



An interactive
Seminar for
STAFF on
WORKING
with
**Emotional
Intelligence**

Designed & Delivered
by
Bill Cropper

If you're a supervisor, manager or team leader: this is NOT for you!
It's for the people you rely on most – YOUR STAFF!
...a companion to our popular leaders' program
~ **Personal Mastery: Leading with Emotional Intelligence** ~

➔ **Do you want your STAFF to...**

- | | |
|---|---|
| ? Get along well & work better together | ? Take a more positive approach to work |
| ? See how feelings affect their work ability | ? Handle conflict, aggression and hostility |
| ? Learn to handle change and stress better | ? Deal better with difficult people – cranky customers or cantankerous colleagues |
| ? Be more sensitive in their day-to-day dealings with others | ? Be more resilient & handle set-backs better |
| ? Connect better with bosses, workmates and bring their 'best-self' along to work | ? Manage their moods and control anger, frustration and other disruptive emotions |
| ? Focus their effort & energy and cope with negativity and pessimism? | ? Help create a more constructive emotional work climate and more cohesive teamwork |

➔ **Working with Emotional Intelligence...**

Ever wondered why some people seem to get a lot done at work, get along well with others and are a joy to work with, while others seem to make everything just that little bit harder? It looks like it's got a lot to do with **Emotional Intelligence (EI)**!

We dramatically underestimate the role emotions play in every corner of our lives. Whether it's at work, school or home, emotions affect how we think, who we are and how we live. They influence our moods, decisions, actions – our entire outlook on life and work. They have a big impact on how we behave, how we cope with change and stress, how well we manage workload pressures, how well we get along with workmates, bosses, customers and loved ones and how motivated, happy, satisfied and effective we are.

A positive learning experience

"A positive experience for both work and personal events and strengthening communication with others. Course structure very clearly outlined, with a good combination of activities and practical exercises, delivered with enthusiasm and at a good pace..." **Andrea Harrington, Disability Services Queensland**

EI is the basis for building **great teamwork** and **positive, productive workplaces**, raising levels of achievement, focus, optimism, joy, purpose and perseverance – and decreasing dysfunctional behaviour and performance drawbacks like anger, apathy, aggression, anxiety, cynicism,



contempt, sullen silence and withdrawal, that set off negative emotional chain-reactions and turn work climates toxic. EI isn't only indispensable for successful work, it's indispensable for leading a successful life!

What is Emotional Intelligence (EI) all about?

EI is about understanding our own emotional patterns, seeing how they affect us and controlling strong, disruptive, emotions better. Most of us think we're in touch with our emotions. The reality is that when it comes to feelings, where most of us are is lost! We all act in ways at times that leave us puzzled, furious or plain dumb-founded. EI is also about 'mood-management'. We all know when people feel down emotionally, concentration is difficult, the tendency to make mistakes increases, tempers are stretched and their work is likely to be less productive than when they feel good and work at their best. And it's also about our ability to read and connect with other's emotions and get along well. EI has a lot to do with the way we talk to each other, how we come across to others and how much respect, positive regard and collaboration there is in a workplace – the ability to get along well with others and have good working relationships.

➔ **What is EI at Work About?**

This **one-day, interactive seminar** takes a look at the critical role EI plays in working well. It gives down-to-earth insights into some simple EI practices to bring out the best in yourself and others, whether it's at work or at home. After coming along, your staff should:

- Understand what EI is and the impact it has on them, their relationships and their work ability
- See how feelings influence job satisfaction and their ability to get along well with others
- Have some ideas on how to manage moods better and control those negative emotions
- Connect and interact better with others
- Deal better with those difficult people – cantankerous colleagues, cranky customers, even overbearing bosses
- Cope better with stress, pressure and the demands of change

Confront your Demons...

“Extremely interesting and challenging! I came thinking I'd just sit through it but by lunchtime I was confronting my demons. I love the guide too – haven't been able to put it down. Thanks for opening my eyes and my mind.” *Francis Duke, Qld Health*

➔ **Who is this Workshop For?**

If you're a supervisor, manager or team leader this seminar is **NOT** for you! **It's for the people you rely on most – your STAFF!** And it isn't just for those people you find difficult or troublesome either. Working people from any walk of life can benefit from coming along to this clinic – health and community, production workers, admin and office staff, retail, tourism and hospitality – and use this seminar to enrich themselves, raise their self-awareness and increase their satisfaction and sense of belonging and connection at work.

Leaders – don't feel left out! We run a very popular 2-day coaching clinic on **Personal Mastery: Leading with Emotional Intelligence** for leaders who want to create a more connective and supportive workplace culture – more on this [below](#) and a course [Brochure](#) available on-line.

