action</u>	11
	<u>Personal Mastery: Leading with Emotional Intelligence</u>	12
	<u>The Emotionally Intelligent Leader</u>	13
	<u>Social Intelligence: EI in Teams</u>	14
	<u>Working with Emotional Intelligence</u>	15
	<u>Mindfulness at Work</u>	16
	<u>Handling Toxic Emotions at Work</u>	17
	<u>Building Resilience and Positivity</u>	18
	<u>The Compassionate Leader</u>	19
	<u>Teaching with Emotional Intelligence</u>	20
	<u>Putting Patients First: caring, connectivity, compassion</u>	21
Culture & Change:	<u>Preparing for Change</u>	23
	<u>Preparing Yourself for Change</u>	24
	<u>Leading Change Management</u>	25
	<u>Leading Culture Change</u>	26
Building Better Teams:	<u>Leading Talented Teams</u>	28
	<u>Leading Teams through Change</u>	29
	<u>Working Better Together Clinics</u>	30
	<u>Tools for taking Team Action</u>	31
	<u>Top Team Executive Teambuilding</u>	32
	<u>Respecting & Connecting in Teams</u>	33
Leadership, Facilitation & Coaching:	<u>Launching Future Leaders</u>	35
	<u>The Strategic Leaders Clinic</u>	36
	<u>Essential Facilitation Skills</u>	37
	<u>Advanced Facilitation Skills</u>	38
	<u>The Coaching Leader's Clinic</u>	39
	<u>Personal Coaching</u>	40
Registration:	<u>About your Presenter</u>	42
	<u>To Register</u>	43



Coming up to 20 years...

2023 will be a massive anniversary for us at The Change Forum. It marks 20 years since we delivered our first public *Conversational Coaching* clinic back in 2003 in Mackay.

Since then, thousands of managers, team leaders and professionals from all walks of work-life have benefited from our clinics, and our stable of public programs has soared from 3 to more than 30 over that time. We've also transited many programs to live-online platforms and we still deliver courses in-house and live-on-location publicly.

"Some of the best, most effective and value for money courses I've attended in my whole career. Sessions are set up for participation, are able to be taken in easily and the skills provided have had advantages not only in my professional but also personal life. They're great." Ron W. Manager at Queensland Police

5 reasons to choose a Change Forum clinic

- Solid learning in safe, small group environments
- Practical tools for back-at-work action
- Down-to-earth, hands-on and relevant
- Easy-to-follow self-coaching guides
- Serious fun and fantastic facilitation

About Change Forum Clinics

The 3-Cs behind brilliant leadership and better teams – connectivity, constructive conversation & culture-change

Change Forum clinics equip you...

...with emotional, cultural, conversational, relational, change and self-awareness skills to enable you to:

- Lead teams with mindfulness, connectivity and compassion
- Manage emotions at work in more balanced and positive ways
- Create more connective, constructive, conversational cultures
- Deal with difficult situations with more poise and composure
- Promote personal growth, well-being and vibrant team-work
- And lead people through change resolutely but sensitively

Our Public Program Offerings...

...vary from year to year. This directory lists public courses we most commonly offer, under 5 major learning pathways:

<u>Conversational Leadership</u>	Casual or crucial, conversations are a core business process...
<u>Emotional Intelligence, well-being and Mindfulness</u>	Emotional Intelligence is at the bottom of top performance...
<u>Culture & Change</u>	Leadership, culture & change go hand-in-hand for success...
<u>Building Better Teams</u>	Being able to get teams to work well together is a major mission...
<u>Leadership, Facilitation & Coaching</u>	Adopting facilitative and coaching styles can benefit every leader...

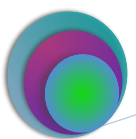
Locations and Dates: To see what's on offer this year, consult our current [Course Calendar](#), visit our website from time to time for updates on any changes to dates, locations or new programs and join our email list for special discounts.

Sound learning, hands-on and relevant...

- Practical, down-to-earth, action-based programs immediately relevant, real and relatable to your workplace.
- Current cutting-edge concepts translated into tangible, easy-to-apply tools and practical step-by-step processes
- All programs come with comprehensive, easy-to-follow, self-coaching guides and toolkits for back-at-work action.
- Goals setting and self-assessment instruments features in all our clinics backed up by our 5-stage self-coaching model

In-House Options: All programs can be delivered in-house live or online, in standard format or customised to your needs. So if dates don't suit or you'd like to incorporate one of our many clinics into your teambuilding, culture, change or leadership development initiatives, why not start a conversation with us?

Call **Bill Cropper** at The Change Forum or [enquire on-line...](#)



Conversations really count for success...

Whether you're leading change, dealing with difficult discussions, building a better team, revitalising culture, energising classrooms, coping constructively with complaints or creating an exceptional customer service climate – the essential actions we all take happen almost entirely through conversations.

- Whatever work you do or position you hold conversations are at the core of what we all do. They're too important to ignore.
- They're the vehicle we use to generate and exchange ideas, sort out situations, and shape strategies and shared visions.
- Most actions we take happen through conversations. Take them away, and hardly anything would get done
- And handling hard talks, conflict and confrontation is the toughest test of our emotional and conversational capabilities.
- How well leaders and teams face up to difficulties and resolve differences is the true yard-stick for healthy work cultures.
- Difficult conversations about poor performance or other troubling topics leave many of us feeling anxious, dumb-founded or distressed wondering 'what went wrong?'

When conversations are off-colour, coordination breaks down, relationships and feelings suffer, mistakes and misunderstandings multiply and productivity plummets.

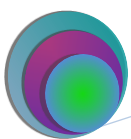
Knowing when and how to use different conversational approaches and tools is a vital but neglected element for personal mastery, inspirational leadership, vibrant teams and business success.

And that's where The Change Forum's conversational coaching clinics come in. They deal with real-life conversational challenges and provide opportunities to practise tools in a safe, small group environment that builds the confidence to manage your future conversations in a more mindful and effective manner and make every one of them count.

Casual, crucial, caustic or contentious, conversations are the cement that holds teams together and connects us to others. In fact, they're a core business process!

Tools to make your conversations more constructive and those tough talks more trouble-free ...

- [Leading through Conversations](#)
- [Talking with Teams](#)
- [Dealing with Difficult Discussions](#)
- [Positive Performance Conversations](#)
- [Making Performance Conversations Work for You](#)



Leading through Conversations

a practical clinic on applying 7 key principles to master the art of conversational leadership...

What's this about?

The calibre of conversation counts for leadership success. They're a telling indicator of workplace culture and crucial for the effective functioning of any team. Through conversations, leaders connect, inspire, influence, energise, make decisions, problem-solve and move people to action.

This 'can't-miss' coaching clinic centres on 7 essential principles for more constructive conversation-making. It equips you with easy-to-learn tools to tone-up your conversational leadership capacity and boost your ability to conduct more penetrating and powerful conversations. [[More on-line](#)]

Learn how to...

- Apply 7 Principles to master more constructive conversations
- Turn dead-end debates into skillful discussion and dialogue
- Become more aware and present in your conversations
- Raise the level of frank, open interchange between people
- Make meetings more meaningful & deal with the real issues
- Keep discussion on track & channel differences of opinion
- Create a more connective conversational culture

Topics we cover...

- The conversational nature of leadership
- 7 Principles for Constructive Conversations
- Debate to Dialogue: different kinds of discussions
- Prac sessions on dialogue & skillful discussion
- Conversational assumption-making
- Levels of listening & tips for listening 'up'
- Perceptual positions & precision questions
- Connecting with others in 2nd position
- Getting people to engage in conversations
- Being persuasive – assert yourself positively
- Say what you need to say – cleanly & clearly
- Balancing your say with hearing what they have to say
- The 5-P Model of more Skillful Discussion

Is this right for you?

Although this clinic is principally aimed at leaders, it can benefit anyone who wants to increase their conversational mastery and work on ways to foster more constructive conversations in a range of different discussional arenas.



"I wanted to update myself on the use of conversations at work. I was impressed by the practical way in which theory was used to educate participants. The excellent modelling of the techniques as they were introduced was helpful, as was the way practice sessions were constructed and I'm already using the self-coaching guide – it's a very valuable resource." Donna George, Edmund Rice Education Australia

Course Features...

- Learn the 7 constructive conversation principles and diagnose the calibre of your conversations
- Complete a Conversational Coaching Scorecard based on the 7 Principles
- Take-away a totally revised 150-page 2nd edition of our self-coaching guide with 27 tools
- Set conversational improvement goals

[REGISTER On-Line](#)
[More Information](#)

Course Details...

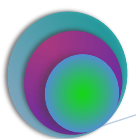
Duration: 2 days

Fees: \$880 single, \$625 NFP & schools

Other Discounts: offered periodically via email

Locations & Dates: See on-line [Course Calendar](#)

Registration: [On-line](#), [Email](#), M 0429-687591/513



Talking with Teams

get more engagement and clarity, raise the calibre of your team-talk & make every team conversation count

What's this about?

Communication or the lack of it, is a constant complaint in most teams. At the bottom of better teamwork is the ability to have better conversations. They're at the core of constructive teams – the way we stay in touch, build bonds, exchange ideas, sort out plans, fix problems and take action.

This 1-day fast-track of our Leading through Conversations clinic, covers 7 principles for improving your team-talk along with a useful set of foundation tools to replace dysfunctional debate with the art of more skillful discussion.

Learn how to...

- Make team-talks more meaningful & think together
- Help people talk up, share ideas & say what's on their mind
- Engage in skillful discussions that stay on-topic & on-track
- Challenge other's views without falling into the argument trap
- Get to the bottom of issues instead of frothing around on top
- Make it safe to be more open & raise hard issues

Topics we cover...

- Seeing you in conversations – what's your team-talk like?
- 7 Principles for Constructive Conversations
- Types of team-talk: staying in dialogue & out of argument
- Balancing your say with hearing what others have to say
- Asserting yourself positively – say things cleanly & clearly
- Level-headed questioning & the lost art of listening
- Conversational gears – perspectives, positions & assumptions
- Engaging others & making it safe for them to speak up
- 5-P model of skillful discussion & prac sessions on protocols

Is this right for you?

Whether you're a team leader or team member, knowing how to use different tools to have more constructive conversations is a vital yet overlooked area for better teamwork, better leadership and better performance. This clinic is suitable for both members and leaders. We find leaders who come along with a contingent of their team representatives often gain a lot more from this clinic...



Teams that talk well together tend to stick together. Many of us work together for years on end yet never take time out to work on our team-talk. If your team never discusses openly how we come across to each other or the way we talk together, you're probably perpetuating errors and omissions in the way you see and relate to each other...

Course Features...

- Comes with a condensed version of our guide to Constructive Conversations with 25 tools.
- Rehearse conversational team-building exercises to do back at work with your whole team
- Complete a *Conversational Coaching Scorecard* to find out what your team-talk is like
- Set conversational coaching improvement goals for yourself and your team

REGISTER On-Line

More Information

Course Details...

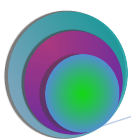
Duration: 1 day

Fees: \$550 single, \$495 NFP & schools

Other Discounts: offered periodically via email

Locations & Dates: See [Course Calendar](#)

Registration: [On-line](#), [Email](#), M 0429-687591/513



Dealing with Difficult Discussions

a 7-stage model to navigate your way methodically through troublesome topics and resolve differences..

What's this about?

Coping with contentious conversations is something we all need to do better. Difficult discussions cause so much conflict and stress in workplaces. Poorly handled, they detract from performance, erode work relationships, misunderstandings multiply, trust deteriorates, productivity plummets and teams turn toxic.

This popular 2-day clinic provides robust, easy-to-use tools and a 7-stage model to navigate your way through troublesome topics more confidently, practising a methodical, step-by-step approach to resolving differences that converts destructive confrontation into constructive conversation. [[Also on-line](#)]

Learn how to...

- Deal more confidently with difficult conversations
- Work out what's going on in your difficult discussions
- Identify common handling mistakes & how to avoid them
- Raise tough topics without raising so much defensiveness
- Reduce tension & take the heat out of difficult moments

Topics we cover...

- Deciphering the dynamics of difficult discussions
- Common errors we make and how to avoid them
- 7-stages in dealing with difficult discussions
- Distinguishing purpose, outcome and commitment
- 3ANTIX – starting a difficult discussion well
- The 3 E-conversations behind difficult discussion
- Dissecting differences & comparing stories
- Leaping ladders – the invention of intention
- Disentangling intent from impact
- Keeping your BUT out of the conversation
- Facing up to feelings – core of difficult discussions
- Defusing difficult moments & defensive routines
- Moving forward – the commitment conversation

Is this right for you?

This clinic can benefit anyone who wants to learn specific tools and techniques for handling different kinds of difficult discussions more confidently and constructively – managers, team leaders, committee members, project leaders, customer relations officers, community groups, teachers, facilitators, trainers...



"Really valuable and beneficial! Very clear, practical strategies, tools, content and practice exercises presented in an engaging, well-paced way. Bill made the whole experience enjoyable, entertaining, enlightening, and safe, and the self-coaching guide that goes with the course is top rate. Thanks for a great two days!"
Brian Harris - Director Housing & Homelessness!"

Course Features...

- Practise our simple 7-stage model for dealing with difficult discussions
- Re-script your own difficult discussion cases
- Use conversational formulas to beat blocks like blame & hostility
- Take-away a 100-page 2nd edition of our self-coaching guide with 20 tools and tons of tips
- Do the Difficult Discussion Scorecard based on our 7-stage model to set goals and develop a conversational improvement plan

[REGISTER On-Line](#)
[More Information](#)

Course Details...

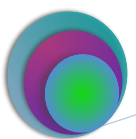
Duration: 2 days

Fees: \$880 single, \$825 NFP & schools

Other Discounts: offered periodically via email

Locations & Dates: See [Course Calendar](#)

Registration: [On-line](#), [Email](#), M 0429-687591/513



Tackling Tough Talks

A 1-day fast-track on practical ways to tackle touch talks and deal with troublesome topics...

What's this about...

Difficult discussions are part and parcel of organisation life – whether it's resolving differences with customers and clients, handling conflict constructively in a team or navigating successfully through touchy situations, all leaders need to learn how to deal with them better.

This one-day version of our longer clinic, takes people through some practical, step-by-step process to prepare for, practise and improve the conversations they find most troublesome and challenging and resolve conflict more constructively.

You'll learn how to...

- Start a difficult discussion and raise hard topics more easily
- Use a 7-stage model to plan and structure difficult discussions
- Identify & correct handling mistakes we make in them
- Practice selected tools to handle difficult discussions better

What we cover...

- Deciphering dynamics of difficult discussions
- What am I like in difficult discussions?
- The 7 stages in a difficult discussions
- Starting a difficult discussion – errors we make
- Dissecting differences, comparing stories
- Disentangling intent from impact
- 3 blockers: Intentions, blame & assumptions
- Feelings: core of difficult discussions
- Tips for defusing difficult moments
- Contribution mapping: replacing blame
- Dealing with defensiveness
- Approaches to resolving difficult issues

Is this right for you?

This is a short version of our 2 day Dealing with Difficult Discussions clinic. It uses the same 7-stage framework but includes fewer tools and less coaching-practice time. It will benefit leaders or team members who don't have time or can't get away to a 2-day program but still want to get a good grounding in the basics of handling difficult situations. It will also benefit those who want a refresher on the general principles of dealing with difficult discussions.



"A very worthwhile, engaging program that was very relevant to me. I wanted to feel better equipped to handle difficult discussions and it helped me identify stages and common mistakes we all fall into when involved in them. It was very well presented, well-paced and very enjoyable with clear and useful tools"
Mike Phillips, Remote Communities Housing Service

Course Features...

- Re-script your own difficult discussion case
- Take-away a condensed version of self-coaching guide with lots of tools and tips
- Do our Difficult Discussions Scorecard based on our 7-stage model to set goals and develop a conversational improvement plan

[REGISTER On-Line](#)
[More Information](#)

Course Details...

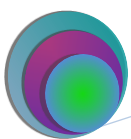
Duration: 1 day

Fees: \$550 single, \$495 NFP & schools

Other Discounts: offered periodically via email

Locations & Dates: See [Course Calendar](#)

Registration: [On-line](#), [Email](#), M 0429-687591/513



Positive Performance Conversations

carefully-crafted footings, frameworks and formulas to make conversations with difficult performers easier

What's this about?

Tackling poor performance is one of the most commonly avoided and widely feared species of difficult discussion. This 2-day clinic (or 1-day fast-track in selected regions) works on a simple principle: focus on future positive performance rather than past negatives.

It takes you on a step-by-step tour of carefully-crafted footings, frameworks and formulas to deal with difficult performers more comfortably and make tough performance talks a little bit easier. [\[More on-line\]](#)

Learn how to...

- Tackle tough performance talks in more positive ways
- Use 5 footings and frameworks to structure the conversation
- Deliver difficult feedback that is more 'sayable' and 'hearable'
- Use neutral language without diluting difficult messages
- Stay on the positive side of negative performance talks
- Turn difficult performance conversations into mutual problem-solving and coaching sessions

Topics we cover...

- Eliminating common errors in performance conversations
- Structuring – the 5 Footings and Frameworks to follow
- Starting conversations on a firm but neutral footing
- Levelling – saying what you need and why they need it too
- 'De-vaguating' – being specific about the performance you want
- Dissecting – giving clear, frank, fact-based feedback
- Reframing – putting negative performance issues positively
- Anticipating objections, excuses, justifications & downplays
- Handling defensiveness, hostility & high-pitched emotions
- Keeping on track – focusing on finding solutions & taking action
- Coaching – getting commitment to goals and actions

Is this right for you?

This clinic is for leaders at any level who want to improve the way they handle performance conversations – especially with difficult or poor performers. It's particularly relevant for those who get anxious, irritated or defensive confronting poor performers or those who want to take a more constructive, solutions-focused approach. While the focus is mainly on difficult performers, many principles and tools in *Positive Performance Conversations* can also be used to coach, support and encourage good performers too.



"Along with Difficult Discussions, one of the most useful courses I've attended. Dealing with these sorts of conversations is something I wanted to get better at and I needed practical strategies I could readily apply. I felt I learned tools that will be of real practical assistance in an area I've previously struggled with." Vanessa Richardson Principal Program Coordinator, Queensland Health

Course Features...

- Apply our 5 Footings and Foundations model to structure your performance conversations
- Complete a Scorecard on Positive Performance Conversations to see how you handle difficult ones
- Develop your own personal game-plan to deal with difficult performance conversations more positively
- Comes with a 100 page self-coaching guide with lots of useful tips and 25 tools to manage difficult performance conversations better

[REGISTER On-Line](#)
[More Information](#)

Course Details...

Duration: 2- days (or 1-day fast-track)

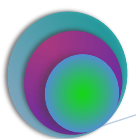
Fees: 2-days \$880. 1-day \$550 single

NFP & schools \$825 or \$495

Other Discounts: offered periodically via email

Locations & Dates: See [Course Calendar](#)

Registration: [On-line](#), [Email](#), M 0429-687591/513



Making Performance Conversations work for you...

a 1-day clinic to help staff learn what they can do to engage better with performance conversations...

What's this about...

Most performance conversations training centres on leaders. But to work well, performance conversations should be two-way.

This clinic levels the playing field by helping staff understand what a good performance conversation should be like and equipping them with tools to respond more positively to the whole process.

Learn how to...

- Engage more constructively in performance conversations
- Identify what you can do to make them work better for you
- Keep them two-way & make sure managers don't monopolise
- Control anxiety and defensive urges and focus on the facts
- Cope better with getting difficult or uncomfortable feedback
- Take a solution-based approach to performance issues

Topics we cover...

- Purpose - work out what you want in the conversation
- Facing up to your fears & keeping defensiveness at bay
- Handling hard feedback – managing emotional moments
- Dealing with blaming bosses who tend to lose it
- Sticking with the facts – get your story straight
- Saying what you have to say calmly & clearly
- Acknowledging contribution & accepting responsibility
- Staying on the positive side and suggesting solutions
- What to do when your boss mishandles the talk
- What to do when you feel defensive, accused or judged
- Insisting on actions for follow through & support

Is this right for you?

This clinic will be of use to any staff member who wants to handle themselves better in performance conversations. It's especially suitable if you want to get more positive engagement by giving staff some basic understanding so they can feel empowered to participate equally in the conversation. It's also good if you want to improve the effectiveness of your performance management process and ensure leaders have a better experience of them too



It's up to leaders to guide a performance conversation and make it safe for staff to say what they need and contribute ideas. But it's also up to staff to overcome any natural dislike of performance conversations, deal with anxiety and defensiveness, and learn to engage with them in a more constructive way. *That way, everyone wins...*

Course Features...

- Tools & tips to help staff overcome reservations and get more from performance conversations
- Take-away a 50-page self-coaching guide on how to better engage with performance conversations
- Develop a plan to better handle the personal challenges of performance conversations

[REGISTER On-Line](#)
[More Information](#)

Course Details...

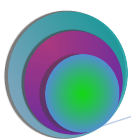
Duration: 1 day

Fees: \$550 single, \$495 NFP & schools

Other Discounts: offered periodically via email

Locations & Dates: Available in-house. Consult our [on-line Calendar](#) to see if also offered publicly.

Registration: [On-line](#), [Email](#), M 0429-687591/513



Emotional Intelligence: a matter of mindfulness...

Personal Mastery, Emotional Intelligence (EI) and Mindfulness, are all quintessential ingredients for good leadership - and they're all intimately interconnected.

Emotions are at the bottom of top performance. They're the background to everything we do. They:

- Affect how we think, who we are, how we live and how productive, happy, satisfied and effective we are.
- Exert a powerful pull on how we behave and how we cope with change and stress
- Underpin morale, motivation, focus and goal achievement
- Determine how well we work in with others. build rapport and manage relationships judiciously and sensitively

Work or home, Emotional Intelligence is the most enriching life-skill anyone can learn – whether it's building great teams, being a more mindful, connective or compassionate leader, boosting morale and performance or creating awesome workplaces where we get on well, have fun and produce amazing results.

Developing emotional talents such as perseverance, resilience, self-motivation, mindfulness, compassion and connectivity are critical to both work and life success.

- EI has a lot to do in lifting levels of achievement, motivation, focus, joy, positivity and purpose. It's what drives behaviour and inspires people to perform at their best.
- EI is what helps us stay calm, cool and collected and handle tricky situations with sensitivity, empathy and humour. It's what helps us manage our moods, keep destructive emotions at bay and handle hostility in others
- And EI is what gives us grit, resilience and determination to persevere in the face of set-backs

The good news is that EI and Mindfulness skills can be learned – and that's where Change Forum coaching clinics come in. We've specialised in designing and delivering practical, applications-based EI programs for executives, leaders, staff, teachers and teams since 2005.

Mindfulness - the ability to focus attention - starts with Emotional Intelligence. It's how we put crucial emotional talents such as self-management into action, and it's key to being more fully in control of our feelings, thoughts and actions and waking up to what's happening in and around us.

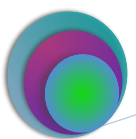
Learning Solutions
for Leadership & Change

Emotional essentials for leaders and teams:

- [Mindful Leadership](#)
- [Leading with Emotional Intelligence](#)
- [The Emotionally Intelligent Leader](#)
- [The Compassionate Leader](#)
- [Social Intelligence in Teams](#)
- [Emotional Intelligence at Work](#)
- [Building Resilience and Positivity](#)

Special EI Clinics for schools and healthcare

- [Teaching with Emotional Intelligence](#)
- [Putting Patients First: Connectivity & Compassion](#)



Mindful Leadership

a brain-training clinic to increase attention, focus, clarity, presence & personal productivity

What's this about?

Across the globe, there's a new generation of leaders seeking to integrate mindfulness into their leadership lives and practice - not just to improve their personal productivity and performance, but to learn how to be more present, self-aware, focused, connected, less stressed and more emotionally balanced.

This 1-day clinic extends our 10 years of EI coaching. It looks at what it means to lead mindfully and introduces 5 mental markers and simple brain-training tools to transform how you lead. [[More on-line](#)]

Learn how to...

- Lift your level of clarity, focus, presence and attention
- Attain higher levels of self-mastery and personal productivity
- Use focused-attention tools to train your brain to be mindful
- Strengthen your reserves of resilience and sense of well-being
- Reduce stress and anxiety and curtail confusion and distraction
- Be more calm, connected, balanced and even-minded
- Get back in tune with what really matters in your leadership-life and rediscover your inner-capacity to lead

Topics we cover...

- Mindfulness, emotional intelligence & self-awareness
- Being present and focused – seeing what 'is'
- Brain-training: neuro-science facts of mindfulness
- Seeing systemic relationships - making decisions mindfully
- The 5 mental markers of mindfulness training
- Managing mindfulness: practising focused attention
- Mindful conversations: the discipline of dialogue
- Mental discipline: mindfulness meditations-practice
- Being with your body – tune in to physical presence
- Re-engaging: presence, purpose & personal productivity
- Medicine of mindfulness: well-being, stress-relief & resilience

Is this right for you?

This clinic is aimed at leaders and other professionals from any walk of work life who want to reinvigorate themselves and refresh their leadership practice through learning the mental disciplines of deep self-reflection, focused attention and mindfulness



Learning Solutions
for Leadership & Change

Neuroscience and leadership discoveries in the last decade show that mindfulness training can have practical benefits and paybacks – it reshapes habitual neuronal pathways, has a healthy impact on brain function and can help leaders find a haven of clarity, calm and focus in a maelstrom of uncertainty...

Course Features...

- Use and practise 5 Mental Markers and simple focused-attention tools to increase mindfulness
- Take-away a 75-page self-coaching guide
- See where you are on our mindfulness dashboard
- Design a practice-regime to train your brain to be more mindful and self-aware
- Take up our optional coaching extension – a second day with more intensive practice of tools

[REGISTER On-Line](#)
[More Information](#)

Course Details...

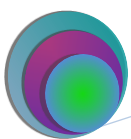
Duration: 1 day with coaching extension option

Fees: \$550 single, \$495 NFP & Schools

Other Discounts: offered periodically via email

Locations & Dates: See [Course Calendar](#)

Registration: [On-line](#), [Email](#), M_0429-687591/513



Personal Mastery: Leading with Emotional Intelligence

learn 7 crucial EI Leader practices to lift your self-awareness and bring out the best in you and others

What's this about?

What sets successful leaders apart is their level of Personal Mastery and Emotional Intelligence – the ability to tune into the impact their feelings and behaviour have on people around them.

Leading with EI is about realising that for people to put in a superior performance, you have to connect with feelings first. This highly-regarded clinic has loads of tools and insights on how to apply 7 key practices to energise your leadership, create more connective cultures and bring out the best in yourself and others.

[\[More on-line\]](#)

Learn how to...

- Understand the role leaders play as emotional care-takers
- Connect better with people you lead to inspire & motivate
- Tune in to your own patterns of thinking, feeling & behaving
- Master ways to manage emotions & use them positively
- Tackle tough situations in more emotionally intelligent ways
- Cultivate a more connective and resonant leadership style
- Create more constructive emotional climates at work

Topics we cover...

- Personal Mastery: putting the 'me' in leadership
- EI – what it is and why it matters for leaders
- Neuro-anatomy of emotions – brain basis of EI
- Handling hijacks and emotions-mapping
- Resonant versus dissonant leadership styles
- 7 Practices of Emotionally Intelligent leaders
- "F" words: finding and expressing feelings
- Empathy: reading your emotional radar
- EI in play: the conversational connection
- Connecting with other's feelings: listening from 2nd
- Dealing with disruptive emotions and hostility

Is this right for you?