➔ **A Profile of the Program**

This **1-day** interactive Seminar introduces staff to **what EI is and why it matters** for good work and great relationships. It looks at key areas of worklife like handling change, dealing with customers, relationships, working in teams, respect and attitudes to work from an EI perspective. Here's an outline of what we'll cover on the day....

➔ **MORNING Session:** We introduce EI, 5 EI work practices and start work on emotional self-awareness and tools to practise...

➔ **AFTERNOON Session:** We continue with practice and explore critical work situations and issues from an EI perspective...



The DAY in detail...

➔ MORNING Session:	➔ AFTERNOON Session:
<ul style="list-style-type: none"> <input type="checkbox"/> EI at work – what it is and why it matters <input type="checkbox"/> Work ‘SMART’ – the 5 EI work practices <input type="checkbox"/> Emotions are ‘catchy’ – which ones do you bring to work? <input type="checkbox"/> “Oh baby, who got me in the state I’m in?” – positive and negative emotional states <input type="checkbox"/> Snake handling: hidden costs of venomous people and toxic emotions at work & home <input type="checkbox"/> “Hands up!” – handling emotional hijacks <input type="checkbox"/> The EI Triangle: not so spooky as the Bermuda one, but people still get lost in it! <input type="checkbox"/> “Attack of the Amygdalas” – science, not science-fiction. The ‘brain-stuff’ behind EI <input type="checkbox"/> Finding feelings – “and what the hell do I do with them when I do?” <input type="checkbox"/> Emotional awareness – finding blindspots and feeling triggers <input type="checkbox"/> Primal feeling patterns: what’s your emotional colour spectrum? <input type="checkbox"/> Self-responsibility and choice: no cop outs – own up to your feelings! <input type="checkbox"/> Empathy: reading your emotional radar! 	<ul style="list-style-type: none"> <input type="checkbox"/> Connecting with people – ‘it’s better than a kick in the head!’ <input type="checkbox"/> Connective conversations – talk with heart <input type="checkbox"/> How my moods manage me – or should it be the other way round? <input type="checkbox"/> Control your stories: mind-tricks, feeling traps and how emotions colour situations <input type="checkbox"/> Dealing with demons - disruptive emotions like anger, frustration, anxiety & apathy <input type="checkbox"/> Dissecting disrespect – it’s an EI hijack! <input type="checkbox"/> Watch your language: it’s not what you say, it’s how you say it <input type="checkbox"/> Teaming Up – how emotionally intelligent is your team? <input type="checkbox"/> Coping with change – the emotional side <input type="checkbox"/> Being there: EI – the customer connection <input type="checkbox"/> Productive EI states: Positive emotional programs – optimism, hope, focus and flow <input type="checkbox"/> What’s your self-talk like – negative or limiting beliefs and their effect on your EI <input type="checkbox"/> EI Quiz: taking stock of your EI habits <input type="checkbox"/> Scoring your workplace – is it 3A’s or 4D’s

All participants receive a **self-directed Toolkit** to refer back to and support ongoing learning and tools practise after the course.

➔ Where? When? And How Much?

Scheduled public events are publicised on our website and in e-News updates circulated from time-to-time – or contact us direct to check dates in your region. Actual venues are advised on registration. Course Fee (GST inc) covers program participation, lunch and refreshments each day plus a comprehensive self-coaching Toolkit to assist your ongoing learning back at work.

Fee discounts are offered for early registration, groups, schools and not-for-profit community organisations subject to advance payment completed no less than 10 days prior to the event. We recommend coming along in groups so people working together can learn together, share experiences and support each other back at work. Discount periods may vary from time to time – contact us to check. A Tax Invoice will be provided on registration. (Enquiries welcome for last minute registration.) Register on-line at www.thechangeforum.com/Registration.htm or complete the Registration Form on the last page and return by Fax or Email.

➔ Why not run EI at Work In-House for your Staff?

Why not incorporate EI at Work into your team development or culture change strategy?

If you have a group of 12 or more staff, you start to make significant savings from conducting **EI at Work** in-house. As well as **strengthening relationships** and **building a sense of ‘team’**, in-house clinics enhance shared understanding and increase the likelihood of people applying new EI learnings productively in *‘real-time’* back in your workplace.

“The workshop was full of gems... a fantastic opportunity for our team. I loved the open learning environment and really enjoyed the relaxed way Bill worked with our team... Thank you for a great day - would have been great to spend more than a day on this.” Kelly Duffy, Disability Services Qld

➔ Personal Mastery: Leading with Emotional Intelligence



What sets successful leaders apart from the rest is their level of personal mastery and emotional intelligence. More leaders now connect successful outcomes with their ability to tune into themselves and be more mindful of the impact their feelings and behaviour have on the people around them.