This clinic has evolved into one of the most powerful and practical tool-based events you can do to master the things that really matter in leading with EI. People from all walks of leadership life can use this clinic to mindfully manage moods and enrich their relational and emotional self-awareness skills.



"An insightful workshop that encouraged self-reflection and helped me gain a better insight into my own level of EI and the strategies I employ to self-manage (or not). It was more than a chalk and talk. Bill has an easy, calm approach that creates a safe environment for people to participate and to get the most out of his sessions." Jay Hendricks Queensland Health

Course Features...

- Translate theory into tangible tools and actions
- Take-away a totally revised 150-page 3rd edition of our self-coaching guide with 27 tools.
- Stock-take EI skills with our EI Leader Inventory based on The 7 Practices
- Develop a personal improvement plan to put EI into action using our 5 step self-coaching model

[REGISTER On-Line](#)
[More Information](#)

Course Details...

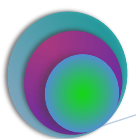
Duration: 2 days

Fees: \$880 single, \$825 NFP & schools

Other Discounts: offered periodically via email

Locations & Dates: See [Course Calendar](#)

Registration: [On-line](#), [Email](#), M_0429-687591/513



The Emotionally Intelligent Leader

a 1-day fast-track clinic for busy leaders to introduce the 7 practices for effective, connective EI Leadership

What's this about?

EI isn't an optional extra anymore. It's a critical capability for any leader. Leaders act as energizers, amplifiers and emotional caretakers, and their patterns of thinking, feeling and behaving have a big impact on the performance, behaviour and emotions of others

This 1-day, introductory fast-track is condensed from our 2-day practise-intensive clinic. It overviews the 7 Practices of EI Leaders and paces you through selected tools to cultivate connectivity and more constructive team relationships. [\[More on-line\]](#)

Learn how to...

- Leverage the link between great leadership and EI
- Manage moods & use emotions more positively
- Control emotional hijacks & contain conflict, anger & hostility
- Handle defensiveness and other disruptive emotions
- Use selected EI tools to tune in & connect better with others

Topics we cover...

- The part EI plays in great leadership
- Leaders as emotional amplifiers & caretakers
- Connective leaders & the brain basis of EI
- Toxic Emotions: the damage dissonance does
- 7 Practices of EI Leaders – an overview
- Emotional hijacks and the EI triangle
- Expressing your feelings effectively
- Reading and connecting with other's feelings
- Handling hostility and provocation
- 5 Step Self-Coaching model to improve EI leadership

Is this right for you?

This 1-day fast-track option is for busy leaders who don't have time to attend our full 2-day coaching clinic but still want to get across some critical EI concepts and capabilities. It's also good if you want a quick refresher or even for those who are sceptical about the relevance of EI to leadership and want to get a taste to help make up their minds.



"The EI Leader clinic was great. All staff need to be aware of the interpersonal issues at this level impacting on their ability to be effective leaders. Activities and group discussion helped, as did the obvious expertise of the presenter who easily engaged the audience." Marisa Pearce – HR Manager Tablelands Regional Council

Course Features...

- Stock-take your skills with our EI Leader Quiz
- Identify some self-coaching EI action steps
- Comes with an abbreviated self-coaching guide
- Note: Retains core tools from our longer *Leading with EI* clinic but has fewer tools, practices and time for self-coaching sessions.

[REGISTER On-Line](#)
[More Information](#)

Course Details...

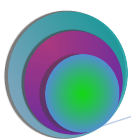
Duration: 1 day

Fees: \$550 single, \$495 NFP & schools

Other Discounts: offered periodically via email

Locations & Dates: See [Course Calendar](#)

Registration: [On-line](#), [Email](#), M_0429-687591/513



Social Intelligence: EI in Teams

Explore 10 dimensions crucial to creating more cohesive, positive, connective and resilient teams

What's this about?

Social and Emotional Team Intelligence (SETI) is one of the key differentials between effective and ineffective teams. It's the new brain science behind getting along well with others and every team could do with more of it.

There's growing recognition that SETI is at the heart of good work, good teams and good team-work. This 2-day work-out (1-day in selected regions) covers 10 SETI Dimensions crucial to creating cohesive, connective teams and building more positive emotional states like resilience, respect and empathy that contribute dramatically to superior team performance. [[More on-line](#)]

Learn how to...

- Boost your level of social intelligence & emotional awareness
- Reinforce relationship builders like resonance & rapport
- Increase positive behaviour like openness, valuing, respecting
- Temper the impact of toxic emotions on team climate
- Create more cohesion and connectivity in your team

Topics we cover...

- Emotional patterns: how this team feels
- Emotional candour: opening up to feelings
- Handling hijacks and disruptive emotions
- Likingness & trust: keys to connectivity
- Resonance & rapport – relationship builders
- Empathy – creating connective relationships
- Purpose & vision – emotional energisers
- Resilience – the bounce-back emotion
- Positivity, perseverance & team outlook
- Team cohesion, commitment, collaboration
- Team emotional climate & culture
- The SETI Inventory – how do we score?

Is this right for you?

We have specialist EI clinics for leaders and staff but this clinic is for both leaders and team members, who want to do something about improving the emotional climate of the team they work in. We find that often teams get better results when a core of people from the same unit decide to come along together to do this work-out and plan how to improve their emotional team environment.



"A valuable course to develop professionally in utilising EI in teams to create healthy work environments and culture. You'll be given the science behind why EI affects team and individual performance, and tools to identify how in tune you are with your Team EI. The relaxed atmosphere Bill creates to look at some intense content was a high-point for me..." Francoise Lane – Department of Communities

Course Features...

- Our unique 10 Dimensions Model to diagnose your team's level of SETI
- Take-away 130-page SETI self-coaching guide with tones of tools and team activities.
- Take your team's emotional temperature with our SETI inventory based on the 10 dimensions
- Develop a SETI CHARTER to Integrate EI into your team operating principles

[REGISTER On-Line](#)[More Information](#)

Course Details...

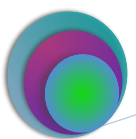
Duration: 2 days (or 1-day in selected regions)

Fees: \$880 single (1-day \$550)
\$825 NFP & schools (1-day \$495)

Other Discounts: offered periodically via email

Locations & Dates: See [Course Calendar](#)

Registration: [On-line](#), [Email](#), M 0429-687591/513



Emotional Intelligence at Work

a lively seminar for staff to apply 5 EI-Smart work practices to improve relationships & behaviour

What's this about?

EI skills like self-control, connectivity and empathy are essential to creating positive, happy and productive climates at work – and it's just as important for staff to learn how to manage emotions and use them effectively as it is for leaders.

This 1-day seminar introduces staff to what EI is and why it matters for good work, good relations and being a good team player. It shows how to apply 5 essential EI-smart work practices to improve relationships, manage moods and work in better with others.

[\[More on-line\]](#)

Learn how to...

- Identify the impact emotions have on your work ability
- Manage moods and control negative emotions
- Deal better with difficult emotional moments
- Cope better with stress, pressure and the demands of change
- Enhance your ability to get along with others

Topics we cover...

- EI at work – what it is and why it matters
- How feelings affect you, others and your work approach
- Hidden costs of toxic emotions at work
- Work 'SMART' – the 5 EI work practices
- Emotions are catchy: which ones do you bring to work?
- Attack of the Amygdalas! Handling emotional hijacks
- Finding feelings and what to do with them when you do
- Emotional self-responsibility – owning up to your feelings
- How moods manage me or should it be the other way round?
- Dealing with disruptive emotions: anger, anxiety & apathy
- Empathy – connecting with heart
- Productive EI states – optimism, hope, focus, flow

Is this right for you?

This course is for non-managerial STAFF who want to learn how to use EI as an effective tool for personal enrichment, performance improvement and enhanced quality of work life. It's particularly beneficial for work colleagues to attend together.

Managers and team leaders will benefit more from our **Leading with EI** and **EI Leader** programs. [\[Other EI Programs\]](#)



"EI at Work made me feel stronger as a person in working with others. It helped me recognise and understand my feelings, how I portray emotions towards others and how it affects my work relationships. It helped me learn how to deal with my emotions so I can effectively deal with others and my work relationships." Bronwyn M, Department of Communities Old

Course Features...

- Complete the 5-SMARTS EI Quiz to track your emotional habits and what you need to work on
- Practise tools to take control of your feelings, exercise emotional self-responsibility and get along better with others
- Receive a 100-page self-coaching Guide with 20 tools to put into practise to relate with more EI at work.

[REGISTER On-Line](#)
[More Information](#)

Course Details...

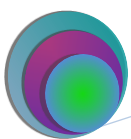
Duration: 1 day

Fees: Single \$550. NFP & schools \$495

Other Discounts: offered periodically via email

Locations & Dates: See [Course Calendar](#)

Registration: [On-line](#), [Email](#), M_0429-687591/513



Mindfulness at Work

A 1-day clinic for **Staff** on 5 Mindfulness Markers to retrain your brain for more clarity, focus, balance, presence and personal productivity

What's this about?

Across the globe, there's a new generation of leaders seeking to integrate mindfulness into their leadership lives and practice - not just to improve their personal productivity and performance, but to learn how to be more present, self-aware, focused, connected, less stressed and more emotionally balanced.

This 1-day clinic extends our 10 years of EI coaching. It looks at what it means to lead mindfully and introduces 5 mental markers and simple brain-training tools to transform how you lead. [\[More on-line\]](#)

Learn how to...

- Lift your level of clarity, focus, presence and attention
- Attain higher levels of self-mastery and personal productivity
- Use focused-attention tools to train your brain to be mindful
- Strengthen your reserves of resilience and sense of well-being
- Reduce stress and anxiety and curtail confusion and distraction
- Be more calm, connected, balanced and even-minded
- Get back in tune with what really matters in your leadership-life and rediscover your inner-capacity to lead

Topics we cover...

- Mindfulness, emotional intelligence & self-awareness
- Being present and focused – seeing what 'is'
- Brain-training: neuro-science facts of mindfulness
- Seeing systemic relationships - making decisions mindfully
- The 5 mental markers of mindfulness training
- Managing mindfulness: practising focused attention
- Mindful conversations: the discipline of dialogue
- Mental discipline: mindfulness meditations-practice
- Being with your body – tune in to physical presence
- Re-engaging: presence, purpose & personal productivity
- Medicine of mindfulness: well-being, stress-relief & resilience

Is this right for you?

This clinic is aimed at leaders and other professionals from any walk of work life who want to reinvigorate themselves and refresh their leadership practice through learning the mental disciplines of deep self-reflection, focused attention and mindfulness



Neuroscience and leadership discoveries in the last decade show that mindfulness training can have practical benefits and paybacks – it reshapes habitual neuronal pathways, has a healthy impact on brain function and can help leaders find a haven of clarity, calm and focus in a maelstrom of uncertainty...

Course Features...

- Use and practise 5 Mental Markers and simple focused-attention tools to increase mindfulness
- Take-away a 75-page self-coaching guide
- See where you are on our mindfulness dashboard
- Design a practice-regime to train your brain to be more mindful and self-aware
- Take up our optional coaching extension – a second day with more intensive practice of tools

[REGISTER On-Line](#)
[More Information](#)

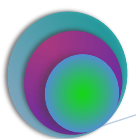
Course Details...

Duration: 1 day with coaching extension option

Fees: \$550 single, \$495 NFP & Schools
Other discounts offered by email

Locations & Dates: See [Course Calendar](#)

Registration: [On-line](#), [Email](#), M_0429-687591/513



Handling Toxic Emotions at Work

a 1-day clinic on stress-survival skills to handle toxic emotions and insulate against hazardous work cultures

What's this about...

Toxic emotions infect most workplaces. Unless we learn how to emotionally insulate ourselves from their ill-effects, they interfere with our work-focus and play havoc with our health, stress levels, our behaviour, and our general sense of well-being.

This 1-day clinic seminar looks at strategies to better cope with toxic workmates, deal with your own disruptive feelings and shows you essential stress-survival skills to combat caustic colleagues, insulate yourself from the effects of toxic emotions, manage your stress levels and maintain emotional balance. [[More on-line](#)]

Learn how to...

- Regulate and control your own disruptive emotions
- Notice the signs of toxic emotions in yourself and others
- Adopt strategies to better cope with toxic workmates
- Insulate yourself from the ill-effects of toxic emotions
- Maintain emotional balance and manage your stress levels

Topics we cover...

- What are toxic emotions and what's their impact?
- Hidden costs of toxic emotions – personal & work
- Emotional contagion – attack of the Amygdalas
- Types of toxic behaviour – signs of toxicity
- EI blind-spots – self-absorption, anger and blame
- Toxic emotions – health and the EI connection
- Containment strategies – isolation, insulation or immunity?
- Handling strategies: hostility, hijacks & other horrors
- Revitalising yourself – stress and how to neutralise it
- Emotional insulation and resilience-building
- Healthy work cultures – emotional balance & well-being

Is this right for you?

This clinic will benefit anyone at any level who feels troubled by toxic emotions – theirs or others – and needs to learn how to handle them better. It will also benefit leaders who want to do something positive about toxic team members



The debilitating cost of toxic emotions is something you won't see on any balance sheet. Apart from leaving us stressed, exhausted or plain frustrated, they pose a serious health threat. Whether you generate them or pick them up from others, they leave behind noxious chemical residuals that slowly penetrate our body's defences, drain our immune system and result in physical and mental ill-health...

Course Features...

- Run an emotional health-check on the impact of toxic emotions on you and your team
- Take-away a 75-page self-coaching guide with 17 tools to help work on containing toxic emotions.
- Develop a 5-step plan to control toxic emotions

[REGISTER On-Line](#)[More Information](#)

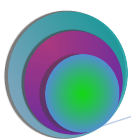
Course Details...

Duration: 1 day

Fees: \$440 single (Discounts offered by email)
In-house pricing by quote

Locations & Dates: Refer [Course Calendar](#) for possible public dates. Available in-house

Registration: [On-line](#), [Email](#), M_0429-687591/513



Building Resilience and Positivity

a clinic to help you handle set-backs better and build your reserves of resilience and positivity...

What's this about...

Resilience - the 'bounce-back' emotion – is being able to recover rapidly from set-backs, failure, disappointment. It links to other emotional attributes like positive outlook, perseverance and self-efficacy. All of these have a big impact on performance, motivation and how we handle unsettling or stressful events at work

This 1-day extension of our *Working with EI* clinic helps people understand their emotional patterns around resilience, identify strategies to contain negativity and learn personal practices to build their reserves of resilience and positivity.

Learn how to...

- Map your emotional response patterns to unsettling events
- Monitor and assess your levels of resilience and positivity
- Work on ways to curb negative outlook and be more positive
- Develop personal practices to lift your level of resilience

Topics we cover...

- Your outlook: learned optimism or pessimism?
- Resilience – the bounce-back emotion
- Resilience and the effect it has on your outlook
- The brain science behind resilience and positivity
- Measuring your levels of positivity and resilience
- Links to other emotional states – perseverance, self-efficacy
- Emotions-mapping: how you react to set-backs
- Assessing impact on performance and motivation
- Tools to stem negativity – reframing self-talk
- Handling negative feedback and criticism
- Positive outlook and stress management

Is this right for you?

An initial negative response to set-backs is normal. This clinic will benefit anyone who suffers a too-strong-or-too-long response to unsettling situations and needs to work on building more resilience and positivity. It's also suitable for team leaders who want to learn ways to help their team members cope better with set-backs...



Many of us have trouble handling setbacks. We feel helpless or hopeless. This breeds other feelings like cynicism, apathy or anger. We suffer, work suffers and often we seem to make sure other people suffer too. If we don't have resilience and positivity to handle setbacks, it leaves us feeling overwhelmed and resentful, it undermines our motivation, derails our sense of direction and robs us of vitality...

Course Features...

- Bring along typical work events that unsettle you and you have trouble coping with
- Assess your levels of resilience and positivity
- Take-away a 75-page self-coaching guide with 15 tools and techniques to work on resilience.
- Develop personal strategies for building more resilience and positivity

[REGISTER On-Line](#)

[More Information](#)

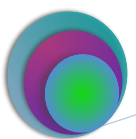
Course Details...

Duration: 1 day

Fees: \$440 single
Discounts offered by email
In-house pricing by quote

Locations & Dates: Refer [Course Calendar](#) for possible public dates. Available in-house

Registration: [On-line](#), [Email](#), M 0429-687591/513



The Compassionate Leader

an advanced EI clinic to make space for a more compassionate approach in leadership, life and work

What's this about?

Most leaders are conditioned to put business before benevolence – to lead with head, not heart. We convince ourselves we can't make space for compassion yet that's exactly what truly great leaders do make time for.

This 1-day advanced EI clinic looks at the role compassion plays in a practical leadership context and how you can use it to instil more connectivity, empathy and mindfulness into your leadership mix through active self-reflection. [[More on-line](#)]

Learn how to...

- Energise, inspire & connect more carefully with those you lead
- Be even-minded & emotionally balanced in dealing with others
- Stay alert to stress signals & work on ways to renew yourself
- Master mental exercises to cultivate a more compassionate, calm & connective approach to your leadership

Topics we cover...

- Compassion in a practical leadership context
- Unpacking the components of compassion
- Diagnosing dissonance – reinforcing resonance
- Foundations: understanding, empathy, & curiosity
- Mindfulness – why connective moments matter
- Even-mindedness – maintaining mental balance
- Mental practices to make room for compassion
- Leadership alert signals – stress, burn-out and wake up calls
- Using compassion to combat toxic emotions
- Hope, happiness and the health connection
- Role of compassion in relieving leader stress & renewal

Is this right for you?

This 1-day master class delves deeper into the 7th EI practice touched on in our *Leading with Emotional Intelligence* program. It's for those who already have a working familiarity with EI and are interested in lifting their EI leadership to the next level by mindfully cultivating connectivity and compassion.



The popular perception of a powerful leader is someone who's tough, hard-nosed, rational, results-driven. Truly great leaders, though, have the conviction, confidence and courage to cultivate compassion. They know you have to connect if you want committed action

Course Features...

- Practise mental disciplines to invoke compassion
- Comes with a comprehensive 100-page self-coaching guide with 25 tools.
- Assess your leadership style in terms of empathy, compassion, resonance & dissonance
- Develop a compassionate leader cultivation plan and personal strategies to revitalise, restore and renew yourself

[REGISTER On-Line](#)

[More Information](#)

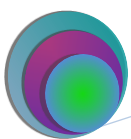
Course Details...

Duration: 1 day

Fees: \$495 single, \$440 NFP & Schools
Discounts offered by email
In-house pricing by quote

Locations & Dates: Refer [Course Calendar](#) for public program dates. Available in-house.

Registration: [On-line](#), [Email](#), M_0429-687591/513



Teaching with Emotional Intelligence

Rethinking how you use Emotional Intelligence in your teaching practices and classroom leadership...

What's this about...

Nowhere is EI more critical than classrooms. The more emotional connection there is in a classroom, the more everyone feels happy, interested, enthused. Planned or not, all teachers deal with emotions every day. Like leaders everywhere, they knowingly or unknowingly, imprint emotional patterns on students. [Read [*Why EI at School is every Teacher's Business*](#)]

This 1 or 2-day clinic adapts tools from our popular *Leading with EI* program to leading, teaching and coaching with EI in classrooms. It shows you how to raise levels of learning by targeting positive emotions and developing learning activities and strategies that are emotionally resonant and engaging. [[More on-line](#)]

Learn how to...

- Manage your emotions and lead with EI in your classroom
- Raise levels of engagement and make classroom climates more joyful, respectful and emotionally supportive
- Work on ways to integrate more social and emotional learning and leadership into classroom activities
- Model how to handle hostility & disruptive emotions better and be a better emotional classroom coach

Topics we cover...

- The part EI plays in good teaching & learning
- Positive & negative emotional learning states
- Teachers as emotional coaches & role models
- Catching moods – contagion in the classroom
- Resonance or dissonance – relating to learners
- Modelling EI – what lessons do your students learn?
- Amygdala attacks – when feelings take us over
- Foundations: E-mapping with the EI triangle
- Scaffolding – EI competencies in classrooms
- Teaching EI behaviour: 10 dimensions for practice
- Managing moods & maintaining emotional balance
- Empathy – reading/responding to learner's feelings

Is this right for you?

This clinic can help teachers who want to enhance their learning effectiveness, classroom management or climate, become more adept with tools for emotional coaching and cultivate happier, healthier, higher-functioning learning environments.



"I enjoyed *Teaching with EI*. Very practical, thought provoking and something we can all use, not just the kids! I see how to practically apply the tools and the guide is a detailed and excellent resource full of useful tools I've already implemented. Thanks Bill."

Mandy Canfield – Cairns School of Distance Ed

Course Features...

- Take away tools and ideas to apply EI in a range of classroom contexts.
- Comes with a 100-page self-coaching guide with 25 tools for class-room use.
- Assess EI learning climate of your classroom with the EI classroom inventory
- Develop a plan to integrate EI into classroom teaching, modelling and management practices

[REGISTER On-Line](#)[More Information](#)

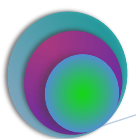
Course Details...

Duration: 1 day (also 2-day in-school option)

Fees: \$410 pp for 1-day public program
Discounts offered by email
Multiple place discounts on enquiry

Locations & Dates: See [Course Calendar](#) for public program dates. Available In-school on request.

Registration: [On-line](#), [Email](#), M 0429-687591/513



Putting Patients First: creating more positive patient experiences

A 1-day clinic on 5 patient-first principles to cultivate more connectivity, caring & compassion...

What's this about...

Patient-centred is becoming an integral part of health-care policy and practice world-wide. We all say we put patients first, but do we *always*? With busy jobs, feeling stressed, pressured or plain overloaded by daily heavy-duty demands, it's easy to put our priorities or procedures first and forget to connect.

This 1-day clinic gets people on the same page about Patients-First – to know what it looks like and how to act it. It covers 5 PPF Principles and practical personal tools you can use to cultivate a more consistently caring, connective and compassionate approach.

Learn how to...

- Be more mindful about how you come across to patients
- Practise ways to refresh your natural patient-first approach
- Connect positively with patients and boost your own well-being
- Identify what detracts from putting patients first
- Lessen your stress, manage your moods, be your best-self
- Apply formulas to cultivate more connectivity and compassion

Topics we cover...

- Caring values: the 5 essential Patient-First Principles
- Unpacking the 3-C's – Caring, Connecting, Compassion
- Emotional Intelligence: patient-first, clinical connections
- Clinical detachment: ways we de-personalise patients
- Seeing us through patient eyes: is it about them or us?
- Emotional contagion: bad feelings infect patients
- Emotional self-management, hijacks & hostility
- Watch what you say: the damage don't care messages do
- Clinical value of connective moments – speak with heart
- Crank-up the care-factor: empathy & compassion count
- Personal practices & action formulas for patients-first

Is this right for you?

The clinic is about enhancing the professionalism of your personal patient interactions, NOT clinical, systemic or procedural aspects of patient-centred care. It can benefit anyone in your health-care chain who wants to improve their personal patient-first practices.



"An extremely powerful session and catalyst for great things that can occur within our own facilities. How we do things and why we do things needs to be brought back to a basic level – putting the patient first and developing a model of care that is patient-focussed and not just systems and task focused. I'm working on a model of care and this has given me so many resources and the motivation to get it up and running." Amanda B, DON - Queensland Health

Course Features...

- Practise the 5 essential Patient-First Principles
- Work on your own patient-first scenarios
- Practise tools and formulas to connect better
- Comes with a 75-page self-coaching guide with 20 tools to promote patient-first principles
- Create your personal patient-first action plan

[REGISTER On-Line](#)
[More Information](#)

Course Details...

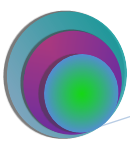
Duration: 1 day public program. Can also be run in-house as a 2-3 hour seminar, full-day interactive or as a series of group-coaching sessions

Fee: \$550 pp for 1-day public program

Group discounts available In-house on request

Locations & Dates: See Course [Calendar](#)

Registration: [On-line](#), [Email](#), M_0429 687519/513



Change, Leadership & Culture

Leadership, culture, change – they all go hand-in-hand. Whatever shape your change challenge takes, success starts with learning how to lead it. Leaders are instrumental in:

- Communicating a change vision and getting commitment to it
- Preparing people for change in ways that lessen anxiety and promote positive purpose, energy and focus.
- Getting them to take action and guiding them through change

In our change consulting work, we've come across 3 re-occurring reasons many change efforts seem to falter or fail.

- The first is that organisational leaders don't really put people at the centre of change. Much change management training focuses on steps, stages, systems and structures to "roll-out" change and forgets the most crucial element: *people*.
- The second, is we don't adequately prepare people. The personal side of change often gets under-played, if not entirely overlooked, yet the way people respond to change is critical in determining how much, how well or even whether they'll change at all. Unless you get people onside, your change is highly likely to come unstuck.
- Thirdly, we don't take enough notice of the cultural dimension of change. Organisations focus on the mechanics of change and underestimate how crucial culture is. Culture affects every facet of organisation: thinking, strategy, performance and behaviour. Unless your culture fits it, or you can renovate culture to accommodate it, your change can unravel rapidly.

These 3 elements – *designing people-centred change processes*, *preparing people for change* and *accounting for the culture* in change plans and approaches, are the X-Factors in change success. Changing one without the other is the root-cause of many failures.

The ability to design and lead change, renovate culture to fit it, and prepare people so that transitions and take-ups happen more rapidly and smoothly with less resistance, are some of the keys to organisational vitality, renewal and longevity...

And that's what The Change Forum's clinics on change centre on...

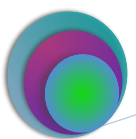
There's 3 re-occurring reasons many change efforts fail. Firstly, we don't put people at the centre of change when we design it. Second, we don't do enough to adequately prepare them for it. And thirdly, we fail to take into account sufficiently, the cultural dimensions of change.

Need a helping hand with change?

Download our [Change Services Profile](#) for a snapshot of ways we help you with change or click on our [Culture Change Profile](#) for insights into what culture is and how to go about changing or revitalising it.

Prepare people, lead change management and revitalise culture with:

- [Preparing People for Change](#)
- [Preparing Yourself for Change](#)
- [Leading Change Management](#)
- [Revitalising Your Culture](#)



Preparing People for Change

steps and tools for leaders to pave a path to smoother change transitions and take-ups...

What's this about?

One reason change fails is that we don't see it from a recipient's perspective and address their concerns. The first step in any well-run change program is preparing people for it. It's often glossed-over, but asked what they'd do differently if they had their change-time over, many leaders say: *"prepare people better for it."*

This 1-day clinic (2-day in-house option) looks at the personal side of change and what leaders can do to handle the emotional dynamics behind change and better prepare people as a prelude to leading them through it. [\[More on-line\]](#)

Learn how to...

- Pave the way for smoother change transitions & take-ups
- Engage with the personal, emotional dynamics of change
- Help people mindfully manage their change reactions
- Encourage people to respond to change constructively
- Tap into tools to increase personal 'change-ability'
- Convert anxiety & reluctance into constructive change energy
- Better prepare people & create more positive change cultures

Topics we cover...