This 2-day learning event offers down-to-earth insights and practical tools to help apply these two critical practices to boost your leadership and bring out the best in others. [View Brochure.](#)

Teaching with EI builds on our very popular emotional intelligence program for leaders. It's based on the idea that more teachers will integrate EI into their classroom practices once they see the integral partnership that exists between emotions and learning – and if they have the chance to develop tools, activities and teaching ideas to take them into this critical 'life-skills' domain. [Brochure here.](#)

"Our organisation decided to concentrate on developing our leaders of tomorrow and Bill's range of courses was just what we'd been looking for. Feedback has been consistently great! The Emotional Intelligence workshop has been one of the most popular and real changes can be seen in attitudes and behaviours." Jo Lambden, Director Hervey Bay City Council

➔ Conversational Coaching Clinics



Conversations are the playing field we all most visibly demonstrate our level of emotional intelligence. Our 2-day *Conversational Coaching Clinic: Leading through Conversations* complements *EI at Work* and *Leading with Emotional Intelligence*. It will help you master the power of constructive conversation and strengthen your conversational capabilities in all sorts of settings. [Brochure here.](#)

➔ Working Better Together: Workshops for Workteams

Many of us work together for years and never take the time to reflect on how we come across or talk to each other. All teams need to take time-out now and again to work on their team-talk, renew relationships, find ways to discuss difficult issues that get in the way and clarify how they can work better and more constructively together.

We regularly design and run tailored team-building interventions for workteams that want to build a more positive team culture, harness commitment to a shared vision and create opportunities for growth and challenge. *Working Better Together* is the generic label we use for our team-building approach. If you'd like more information on what a Working Better Together workshop can do for your team contact Bill or Cecily Cropper on 07-4068 7591 for an outline of our approach. Mob: 0429-687 513 Email: coachingclinics@thechangeforum.com.

Not just a workshop - an Event!

"To me, this was not a workshop but an event to change the way this team interacts with each other. We needed to face the real issues without beating around the bush – and this we did. Thank you..." Kerry Stumer, Disability Services Queensland

➔ About your Presenter...

BILL CROPPER is Director of The Change Forum. He has a wealth of practical experience in strategic change management, leadership learning and team development in a wide range of federal, state and local government organisations throughout Australia. His work centres on helping leaders build the conversational, emotional, relational and team-working capabilities they need to create vibrant, supportive and safe work cultures and high-performing teams.

For the past several years, Bill has run extensive rounds of Conversational Coaching and Emotional Intelligence Clinics and Leadership Learning Forums with thousands of managers, team leaders and other professionals from wide-ranging organisation backgrounds, including disabilities, communities, education, tourism, health, housing, transport, public works, primary industry, emergency services, TAFEs, schools and local government. Bill is keenly interested in the benefits of conversational coaching and emotional intelligence to cultivate promote more

constructive, connective and compassionate workplaces and facilitate personal growth and change mastery. He has a down-to-earth, relaxed and outgoing style; personal mastery of a wide range of coaching tools, facilitation techniques and processes and works comfortably with people from all levels, occupations and backgrounds. He's been a preferred learning consultant and leadership coach for many public sector agencies, providing facilitation, training and coaching services to senior executives, managers, facilitators, work teams and community groups around leadership capacity-building, team revitalisation, culture change and the application of Peter Senge's 5 Learning Disciplines to help organisations navigate their way through change.

What people say about Bill's style!

"Your friendly, laid back manner put us at ease right from the start and you made things relevant for our work context with practical examples." Robyn Yared, Greater Brisbane Gifted Education Network

"Your style makes it hard for participants not to become involved – very relaxed and non-threatening." Kim Hobdell, Qld Transport

"I really enjoy your facilitation style Bill - a well balanced mix of theory, practical and humour in a relaxed, fun atmosphere that makes learning easier." Mickey Polkinghorne, Disability Services Qld

➔ What Past Participants Say...