- Why change is difficult: facts, fears, fantasies
- Personal attitudes: how people respond to change
- Change-ability: personal factors & challenges
- Preparedness: taking the change temperature
- 'PAVERS' model – change preparation steps
- Thinking change – impact of mental models
- Change limiting and empowering beliefs
- The emotional side: feeling around change
- Dissecting reasons for resistance & reluctance
- Getting engagement: models and strategies
- Change conversations: part they play to engage
- Changing mindsets – unblocking the culture

Is this right for you?

This clinic is for leaders who want to do a better job of preparing people for change. It doesn't deal with implementing it or leading people through it once it's underway. These topics are explored in *Leading Change Management* and *Leading Teams through Change*



"Very beneficial for an overview of how people feel when there's change and ideas to help them to change. Course structure, content and methods used were all great – as is the self-directed guide. I'd love to have the skills Bill has when presenting. He's very good at what he does." Helen McKenzie – Mackay Hospital and Health Service

Course Features...

- PAVERS model for preparing people for change
- Take-away a 110-page self-directed with 30 tools and change preparation activities to apply
- Goal setting with the change-leader's scorecard
- Develop your own personal preparing people for change strategy checklist

[REGISTER On-Line](#)
[More Information](#)

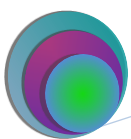
Course Details...

Duration: 1 day

Fees: \$495 single, \$440 NFP & Schools
Other discounts offered by email

Locations & Dates: See [Course Calendar](#)

Registration: [On-line](#), [Email](#), M 0429-687591/513



Preparing Yourself for Change

a personal-action toolkit clinic to help staff prepare for change and engage with it more constructively

What's this about...

Coping with change can be stressful – even if you're in control of it. It's twice as stressful for those who don't feel much in control of it at all. Staff often feel overwhelmed or powerless facing major change. Some enthusiastically embrace change. But it also leaves many feeling pessimistic, deflated, cheated or change-fatigued.

This 1-day clinic is for staff who want to learn how to change. It takes a look at the personal side of change and helps them identify what they can do to prepare themselves better for it, cope with change, and engage with it more constructively. [\[More on-line\]](#)

Learn how to...

- Manage the personal & emotional dynamics of change
- Reflect on your typical responses & reactions to change
- Identify impacts change has on you & how to cope with it
- Improve the way you handle change & make it work for you
- Increase your change-ability & overcome change anxiety
- Use tools to navigate your way around change and engage with it more positively

Topics we cover...

- How people change: why we love to & hate to
- Change-ability: taking your change temperature
- How I respond to change – emotions, attitudes, reactions
- Finding out what this change is all about
- Models managers use to talk change – & so can you
- Emotions mapping – what I think & feel about change
- Controlling change stories: taking a different view
- Checking my change assumptions & concerns
- Seeing where you are on the Change Cycle
- Learning to talk through change with others
- Dissecting my reasons for resistance or reluctance
- Change limiting and empowering beliefs
- What to do if you decide to engage with change

Is this right for you?

This clinic is for staff who want to learn how to handle change better on a personal level. If you're a leader who wants to know how to prepare others, we suggest *Preparing People for Change*.



Learning Solutions
for Leadership & Change

"Excellent and very helpful. It changed my focus from being fearful of change to seeing that the more people get involved in it, the better – and from being negative about change to seeing how I can get included and possibly win over others too. Tools were great – and the way we were shown how to use them gave you lots of ideas. I now feel more confident to personally handle change" Dennis Wyatt – Queensland Health

Course Features...

- A 5-stage roadmap to manage personal change
- Take-away a 75-page personal change guide with 20 tools to help make change work for you
- Do the Personal Empowerment Change Checklist
- Create a personal change-ability preparation plan

[REGISTER On-Line](#)
[More Information](#)

Course Details...

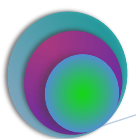
Duration: 1 day

Fees: \$440 single, \$396 NFP & schools
Other discounts offered by email

Locations & Dates: See [Course Calendar](#)

Recommended in-house for staff change populations

Registration: [On-line](#), [Email](#), M 0429-687591/513



Leading Change Management

strategies, tools and frameworks to design and run people-centred change management processes

What's this about?

Many change efforts fall flat because leaders fixate on the steps, systems, structures and schedules to 'roll' it out, and fail to take account of often more crucial and complex systemic factors such as culture, context, people and the impact of their own behaviour.

This down-to-earth 2-day clinic explores the people side of change, not just the mechanics of managing it. It focuses first on designing change management processes then turns to what it takes to lead people through them. It gives a solid grounding in critical practice areas and practical tools to design and lead change management; to get people engaged, reduce uncertainty and convert anxiety, denial and resistance into constructive change energy. [\[More on-line\]](#)

Learn how to...

- Deepen your insights into the role real change leaders play
- Use roadmaps & tools to design people-centred change
- Build-in factors that are proven keys for change success
- Navigate your way around the complexities of change
- Deal better with inevitable change dilemmas that arise

Topics we cover...

- Change management: proven success & failure factors
- Engaging with change: roadmaps, strategies & tools
- Leading change with the 5 learning Disciplines
- Shaping a shared change vision: challenging mindsets
- Systems thinking – coping with complexity
- The "PIECERS" model to design people-centred change
- Change readiness: working out where to start
- Mobilising coalitions & working with change teams
- Implementing change & getting involvement
- Change conversations – forging relationships
- Embedding change: maintaining momentum

Is this right for you?

Whether you're a change-veteran or beginner, this clinic is highly beneficial for leaders at any level responsible for designing, leading and implementing change management: executives, managers, HR professionals, team leaders or even committed staff working on change teams. It takes a wide-angle view of change. For a more targeted, team-level focus, try [Leading Teams through Change](#).



Learning Solutions
for Leadership & Change

"Loved the course. Came away inspired and enthused. Great change management tools and principles: and I see the guide being a much-used reference. You have such an easy manner, prepared to take the group where it needs to go. Your skills as a change agent and trainer allowed you to be flexible and adjust to our needs as learners." Ailsa - Crime & Misconduct Commission

Course Features...

- Looks at leading change management through the lens of Senge's 5 Disciplines
- Uses our unique 'PIECERS' change model to take a people-centred, systems-thinking approach to designing change management processes with
- Take-away a totally updated 150-page *Leading Change Management* guide with 37 tools and bring along a real-life change-challenge to try out the tools on
- Complete the change-leader's scorecard and develop a personalised action-plan to help you get started on real change back-at-work.

REGISTER On-Line

More Information

Course Details...

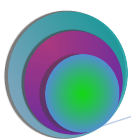
Duration: 2 days

Fees: \$880 single, \$85 NFP & schools

Other discounts offered by email periodically

Locations & Dates: See [Course Calendar](#)

Registration: [On-line](#), [Email](#), M 0429-687591/513



Leading Culture Change

for leaders serious about taking on culture change to improve organisational health and performance...

What's this about?

Most leaders are acutely aware of how constructive cultures encourage healthy high- performance while dislocated ones breed bad behaviour, toxic climates and under-performance. Leaders are often told 'getting the culture right' is the most critical facet to focus on for sustainable results.

This unique clinic unpacks the components that make up culture and equips you with practical tools to handle culture change better – either as part of a specific culture change effort or an adjunct to support other changes you need to implement. [\[Read more on-line\]](#)

Learn how to...

- Identify what makes up culture and what you can change
- Scan for signals of constructive or destructive cultures
- Diagnose your current culture and ways to revitalise it
- Use our 8-stage model to plan positive culture change steps
- Revitalise culture, reconnect people and reduce toxicity

Topics we cover...

- Unpacking the components of culture
- The CLEVER dimensions for cultural revitalisation
- Scans: signs of constructive & dislocated cultures
- Unearthing cultural patterns and layers
- Thinking culture – tacit assumptions
- 8 stages for carry-out of culture change
- Develop a vision of the culture you want
- Leading culture change – tips and traps
- Creating space for culture conversations
- Undiscussables and real cultural values
- Encountering and countering cultural resistance
- Replacing habits of thought & behaviour
- Working out where to start with culture change

Is this right for you?

Whether you lead a team, direct a division or manage an entire enterprise, the extensive array of useful concepts and tools this clinic provides can assist any level of leader to get started in earnest on developing strategies and plans to tackle a culture change challenge.



Learning Solutions
for Leadership & Change

"I'd thoroughly recommend this clinic to anyone who wants to learn about leading effective culture change. It was well structured, logical and I found the practical tools and discussions about their use extremely insightful. Excellent resources." Louise Barrett – Director Corporate Services, Queensland Studies Authority

Course Features...

- 8-phase culture change model and our 6 CLEVER Dimensions for scanning culture
- Substantial 100-page guide with additional 55-page toolkit to start putting culture change plans into action back at work
- Design culture scans & create revitalisation plans

[REGISTER On-Line](#)
[More Information](#)

Course Details...

Duration: 2 days (1-day *fast-track* in some regions)

Fees: \$880 single (1-day *fast-track* \$550)
\$825 NFP & Schools (1-day \$495)

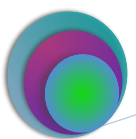
Other discounts: offered periodically via email

Locations & Dates: See [Course Calendar](#)

Also recommended for in-house delivery

Contact Us to enquire about in-house & arrange dates

Registration: [On-line](#), [Email](#) or M 0429-687591/513



Building Better Teams

Whether it's an office, factory or school, teams are the main way we organise work. Team-working skills are vital for everyone.

- Any time a group of people come together to work on a common task, whether it's an intact work team or occasional committee, team-working comes into play.
- Getting clearer on what it takes to work well in teams makes a big difference to people fitting in and getting along. The ability to mobilise cohesive teams and get people to work in well with each other is an absolute necessity for all leaders.
- Without team-building skills, many people bumble along, making the same old avoidable errors that get teams in a tangle.

And of course, as with anything else, teams break down, under-perform or stop working as well as they should. To stay in top gear, they require fine-tuning, maintenance or even, from time to time, a total makeover.

That's where teambuilding comes in. It has a proven track record as a tool to enhance team performance, but the term sometimes seems a bit nebulous. People know they need it, but often aren't sure what it is. What is team-building?

- Put simply, it's finding ways of *Working Better Together*, which is why we use this label for our team-building clinics.
- It means making the most of what you do through collective effort, constructive conversation and collaboration.

While we all have different ideas of what working better together means and how to go about it, our teambuilding work typically covers improvement areas such as shared visions, team design, conversations, team roles and relationships, culture and climate, developing new operating principles and finding better ways to work together more collaboratively and constructively.

Each of these things can contribute to building the high-performing team-working culture and positive emotional climate you want – where people can find ways to discuss team and task issues constructively, work through conflict without resorting to argument and acrimony, and identify ways to keep on working better together in future.

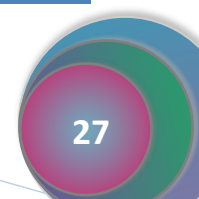
While we naturally work in teams to achieve things we can't do alone, working well together in them doesn't come so naturally. We have to learn how to do this.

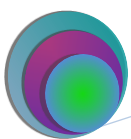
Our *Working Better Together* Approach

We run a comprehensive series of team-building clinics under the general title of *Working Better Together*. For a full profile including our take on team-building, team-building services and tips on planning your next team-building session, download a copy of our *Working Better Together Prospectus*

Time for team-building? Try out tried-and-tested tools for revitalising your team

- [Leading Talented Teams](#)
- [Respecting & Connecting in Teams](#)
- [Leading Teams through Change](#)
- [10 Working Better Together Clinics](#)
- [Tools for Taking Team Action](#)
- [Top Team Executive Team-Building](#)





Building Better Teams

a 2-day clinic for leaders on team-building tools to form, reform and transform your teams...

What's this about?

Most workplaces say they work in teams, fewer know how to make teams work well. Getting teams to work in well together is a major mission for leaders, no matter what level they're at.

This 2-day toolkit explores the art of working better together in teams. Whether you're fine-tuning an existing team or starting one from scratch, it covers key design dimensions and tools to form teams, facilitate them to work collaboratively, get commitment to common goals, create cohesion and rethink how your team works together. [\[More on-line\]](#)

Learn how to...

- Use 7 dimensions to make team-based work more effective
- Break-down boundaries to working together as one-team
- Employ a range of robust, easy-to-use team-building tools
- Build better team relationships, rapport & cohesion
- Remedy dysfunctions that get in the way of good teamwork
- Foster shared vision, common goals and accountability
- Develop team-building sessions and design better teams

Topics we cover...

- The leader's role as team-builder & designer
- Difference between true teams & token ones
- Designing teams: the 7 key Dimensions
- Developing team visions, goals & targets
- Team boundaries and work processes
- Facilitating teams – models, tools and steps
- Team decision-making and problem-solving
- Talking in teams – connective conversation
- Team empowerment and self-responsibility
- Team roles, dynamics and interactions
- Dealing with difficult team moments
- Building a positive team culture

Is this right for you?

This clinic can benefit anyone who leads teams from director level down who wants to work on developing shared visions, new team designs, operating principles, workroles and decision-making practices. It's also useful if you're looking to learn how to plan and facilitate teambuilding sessions or reform and revitalise teams...



Learning Solutions
for Leadership & Change

"Well worth attending. The structure was quite practical and the workshop had variety. Life would be so much better if more leaders and teams adopted these concepts to understand the people we deal with. The more people who are aware of these concepts, the better." Ron Zahner - Training Manager Queensland Health

Course Features...

- Work through key steps, issues and choices critical to forming & sustaining successful teams
- Analyse the way your team works now using our 7 Team Design Dimensions
- Develop new team operating principles and improvement strategies
- Develop a personalised team-building action-plan for back-at-work activities
- Backed up by a comprehensive self-coaching guide to support continued team-building effort

[REGISTER On-Line](#)
[More Information](#)

Course Details...

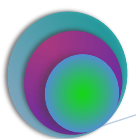
Duration: 2 days

Fees: \$880 single, \$825 NFP & Schools

Other Discounts: offered periodically via email

Locations & Dates: See [Course Calendar](#)

Registration: [On-line](#), [Email](#), M 0429-687591/513



Leading Teams through Change

a clinic for leaders to take a closer look at how to make their team change-work more trouble-free...

What's this about?

Whether it's new structures, members, workroles or procedures, teams constantly change. While it's inevitable, team-change can distract from work focus and upset good teamwork. A common challenge all leaders face is how to get teams to accept and make changes with minimum fuss and disruption to work. .

This 1-day clinic (or 2-day in-house option) gives a good grounding in practical actions to effectively initiate and lead team change – to get more buy-in and committed support to make your attempts at team change more trouble-free – whether big or small.

Learn how to...

- Get more commitment & buy-in to make team change work
- Use the dynamics of how people react to change to manage it
- Work on the personal and emotional side of team change
- Get teams to engage with change more constructively
- Create a culture where teams embrace change more readily

Topics we cover...

- Positive role leaders play in team change
- Perennial principles of effective team change
- Change-ability – taking your team's change temperature
- How teams respond to change – attitudes & reactions
- Applying the PIECERS model to team change
- The emotional side of change: fact, fear or fantasy
- Change conversations – participation & communication
- Dealing with individual and team concerns
- Strengthening change opportunities, reducing threats
- Change relationships: getting involvement
- Getting team ideas on how to implement change
- Reinforcing positive change behaviours
- Change resistance, prickly personalities & power plays

Is this right for you?

Targeted at team level change, this clinic is for supervisors, team leaders and mid-level managers. If you want a broader strategic view of change design, please see [Leading Change Management](#).



"An engaging experience that challenged my thinking and provided useful practical tools for my workplace. I liked the pace and focus on our own real work situations. You were responsive to everyone in the group and kept the energy levels high. The guidebook is very thorough with some very useful tools and the way they were presented was active and engaging." Martha Goldman, Manager Education, Training & Innovation TNO TAFE

Course Features...

- Bring along your own team change to work on
- Practise a 5-step strategy to lead team change
- Take-away a 100-page team-change toolkit and coaching guide with 20 tools.
- Stock-take your team-change skills and plan to put team change strategies into action

[REGISTER On-Line](#)
[More Information](#)

Course Details...

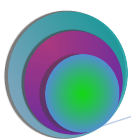
Duration: 1 day

Fees: \$550 single, \$495 NFP & Schools

Other Discounts: offered periodically via email

Locations & Dates: See [Course Calendar](#)

Registration: [On-line](#), by [Email](#), M 0429-687591



Working Better Together Clinics

Choose from 10 tailored, in-house team-building clinics to help tackle your unique team challenges..

What's this about?

Working Better Together is the general banner for our team-building services. Team-building can take a multitude of different paths – it doesn't come in 'one-size-fits-all' – so we tailor *Working Better Together* clinics in-house to help you tackle your unique team challenges.

Still, choosing the right team-building focus can be confusing and many organisations like to have an idea of the possibilities up-front first. So to make it easier, we've developed a menu of self-contained team-building sessions to choose from to construct a program that's right for you.

Working Better Together clinics help you...

- Shape shared vision – where most teams need to start!
- Form and design teams – get the architecture right.
- Increase team cohesion – find ways to stay together
- Improve team-talk – teams that talk together stick together
- Enhance relationships – collaborative behaviour is a must
- Clarify roles – the expectations we have of each other
- Improve what your team does – for better team performance

Our Working Better Together clinics cover...

- **Clinic 1:** Team-working and team-building
- **Clinic 2:** Shaping team visions and values
- **Clinic 3:** Conversations – talking in teams
- **Clinic 4:** Thinking and deciding in teams
- **Clinic 5:** Emotionally Intelligent Teams
- **Clinic 6:** Dealing with team difficulties
- **Clinic 7:** Designing your team
- **Clinic 8:** Respect-building in teams
- **Clinic 9:** Entrusting teams to lead
- **Clinic 10:** Creating cohesive teams

Is this right for you?

Whatever kind of organisation or type of team you belong to, all teams can benefit from taking time out now and again to renew relationships, talk through difficult issues and clarify how to work better and more constructively together. In the last 5 years we've run more than 50 in-house team-building clinics of various shapes and sizes for many kinds of organisations with great results.



"I found this team-building day useful, both professionally and personally, and would recommend it to others. The structure and content of our session suited our needs. I believe each of us are now making a more conscious effort to get along and work effectively together and that day helped to clear the air as we could all see how we'd contributed to our team's issues." Mel – Dept of Agriculture, Forests and Fisheries

For a full profile of our *Working Better Together* approach, including our take on team-building, team-building services and tips on planning your next team-building session, download a copy of our [Working Better Together Prospectus](#)

Working Better Together clinics feature...

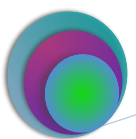
- Optional pre-clinic team surveys & diagnostics to help tailor clinics to your team's needs
- Take-away toolkits so your team can continue to work on team improvements back at work
- Frameworks to develop new team operating principles and charters to reflect your changes
- Focus on developing agreed team action plans

[REGISTER On-Line](#)[More Information](#)

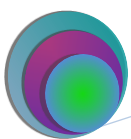
Course Details...

Duration: Flexible duration & delivery depending on individual team needs – generally no less than 1-day

Locations & Dates: In-house tailored to your needs. Some clinics run periodically as public programs.



Clinic 1: Teamworking and Teambuilding	Clinic 2: Shaping Team Visions and Values
<ul style="list-style-type: none"> ■ The 5 Foundations for effective teams ■ True or token teams - what's the difference? ■ Team failure and success factors ■ Diagnostics: Team issues and perspectives ■ Expectations of me, others, and this team ■ Team groundrules and operating principles ■ Action planning: ways to work better together 	<ul style="list-style-type: none"> ■ Developing team visions, goals and targets ■ Identify key themes for visions and values ■ A 4-step process for shaping shared visions ■ Values exploration: what do we stand for? ■ Mapping visions, values and behaviours ■ Brainstorm team goals, actions and strategies ■ Identifying priority actions and directions
Clinic 3: Conversations - Talking in Teams	Clinic 4: Thinking & Deciding in Teams
<ul style="list-style-type: none"> ■ Debate to Dialogue: different kinds of talk s ■ Diagnostic: what happens in our discussions? ■ Levels of listening and tips for listening 'up' ■ Traps of conversational assumption-making ■ What conversational roles do you play? ■ Balancing your say with hearing their say ■ The 5-P Model for more Skillful Discussion 	<ul style="list-style-type: none"> ■ Sharing ideas and information in teams ■ Ladder of inference and problem analysis ■ Patterns: How do we make decisions now? ■ Sharing Decisions – what kind and how much? ■ Decision-making – coercion versus commitment ■ Decision tracking – consult, consensus or concordance ■ Action planning for better decision-making
Clinic 5: Emotionally Intelligent Teams	Clinic 6: Dealing with Difficult Team Moments
<ul style="list-style-type: none"> ■ Emotional Intelligence – the team connection ■ Impact of toxic emotions on team climate ■ Emotional hijacks and the EI triangle ■ Finding and expressing your feelings well ■ Empathy – creating connective relationships ■ Diagnostic: common elements of EI teams ■ EI Quiz – how emotionally intelligent are we? 	<ul style="list-style-type: none"> ■ Dynamics behind difficult team moments ■ Starting difficult discussions well ■ Dissecting differences and comparing stories ■ Replacing blame with contribution ■ Facing feelings - core of difficult discussions ■ Asserting yourself positively, cleanly and clearly ■ Completing/following through difficult discussions
Clinic 7: Designing your Team	Clinic 8: Respect-building in Teams
<ul style="list-style-type: none"> ■ Different types of Team Designs ■ 7 Team Design Dimensions ■ Steps in Teamwork-Based Design ■ Work Analysis and Process Mapping ■ Team Design Specifications - Options & Action ■ Developing new workroles & Operating Principles ■ Team Blueprints & Implementation Action Plans 	<ul style="list-style-type: none"> ■ Dissecting respect – signals of disrespect ■ 7 practices or respect – what's our team like? ■ Watching your language – minding your stories ■ Respect and the lost art of listening ■ Dealing with difficult people – respectfully ■ Emotional hijacks and disrespect ■ Identifying respect-building actions – some tips
Clinic 9: Entrusting Teams to Lead	Clinic 10: Creating Cohesive Teams
<ul style="list-style-type: none"> ■ Leadership and co-ordination choices in teams ■ Distributed leadership - spectre of power-sharing ■ Entrusting teams and trusting leaders ■ Shared leadership and co-ordination strategies ■ Self-Managing behaviours for leaders and teams ■ Disempowering systems and structures audit ■ Team accountability and self-responsibility 	<ul style="list-style-type: none"> ■ Cohesion – sticking together and pulling together ■ Identity – how much does this team matter to me? ■ Diagnostic: the group cohesiveness index ■ Cohesion: collective working and collaboration ■ Coming unstuck – obstacles to cohesiveness ■ Self-interest versus communal commitment ■ Action plans to increase team identity/cohesion



Tools for Taking Team Action

a tailored process to tackle concerning issues and improve team functionality

What's this about...

This tailored team-building clinic is a process best-used for intact work teams. It starts with a pre-program diagnostic of what's going on in your team based on 10 Dimensions for Team Functionality.

The clinic then starts with a feedback session on team functionality and the team selects most pressing issues to work on. It then takes teams through a series of tailored team actions to tackle these and ends with a plan to correct or improve team functioning.

You'll learn how to...

- Identify what a functional team is & assess your team
- Raise concerning issues in your team and talk them over
- Give measured feedback to each other about behaviour
- Take a constructive approach to resolving team issues

What we cover...

This clinic is an emergent process but team actions included in its supporting guide include...

- Team Functionality Dimensions
- Diagnosing Team Success & Failure Factors
- Vision and Values-shaping Exercises
- Digging Down into Team Culture
- Team Emotional Challenges
- Team Connectivity, Rapport & Resilience
- Difficult team behaviour patterns & impacts
- Dissecting Disrespect and Difficult Team Moments
- Improving team conversations and feedback
- Team cohesion, co-operation & leadership
- Different work-styles & personalities in the team
- Dialogues on team directions & concerning issues
- Record ideas for new Operating Principles

Is this right for you?

This is a team-building fast-track conducted in-house normally for intact work-teams. It will specially benefit teams who recognise they're not functioning as well as they should and need a stimulus and facilitated guidance to identify, raise and work through team issues and obstacles.



"I just wanted to express how blown away I was with this whole experience. I've been to many planning and team-building days in the past, but this was a very positively and very overwhelming experience. I felt like I had spent the day reading a book that I couldn't put down!" Reina Veivers Department of Communities

Course Features...

- Rate your team on our 10 Team Functionality Dimensions prior to the clinic
- Receive your tailored team-feedback report
- Comes with a tailored *Tools for Taking Team Action* guide to enable you to keep working on issues together after the clinic
- Develop a tailored plan to improve your team's functionality

[REGISTER On-Line](#)

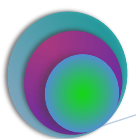
[More Information](#)

Course Details...

Duration: 1, 2 or 3-days

Fees: In-house price dependent on duration and team size/numbers

Locations & Dates: In-house applications only



Top Team Executive Team-Building

create more coherent, cohesive and connective executive and senior management teams...

What's this about?

Smooth-functioning senior teams who collaborate cleverly on planning strategic directions, co-ordinate efforts on key initiatives and 'think together' about common challenges confronting their organisation, are essential to achieve outcomes that are aligned.

Superior senior teams don't materialise magically. Teamworking challenges executives face are little different to any other team – though issues they deal with impact more widely. TOP TEAM is a series of 3 x 1-day team-building clinics to help senior teams work together more coherently, collaboratively and effectively, and tackle teamworking dilemmas that typically get in the way of good thinking, good relationships and good decisions.

Learn how to...

- Build commitment, value-add to executive team-work and think better together to explore challenges
- Open up to constructive dialogue and conversation
- Combat cross-currents of self-interest and competition and handle team turbulence and other dilemmas
- Pay attention to good team process and interactions
- Find interdependencies & harness individual energy

Topics we cover...

- Purpose and direction: what value do we add?
- Measuring strategic team effectiveness
- Collaboration: how well do we really function?
- Cohesion: identifying our interdependencies
- Commitment, competition, conflicts of interest
- Team tendencies: hidden norms that help & hinder
- Structure & task: work right on the right things
- Conceptual, strategic and systemic thinking
- Constructive conversations & deep dialogue:
- Decision-making: sort strategic priorities for action
- Assessing emotional style & EI levels in your team
- Rapport: connections, expectations & assumptions
- Disagreeing, defensiveness, de-railing & domineering

Is this right for you?

Leaders can come along singly and do back-at-work activities with their senior team. But this clinic can be of more benefit if you attend with a learning partner. If you want your whole team to attend why not do this in-house tailored to your team context?



It's often assumed that because of their seniority and breadth of experience that executives will automatically work well together in a team they'll agree on the right directions, discuss issues cogently, work collaboratively not at cross-purposes and come up with the right decisions. Research, experience and common sense of course, all say this is not always the way.

Course Features...

- Pre-clinic, complete TIES (our Team Interactions & Emotional Style scan) to identify your personal TOP TEAM challenges and have a coaching session with us to clarify your outcomes.
- Analyse how the team works now, complete an executive team competencies checklist. Identify team improvement actions.
- Between clinics, meet with your team to discuss current strengths, functioning, frustrations and visions for revitalisation.
- Post-clinics, develop a team-building action-plan, adopt new Team Operating Principles, prepare a Team Practice Plan for back-at-work activities and have a follow-up coaching session with us.
- Backed up by The Executive Team-Building Toolkit to encourage practice back at work.

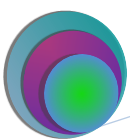
[REGISTER On-Line](#)
[More Information](#)

Course Details...