"I found the course extremely interesting and challenging. It gave me plenty to think about... I came to it thinking I'd just sit through it but my logical brain couldn't refute the evidence you presented, so I took notice and by lunchtime I was confronting my demons. I love the guide - haven't been able to put it down. I think I absorbed a lot at the course, but the guidebook has a lot more to teach me every time I look at it. Thank you for opening my eyes and my mind. It's taken this course to show me the light". Francis Duke, Queensland Health

"I got a lot of personal satisfaction from the course. I think you did a great job. You're funny, a good listener and good at getting everyone's attention and explaining things. You made me feel confident and relaxed. I can't recall the last time I was in a workshop where I actually felt comfortable. Great job Coach!" Leita Hart, Dept of Education, Training and the Arts

"I'd recommend EI at Work as a positive experience for both work and personal related events and strengthening communication with others. Course structure was very clearly outlined, with a good combination of activities and practical exercises, delivered with enthusiasm and at a good pace – and the guidebook is easy to follow." Andrea Harrington, Disability Services Queensland

"I was quite impressed. The guidebook was easy to follow. After the event, it provides useful tools and strategies for the classroom. I liked your conversational approach and the way you unpack EI, I see how it can transform our workplaces, relationships and the way we live and learn. Thanks." Jan Fenlon, Gracemere State School

"EI at Work started me on my journey to becoming more emotionally intelligent. It reminded me to look at how my behaviour also impacts on others in difficult situations, not just how their behaviour impacts on me". Liz Good, Queensland Health

"A worthwhile course applicable to any profession. Course content excellent and applicable to my work and the guidebook was very detailed and easy to follow. A good reference to refer to in the future. The facilitator was excellent – very friendly, with a great sense of humour which made the course even more interesting. Keep up your friendly style." Mary Cataldo, Disability Services Queensland

"The workshop was full of gems... A great opportunity to have a good hard look at yourself and explore the way you deal with other people as well as yourself and tools to improve that. I loved the open learning environment and really enjoyed Bill's approach and the relaxed way he worked with our team. Thank you for a great day. It was a fantastic opportunity for our team in many respects." Kelly Duffy, Disability Services Queensland

"Going to workshops doesn't thrill me. The presenters are boring, I find myself dozing off and nothing's retained. This course was different. Bill presented his tools and activities to us in such a way that two and half months later, I still remember and I'm implementing what I learned into my daily work situations. Thanks heaps for making me a better person in my workplace." Jenni Taylor, Aldridge State High School

➔ To Contact us...

For individual program Brochures or more information on our leadership learning, coaching, facilitation and change consultancy services, please contact **Bill Cropper** at The Change Forum:

TEL: 07-4068 7591 MOB: 0429-687513 FAX: 07-4068 7555

EMAIL: consult@thechangeforum.com WEB: www.thechangeforum.com



Use THIS FORM OR Register ON-LINE at <http://www.thechangeforum.com/Registration.htm>

	QLD	Other States
FEE DISCOUNTS: 21 Days+	\$440 per person	\$495 per person
Then...	\$495 per person	\$550 per person
Schools/NFP	\$396 per person	\$440 per person

All Fees GST inc.; Fees due on registration, payable prior to attendance 14 days from Invoice; Discounts for advance-payment only; Fee transferable up to 14 days prior but not refundable; Substitute welcome; NFP = non-Govt Community-based organisations; Places limited; Priority given to paid reservations EFT & Credit Card payment preferred; See website for full terms& conditions
 Fee covers course attendance, guidebook, lunch and refreshments only – travel, accommodation and sundries not included.

YES! Please Register me for [] places to attend
EI at Work: Working with Emotional Intelligence at...

- Brisbane Gold Coast Toowoomba Fraser Coast
 Rockhampton Mackay Townsville Cairns
 Launceston Hobart Other: _____

on Dates: _____ **Month:** _____

All participants receive a comprehensive self-coaching EI starter kit at no extra charge

Venue details provided on confirmation of booking; Dates and venues subject to change or cancellation at discretion of The Change Forum. Confirmation of arrangements prior to attendance is the participant's responsibility.

Please come along by 8.30 am to meet others and be ready for a 8.45 am session start
(Timing may vary occasionally please confirm this with us prior to attendance)

▶ **Here are my Details...** *(Please duplicate for multiple registrations)*

First Name: _____ Last Name: _____
 Position: _____ Email: _____
 Unit/Div: _____
 Organisation: _____
 Address: _____
 Ph: _____ Fax: _____ Mob: _____
 Special Catering or Other Needs: _____

Please send Invoice to: Name: _____
 Position: _____
 Email: _____ Ph: _____

Please COPY or PRINT off this form and EMAIL or FAX back to secure your booking.

▶ **More Information?** Call **Bill Cropper** on **07- 4068 7591** **Mob: 0429 – 687 513**

Email: your interest to register@thechangeforum.com or **FAX: 07-4068 7555**

▶ **Payment to:** TEAM Technologies Forum Pty Ltd ABN 52074816470 PO Box 136, Mission Beach Qld 4852