Duration: 3 x 1-day clinics with breaks between

Fees: In-house price dependent on participant numbers

Locations & Dates: In-house applications - tailored exclusively for your executive team to fit in with busy schedules



Respecting & Connecting in Teams

an energising 1-day clinic for leaders & teams keen to create more trust and respect at work...

What's this about?

Respect is one of the twin currencies of leadership along with trust. Most teams name 'respect' among their top 10 values and lack of it as one of their main bugbears. Lack of respect spells havoc at work. It fuels resentments, poisons relationships, kills-off trust, robs us of vitality and feelings of self-worth and corrodes productivity.

This fast-paced, 1-day clinic unwraps what respect is and ways to instil more of it into your personal interactions, work-teams and culture. It helps people practise interactional techniques that translate into more respecting, effective back-at-work behaviours.

[\[More on-line\]](#)

Learn how to...

- Identify what respectful & disrespectful behaviour looks like
- Detect the underlying emotional dynamics of disrespect
- Constructively confront disrespectful behaviour
- Practice tools to talk & relate more respectfully
- Take positive action-steps to create more respectful teams

Topics we cover...

- Unwrapping Respect – what is it really?
- Respect – perspectives & attitudes
- Ramifications & signals of disrespect
- State of respect – personal, team & organisational
- Understanding the dynamics of disrespect
- Conversations – the conduit for respect
- Dissecting disrespect – it's an emotional hijack
- 7 practices & attributes of respect
- Respect and the lost art of listening
- Giving feedback & challenging respectfully
- Dealing with disrespect – respectfully
- Respect – it's connections to culture
- Respect-building ideas & actions

Is this right for you?

This clinic is for team members and leaders who need to work on respect in their teams, workplace trainers who want to run lively respect-building sessions and managers charged with creating more cooperative workplace cultures.



Learning Solutions
for Leadership & Change

"Well worth attending and I enjoyed the course immensely. It gave everyone in our team a better understanding of ourselves and one another, taught us respect for each other and I think this is going to be very conducive to better cooperation in the future" Carroll Collins Queensland Health

Course Features...

- Bring along a real workplace respect challenge
- Assess the state of respect in your team with our respect-building scorecard
- Collect valuable respect-building tips & tools,
- Get our 75-pg Respect-Building action Guide
- Develop a respect-building Action Plan

[REGISTER On-Line](#)

[More Information](#)

Course Details...

Duration: 1 day

Fees: \$550 single, \$495 NFP & Schools

Other Discounts: offered periodically via email

Locations & Dates: available in-house. Consult our [On-line calendar](#) to see if this is also offered publicly

Registration: [On-line](#), [Email](#), M 0429-687591/513

Leadership, Facilitation and Coaching...

The leadership landscape has shifted. Leaders are not only expected to develop strategy, co-ordinate resources, plan changes and keep an eye on performance. The new role of leaders differs dramatically from the old mental models of managing. They need to know:

- How to infuse enthusiasm and inspire commitment
- How to shape shared vision and mobilise energy
- How to have connective conversations that motivate
- How to be culture-creators, team-builders, perspective-takers, meaning makers, change-makers, coaches and facilitators

More than ever before, staff these days demand challenge, latitude, self-direction and self-responsibility. They want to be facilitated and coached, not coerced, bossed around and told what to do.

- The old command-and-control culture is definitely past its use-by date. Pace-setting leaders with driving, directive styles push too hard and create stress, strife and septic work climates.
- Coaching and facilitation is immeasurably more constructive than directing and controlling. It gives leaders a new and healthier way to relate that significantly improves productivity, relationships and the way people 'warm-up' to their jobs
- Coaching and facilitation bring out people's creativity and talent. It generates motivation, commitment and taps into deep-seated needs we all have to challenge ourselves, achieve things that matter to us and accomplish results we can be proud of.

Leaders who act as coaches and facilitators put people first. They're dedicated to building long-term capability in teams and individuals, knowing that outstanding outcomes will follow. They:

- Get great results through good group processes that encourage teams to work in with each other and think together
- Bring out the best in people by building on their strengths and helping them to overcome barriers to high-achievement
- Encourage people to continually learn, adapt, develop new skills to face new challenges and take committed action
- Act as guides, helping individuals and teams do what they have to do in ways that maximise contribution, cohesion, harness collective ideas and energies and have fun doing it too.

Many leaders who'd like to adopt facilitation and coaching styles lack the know-how and confidence. A big step to support this transition is equipping them with simple tools and practice opportunities to learn how – and that's what our Facilitation and Coaching skills clinics are designed to do.

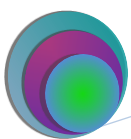
Good leaders aren't born knowing innately how to lead. Leadership is learned. And that's where The Change Forum's leader clinics come in.

Since 2003, we've been dedicated to developing leaders through our Learning-Centred Leadership Series – a set of 15 dynamic action-learning modules we use to design tailored in-house leadership development programs, as well as public leadership programs derived from these...

With its focus on engaging and guiding rather than controlling and directing and pulling together rather than competing, facilitative and coaching approaches offer a set of tools and a style of leadership every leader can benefit from using more of...

Find ways to take more of a facilitative and coaching approach to your leadership ...

- [Launching Future Leaders](#)
- [The Strategic Leaders Clinic](#)
- [Essential Facilitation Skills](#)
- [Advanced Facilitation Skills](#)
- [The Coaching Leader's Clinic](#)
- [Personalised Leader Coaching](#)



Launching Future Leaders

a fast-track tour of crucial lessons to lay foundations to develop, renew or revive leadership talent

What's this about?

Looking after emerging leaders is an essential investment in your organisation's future. This 2-day practice-intensive clinic is about the fundamental roles, capabilities and relational skills you need to develop to launch you on the path to excellence in leadership.

A fast-track for new or aspiring leaders, it focuses on crucial lessons that really make a difference and the 8 key roles real leaders play – shaping shared visions, mobilising, facilitating, coaching, culture-creating, climate-setting, systems thinking, relationship-managing and change-making. [[More on-line](#)]

Learn how to...

- Differentiate between just managing and real leading
- Apply 8 roles that are the real essence of leader success
- Raise your level of personal mastery and self-awareness
- Use the conversational nature of leadership to connect better
- See leadership in the context of culture, coaching & change
- Identify what you can do to mature faster as a leader

Topics we cover...

- Managing or leading – what's the difference?
- Leadership lessons: the 8 roles of real leaders
- Leading through shared vision and values
- Thinking leadership – seeing situations systemically
- Personal Mastery – matter of mindfulness
- Self-management, self-responsibility, self-control
- Linking leadership to Emotional Intelligence
- Leadership & followership – expectations
- Leading through conversations
- Leaders as culture-creators and coaches
- Leading change & facilitating team-work

Is this right for you?

Whether you're a new leader, aspiring to be, or a current leader with more technical knowledge than leadership know-how – you can benefit enormously from learning crucial concepts, versatile tools and critical roles all evolving leaders need to develop to handle the responsibilities of leading with mastery, mindfulness and maturity.



Learning Solutions
for Leadership & Change

"A good experience – thought provoking, with a focus on valuable tools to help improve the way we manage. I liked your approach and the non-threatening interactions. It was a very productive session for us all. Staff are finding it very useful in their day to day work." Mike Charles, Queensland Health

Course Features...

- Based on our dynamic model of the 8 inter-connected roles real leaders play
- Take-away a 3rd edition 140-page self-coaching guide with 33 tools
- Stock-take your leader skills with our *Learning to Lead Inventory* based on the 8 roles
- Begin work on your own leadership challenges and develop a personal leadership learning plan

REGISTER On-Line

More Information

Course Details...

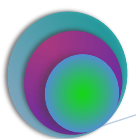
Duration: 2 days

Fees: \$880 single, \$825 NFP & Schools

Other Discounts: offered periodically via email

Locations & Dates: See [Course Calendar](#)

Registration: [On-line](#), [Email](#), M 0429-687591/513



The Strategic Leaders Clinic

a practical action toolkit on learning to lead, think and act more strategically....

What's this about...

Strategic leadership means standing back to see the big picture, thinking systemically and taking significant sustainable action for the long term. It means navigating increasingly complex organisational, political and change environments, with no easy answers and lots of imponderables. It also means shaping powerful future visions that are compelling and clear, then mobilise people to make it happen.

This action-learning clinic aims to help leaders explore what strategic leadership is in their organisation context, clarify personal challenges of leading more strategically, become more flexible in their thinking and strengthen their strategic focus.

You'll learn how to...

- See the big picture, think systemically & take significant action
- Assess what strategic changes are really needed & why
- Use strategic thinking tools to sharpen your focus & approach
- Galvanise others to commit effort to make strategic change

What we cover...

- What do we mean by strategic leadership – roles & actions?
- Strategic change leadership – guidelines
- Future-scanning: organisation context, conditions & climate
- Identifying indicators that signal new trends & challenges
- Using the 5 Disciplines to think more strategically
- The capability score-card for strategic leadership
- Action learning to focus strategic practice projects
- Strategy maps and other strategic framework tools
- Vision and dialogue come before strategy
- Tools to deepen strategic discussions
- Setting up first try-out actions for projects
- Developing your plan of approach
- Engaging people in your vision and strategy
- Identifying sustainable actions for follow-through

Is this right for you?

This program will benefit leaders from executive to director level but may also interest leaders at other levels, who want to develop their strategic-thinking skills or who anticipate that they will move into more strategic leadership positions in the near-future.



Learning Solutions
for Leadership & Change

It's easy to become entrapped in a world of constantly shifting priorities and day-to-day external pressures, but leaders at all levels now need to be bi-focal. They need to keep one eye on the detail of what's happening today and at the same time, be able to look beyond the 'now' and take a more strategic approach. This is strategic leadership. And it's not only an activity for senior managers anymore...

Course Features...

- Takes an action-learning approach where you help construct the program agenda
- Bring along your own strategic leader challenge to work on during the clinic
- Comes with a 100-page toolkit with 25 tools to help you undertake strategic-thinking activities
- Assess your current strategic leadership focus with our Strategic Leaders score-card
- Create your own strategic leader development plan and identify actions to take back at work on your strategic challenge

REGISTER On-Line

More Information

Course Details...

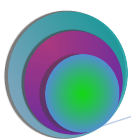
Duration: 2 days

Fees: \$880 single, \$825 NFP & Schools

Other Discounts: offered periodically via email

Locations & Dates: available in-house. Consult our [On-line Calendar](#) to see if this is also offered publicly

Registration: [On-line](#), [Email](#), M_0429-687591



Essentials of Facilitation

tools to help teams function more effectively and get great results through using good group process

What's this about?

Facilitation skills are essential for leadership effectiveness and good group functioning. Whether it's tackling a knotty team problem or trying to make meeting times more effective, leaders and other professionals often need to play the role of facilitator.

This hands-on 2-day clinic equips you with a comprehensive suite of tools, models and roadmaps you can use in a wide range of different facilitation situations: team meetings, project groups, planning days, team-building, community engagement or training workshops. [[More on-line](#)]

Learn how to...

- Focus group energy, unleash creativity & get more engagement
- Re-invigorate meetings & make them more productive & fun
- Stimulate better group interaction, conversation & creativity
- Help groups set goals, generate ideas & solve problems
- Make better group decisions that are well-supported
- Select the right facilitation tool to suit group task & context
- Design great facilitation sessions & good group processes

Topics we cover...

- The facilitator's role – preparing to facilitate
- A 5-stage model for facilitating groups
- Setting goals & sorting out solutions
- Using questions to guide group process
- Getting groups to generate & share ideas
- Encouraging engagement & participation
- Analysing situations & sorting priorities
- Group problem-solving & solution-finding
- Reading what goes on in groups – behaviour & dynamics
- Maintaining energy and keeping focus
- Helping groups to make good decisions
- Deciding between options and planning for action

Is this right for you?

This clinic can benefit anyone who wants to work in more effective and engaging ways with groups. Most people who come along have some facilitation experience but if you have extensive experience and you're conversant with a wide range of facilitation tools, you may want to consider our Advanced Facilitation Skills Master Class.



Learning Solutions
for Leadership & Change

"I hoped to get some practical tools and this was a very worthwhile opportunity to gain facilitation experience for both small and large groups. Structure and pace were good, content was easy to follow and I found the prac-activities helpful. It was good to see many different tools applied in a practical sense and insights and suggestions provided following the prac- activities were very helpful" Tony W
Department of Local Government

Course Features...

- Make facilitation easier with our 5-stage model
- Highly interactive, hands-on clinic with plenty of opportunity for real-time tools practice
- Take-away a 140-page self-directed toolkit with 40 tools to improve the way you facilitate
- Train teams to use tools to facilitate themselves
- Complete our facilitation styles & skills inventory
- Identify your facilitation skill challenges and set goals to become an even better facilitator

[REGISTER On-Line](#)
[More Information](#)

Course Details...

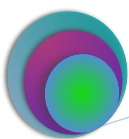
Duration: 2 days

Fees: \$880 single, \$825 NFP & Schools

Other Discounts: offered periodically via email

Locations & Dates: See [Course Calendar](#)

Registration: [On-line](#), [Email](#), M 0429-687591/513



Complex Facilitation Skills

explore ways to extend and deepen your existing skills and lift your facilitation to a new level...

What's this about?

Experienced facilitators always look for ways to get even better – to deepen and extend their skills and lift their facilitation to the next level. Designed for facilitators who've already mastered the basics, this 2-day Master Class will lift your facilitation to the next level.

It will add to your repertoire of tools and hone existing skills by focusing on facilitating deeper, more complex processes, more sophisticated multi-stage tools, more demanding group situations and more group-driven rather than facilitator-directed approaches.

[Also on-line]

Learn how to...

- Handle facilitation situations you find most challenging
- Run deeper processes & more demanding interventions
- Facilitate complex situations & group conflict better
- Apply more sophisticated, multi-stage or complex tools
- Deal with disruptive behaviour & more difficult group dynamics

Topics we cover...

- Facilitating complexity and conflict in groups
- Challenging, confronting and stretching groups
- Understanding your facilitation patterns & style
- Self-awareness: facilitation hotspots and defensive routines
- Using dialogue as a deep learning & engagement tool
- Appreciative facilitation approaches: questioning & inquiry
- Using Fishbowls and other experiential tools
- Building consensus & commitment to common goals
- Thinking together & sharing perspectives
- Dealing with disruptive, dysfunctions & difficult behaviour
- Barriers to group learning: the 5 Disciplines & Disabilities
- Facilitating emergent agendas & action learning
- Guiding groups through self-directed processes

Is this right for you?

People with some experience may find our *Facilitation Essentials* a more beneficial start-point. It's comprehensive enough to cater from most basic through to intermediate. This clinic is for those who've mastered the basics and want more in-depth processes or tools – trainers, L&D practitioners, managers, executives or team leaders who already use facilitative approach.



Learning Solutions
for Leadership & Change

"A good course if you want to improve your facilitation skills. I already facilitate groups but this gave me additional skills, resources and insights on how to run facilitation session more effectively. It was well structured and I've already used some new tools in my training courses with great success." Terry O, Corporate Training Officer - Townsville City Council

Course Features...

- Participants co-design this clinic to meet their own emergent facilitation needs & challenges
- Learn to use the 5 Disciplines and Action Learning cycle to deepen your approach
- Apply 7 levels for intervening in groups
- Take-away a totally revised 100-page self-coaching toolkit

REGISTER On-Line

More Information

Course Details...

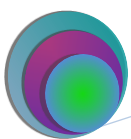
Duration: 2 days

Fees: \$880 single, \$825 NFP & Schools

Other Discounts: offered periodically via email

Locations & Dates: See [Course Calendar](#)

Registration: [On-line](#), [Email](#), M_0429-687591/513



The Coaching Leaders Clinic

giving leaders the tools and know-how they need to take more of a coaching approach to leadership...

What's this about?

Coaching is a far more effective and emotionally intelligent style for leaders keen to build the capacity of others and boost bottom-line business results. Many leaders would like to take more of a coaching approach but need the know-how, confidence and support to start.

This 2-day 'hands-on' clinic looks at what's involved in adopting more of a coaching role. It covers easy-to-apply tools and coaching models to give you the know-how and confidence to make this critical leadership transition. [\[Also on-line\]](#)

Learn how to...

- Take more of a coaching approach to leadership
- Identify coaching moments & engage people in the process
- Build coaching opportunities into everyday work situations
- Use practical tools to take people through the coaching cycle
- Convert performance problems into coaching challenges
- Run real coaching dialogues & improve your feedback skills
- Use coaching to inspire, motivate, relate to your people and let them solve their own problems

Topics we cover...

- The coach's role in a leadership context
- Identifying coaching opportunities at work
- Coaching models, frameworks & tools
- Coaching as an extended conversation
- Listening & questioning as coaching tools
- Thinking coaching: changing mindsets
- Giving constructive coaching feedback
- Promoting self-analysis, reflection and inquiry
- Appreciative coaching: stay on the positive side
- Taking your first coaching steps and actions
- Overcoming coaching barriers & obstacles
- Challenging confronting behaviour patterns
- Helping people set performance improvement goals

Is this right for you?

Ideal for leaders looking to adopt more of a coaching approach or those who already practise a coaching style and want to expand their skills or even take on a more formal coaching role. It will also interest executives keen to turn managers into coaches and create a coaching culture, as well as HR professionals who want to transfer coaching skills to others as part of leadership development plans.



"I coach team members and found Bill's Coaching Leaders Clinic well designed and delivered and extremely relevant to my needs. Course structure, content and tools presented were practical, useful and relevant in the workplace. An effective learning experience – well done." Lisa Cochrane, Senior Consultant, HR Policy & Workforce Planning, Queensland Police

Course Features...

- Master models like continuous loop coaching, action-learning cycle & appreciative coaching
- Coaching practice sessions and feedback
- Take-away a revised 120-page 2nd edition of the Coaching Leader's Toolkit with 35 coaching tools
- Stock-take your skills with The Coaching Skills Scorecard based on
- Develop an action plan to start you coaching on the job

[REGISTER On-Line](#)[More Information](#)

Course Details...

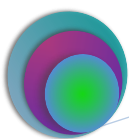
Duration: 2 days

Fees: \$880 single, \$825 NFP & Schools

Other Discounts: offered periodically via email

Locations & Dates: See [Course Calendar](#)

Registration: [On-line](#), [Email](#), M 0429-687591/513



Personalised Coaching Services

one-on-one coaching support to help you tackle issues or find a leadership learning focus that matters most to you

What's this about?

As well as help people develop their own coaching skills through our *Coaching Leaders Clinic*, we also provide individualised coaching for those keen to fast-track their personal leadership capabilities and tackle particular performance challenges that matter to them.

We work with you to help you uncover your full potential, achieve higher levels of self-awareness and personal mastery, become a better leader and achieve real results in taking that next step, realising your aspirations and goals, or overcoming challenges you face in your existing or emerging role and organisational context.

Find solutions to questions like *how can I...*

- Adapt to new roles emerging in my organisation?
- Grow my leadership role to meet new work challenges?
- Improve the way I lead and get along better with others?
- Become more adept at leading change effectively?
- Build a more cohesive team that works well together?
- Handle work-stress and tension in a more balanced way?
- Go about creating a more productive work culture?
- Handle situations or work relationships that I find difficult?

What Coaching can cover...

- Personal growth and self-awareness
- Emotional intelligence and self-regulation
- Conversational mastery and difficult discussions
- Relationship-building and difficult moments management
- Leading change and organisational strategy
- Role-challenges or performance coaching
- Reflecting on ways to refresh your leadership
- New approaches to cultural renewal or business improvement
- Critical issues or concern that keep coming up for you.
- Specific performance difficulties or behavioural patterns

Is this right for you?

Everyone can benefit with coaching from time-to-time – having a supportive, sounding board to help you help yourself learn to lead more effectively. Whether its one-on-one for executives or leaders, or group-based, coaching is a series of conversations that help you get clear on challenges you face in various facets of your leadership life – and then formulate improvement goals and try-out actions that move you closer towards where you imagine being.



Learning Solutions
for Leadership & Change

Forward-thinking leaders increasingly see coaching as an essential adjunct to build their capability and ensure learning is applied in real work-time. Coaching is a powerful, personalised way to achieve long-lasting, sometimes life-changing, outcomes that really matter to you and render your leadership life more rewarding, rich and fulfilling...

Coaching Features...

- The focus and scope of coaching sessions is determined and controlled by you
- It's personalised, specific to you and your challenges and you control the pace and need
- Our coaching integrates many different approaches, depending on focus and need – role coaching, cognitive & conversational coaching, leadership and change coaching, personal development and emotional coaching
- Coaching can be done face-to-face, by phone, Skype/video-link or a combination of these
- Coaching is supported by inter-session assignments and e-dialogues

INQUIRE ONLINE

More Information

More Details...

Duration: A typical coaching round with us is usually 5 x 2-hour sessions face-to-face or with phone coaching 10 x 1-hour sessions.

We don't tie people into coaching contracts and you can re-assess after 3 sessions whether the coaching is working for you and if you want to continue

Want to find out what 'all this coaching stuff is about?' See [website](#) or download a copy of our *Coaching Services Prospectus*

Enquire: [On-line](#) or by [Email](#)

About your Presenter



Bill Cropper is Director of *The Change Forum* and designer of all our courses. He has more than 20 years practical leadership learning, coaching and change experience in Federal, State and Local Government in Australia and has been principal consultant on more than 100 large-scale leadership, change and learning assignments, as well as a multitude of smaller and often more significant ones.

Bill's currently a preferred provider of leadership, coaching and culture change services to Queensland Health as well as to the wider Queensland Public Sector and several regional councils. Past providerships have included NSW Health (leadership/work redesign), NSW Corrective Services and RTA (work redesign), DET-Qld (Difficult Discussions trainer) and Australian PSC and DIR (work redesign). He's also been a preferred *leadership consultant* for QPS Agencies under the aegis of OPSME and from 2001-2006 was one of the lead learning consultants and leadership coaches for Qld Dept of Families. Before founding his own consulting practice, Bill lectured in organisation behaviour and managerial psychology in NSW TAFE system and held senior consulting positions with the Industrial Democracy Unit (Canberra), the Metal Trades Industry Association (Sydney) and the Australian Productivity Council (Melbourne).

Focus: With a background in work process redesign, self-directed teams and strategic change, Bill's work now centres on building emotional, conversational and relational capabilities people need to be more connective leaders, more productive team-players and create more constructive and compassionate workplace cultures. For the past 10 years, he's concentrated on developing his popular series of public leadership coaching clinics on an ever-expanding range of topics.

Approach: Bill believes continual learning and inspirational leadership is at the heart of successful change and constructive work cultures. His approach is firmly founded on Emotional Intelligence and Senge's 5 Learning Disciplines. He translates current theory and concepts into tangible tools and practical step-by-step processes people can easily understand, apply and benefit from in their work-lives. Some of the hallmarks of Bill's consulting work include participative, open and inclusive processes, concept-driven, robust tools and frameworks and consistently embracing joint ownership, planning and skills transfer as a fundamental strategy to strengthen internal capacity of organisations to be self-reliant and manage their own destinies.

Capabilities: Bill has highly developed process consulting, training, coaching and change facilitation skills and proven capabilities for project managing the big picture, facilitating at the workplace and dealing with the practicalities to make it happen. As well as facilitating senior teams around strategic change, running leader workshops and undertaking individual executive coaching assignments, he's a prolific designer of practical, user-friendly self-coaching guides and toolkits. He also regularly undertakes individual leadership coaching assignments with executives and managers in various organisations.

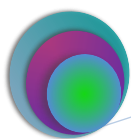
Contact Bill E: BillC@thechangeforum.com M: 0429-687 513

Bill has a down-to-earth, out-going and open style; personal mastery of a wide range of facilitation tools, techniques and processes; and customarily works comfortably with people at all organisation levels. He's keenly interested in the emerging role dialogue and cultural, emotional and social intelligences play in facilitating personal growth and well-being, and creating vital, connective and more compassionate workplaces...

Learning Solutions
for Leadership & Change

Have a conversation with Bill about:

- Culture Change or Team Development?
- Coaching or Emotional Intelligence?
- Designing change processes?
- Developing your leaders?
- Improving your conversations?
- Dealing with difficult people at work?
- Developing learning resources for your organisation?



...To Register

Register **ON-LINE** or by **EMAIL** or **FAX** using a registration form included with program brochures or **download a form** from our website. Places generally limited to 16 at each event. Priority given to paid registrations.

In-House delivery alternatives...

If public program dates or venue locations don't suit and you have a group of about 12 or more people to attend, we can deliver any Change Forum clinic or tailored program at your workplace or other venue of your choosing, on a mutually agreed date – whether 1, 2 or 3 days, part of a leaders' forum or retreat, or integrated with a broader team or organisation improvement program. **Enquire on-line** or contact us direct by email or phone as below.

Facilitation & Presentation Services...

The leadership, culture, teambuilding and change arenas featured in The Change Forum programs provide a rich source of topics for keynote presentations and fast-track learning sessions at conferences, planning forums, team meetings and other relevant events. Bill delivers informative, interactive, thought-provoking sessions on topical themes designed to address or complement particular issues, concerns, challenges and context. His style is relaxed, down-to-earth, amusing, affirming and engaging. He connects with people and puts them at ease, at the same time raising curiosity and gently confronting current thinking. Topic examples and more information **on-line**. Or contact Bill direct – details below.

Thinking about – personalised Coaching?

As an adjunct to our leadership learning programs, we provide personalised coaching services for individuals and small groups. A blend of face-to-face and telephone coaching with inter-session email support are provided. See **Coaching Prospectus** for some simple, straightforward answers to what “all this coaching stuff is about” and consider whether our coaching approach might suit you.

E-News & FactFiles for Background Reading...

A series of e-zine-style **Newsletters** and information **FactFiles** provide some introductory insights into some of the ideas and types of material incorporated into The Change Forum Participant Guides and Toolkits. Useful background reading for yourself and your team, and free to download from The Change Forum **website**.

Our Change Services – Helping you with Change

We've been helping organisations and leaders with change projects large and small for many years, and have a fair idea how daunting it can sometimes seem. Our **Change Services** and **Culture Change Profiles** provide a snapshot of the sorts of things organisations typically ask us around culture, change and some of the critical change management areas you're likely to want to address. **Enquire on-line**, by email or phone to discuss ways we might be able to help.

REGISTER:

On-line: www.thechangeforum.com

Email: register@thechangeforum.com

Fax: 07-4068 7555

REGISTER On-Line

About Registration:

- Regular Discounts offered for Schools & NFP (community-based Not-for-Profit organisations)
- Other discounts may be offered from time-to-time – advised by email or call to enquire
- Fee includes lunch, refreshments and a comprehensive Learning Guide to support ongoing learning after the facilitated event
- Please advise any special catering requirements at the time of registration
- Please dress for comfort and consider possible variations in air-conditioning at different venues

Terms of Registration:

- Submission of registration is commitment to attend – please secure internal approval first
- Payment due on registration, required within 14 days of invoice and at least 10 days prior to attendance
- Fees are non-refundable within 30 days of an event but may be transferred to an alternative Change Forum program up to 14 days prior.
- For a transfer made between 7 and 14 days of an event, 30% of the course fee will be forfeited.
- Within 7 days of an event fees are neither refundable nor transferable.
- A substitute participant is welcome up to course commencement time at no additional cost
- Payment by EFT or credit card preferred

Enquiries & In-House Quotes:

Bill Cropper

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Web: www.thechangeforum.com/Enquiry