



A 2-day Connective Leadership Forum

Designed & Presented by
Bill Cropper

Do You Want to...

- ? Create constructive emotional climates that energise the people you lead?
- ? Boost your leadership performance and bring out the best in others?
- ? Connect with your people better and get in tune with them?
- ? Enhance team cohesion and increase your ability to lead for positive action?
- ? Diagnose the impact your own emotional style has on other people and situations?
- ? Work more diligently on your own level of self-awareness and personal mastery?
- ? Manage your moods and handle conflict, aggression, anger and hostility better?
- ? Develop personal strategies to become a more emotionally intelligent leader?

Emotions are Management Business...

Leaders exert a powerful emotional pull on people's feelings – and ultimately their performance. They have an immense impact as 'energisers', 'meaning-makers' and 'emotional amplifiers' on the performance, culture and prevailing emotional climate of the people they lead.

Personal Mastery and Emotional Intelligence are critical competencies for all capable leaders - not just optional extras. More leaders now see how successful outcomes have a lot to do with their ability to 'tune into themselves' and become more mindful of the impact of their thinking, feeling and behaviour patterns on the people around them. Research repeatedly shows these to be key factors that set successful leaders apart from the rest of the pack. High-impact leadership starts with YOU.

Emotions percolate through every aspect of our working lives. Feeling you have to deal with emotions at work may seem 'touchy-feely' from a rational business viewpoint. Many managers still regard the idea of tuning into feelings as a distraction or hindrance, but they have a real impact in terms of getting work done. Emotions affect morale, motivation, our ability to focus and how well we work in with others. They're also what enable us to achieve goals, build rapport and handle relationships judiciously and sensitively. In fact, when you boil it down, feelings form the background to everything else that happens at work and every interaction leaders have.

EI LEADER FACT: As much as 90% of the difference between successful leaders and managers who fail is attributable to their levels of personal mastery and emotional intelligence. Research into productive performers in 200 organisations worldwide suggests a third of the difference is due to technical skill/cognitive ability - two-thirds is emotional competence. In top leadership positions, this goes up to over four-fifths.

The basic business case for EI is simple: good moods equal good work, bad moods are bad for business. When managers dwell in negative emotions, they create dissonance, dissatisfaction and decimate group morale – they infect others with their off-colour moods. *How?* Because we now know that emotions are contagious.

When leaders use emotions with positive effect, they inspire extra effort and performance. They resonate and connect with people and help to bring out the best in others. EI is not only an indispensable element in leading successful and happy teams, it's also an indispensable element in leading a successful and happy life.

What is this Clinic about?

Since the publication of Daniel Goleman’s ground-breaking works, EI has virtually become a brand-name for brilliant leadership. **Personal Mastery: Leading with Emotional Intelligence** is a 2-day leadership coaching clinic that explores tools you need to make EI work for you. It has loads of useful insights and highlights how to apply 7 key EI and Personal Mastery Practices to energise your leadership, create more connective team relationships and bring out the best in yourself and others. After coming along to this clinic, you will:

- ☑ Have a deeper appreciation of the role *personal mastery* and *emotional intelligence* play in producing high-performance leadership results
- ☑ Care about creating more positive emotional climates at work, be able to reduce the effects of dissonant emotions and deal more effectively with feelings – both yours and others’
- ☑ Know how to apply practical tools to help you get in touch with and express feelings, manage moods, empathise, build better relationships and boost work performance.
- ☑ Be able to assess the impact your emotional patterns have on you as a leader, cultivate a more emotionally resonant leadership style and be more alert and sensitive to the way emotions influence workplace performance and well-being
- ☑ Develop personal strategies to become a more effective and emotionally intelligent leader

EI LEADER FACT: ‘High levels of EI create climates where information sharing, trust, healthy risk-taking and learning flourish. Low levels of EI create climates rife with fear and anxiety...’ Goleman, Boyatzis, McKee, ‘Primal Leadership’, Harvard Business Review
 ‘A growing body of research on the human brain proves that leaders’ moods affect the emotions of the people around them. When leaders drive emotions positively, they bring out everyone’s best. When they drive emotions negatively... leaders spawn dissonance.’ Goleman, The New Leaders p.6

The Learning Discipline of **Personal Mastery** and the idea of **Emotional Intelligence** first popularised by Daniel Goleman have a lot in common. Both start from the foundation of having a clear personal vision and developing self-awareness. Both are centrally concerned with the link between our thinking (mental models), feelings and the way these influence every behaviour, decision and choice we make. Both emphasise self-control - taking responsibility for our own feelings, thoughts and responses - which includes mastering our negative emotions and limiting beliefs and controlling moods and impulses. This also means taking a more optimistic outlook and being more resilient and focused. And finally, both involve empathy - being able to read and respond resonantly to the emotions of others and manage relationships in ways that build team rapport and harmony (what we call the Discipline of **Team Learning**).

Who is this Workshop For?

This robust leadership coaching clinic can benefit anyone who wants to gain a better understanding of the relevance and application of EI to enhance your personal mastery and leadership effectiveness for yourself and the people you work with. For several years now, people from all walks of life have been using this clinic to enrich their relational leadership skills – team leaders, school principals, executives, councillors, health industry and community workers, classroom teachers, directors, administrators, public sector professionals, learning advisors, change agents, facilitators and trainers. See **“What Participants Say”** at the back of this brochure...

Practical & Relevant!

“Useful, enjoyable, informative and quite relevant to both work and personally.” Mickey Polkinghorne, Disability Services Qld “The most interesting and relevant training I’ve ever attended. Content and structure excellent - every topic entirely relevant to my work as a manager and my everyday work practice.” Graham Stark, Qld Health

A course every educator needs to do!

“Very informative, enjoyable, presented in a fun learning manner...this is a course every educator needs to do!” Jill Naidoo, Principal, Balaclava State School “Really enjoyed the way the course was presented and found lots of useful activities for myself and my students.” Jay Jordon, St Teresa Abergowrie College

EI for other Staff: We think it’s just as important for staff to be emotionally aware as it is for leaders. Non-managerial staff can benefit from attending our 1-day interactive seminar on **EI at Work** to explore what EI is, why it matters for good work and great relationships and how to start applying basic EI tools and practices at work.



Extend your EI Learning: If you've already done some learning on *Leading with EI* and are looking to lift your level of EI, our **Compassionate Leadership** clinic builds on the connective practices covered in this clinic to extend your EI leadership capability.

A Profile of the Program

This highly interactive, hands-on clinic provides down-to-earth insights into how to apply the critical leadership practices of Personal Mastery and Emotional Intelligence and explores common, core dimensions they share: self-awareness, self-control, and relational leadership.

Unlike IQ, EI can be learned and we provide a powerful, 5-step self-coaching model to help.

➔ **DAY 1:** Covers common, core dimensions of Personal Mastery (PM) & Emotional Intelligence, the importance of these to learning leaders and starts your self-awareness work...

➔ **DAY 2:** Features more in-depth practice of tools for creating connective relationships, refining your emotional radar and identifying your personal leadership change goals...

Thought-Provoking & Challenging!
 "Very thought-provoking and insightful with lots of good tips" **Robert Hedlefs, Dept of Primary Industries** "Excellent. Very personally challenging. Great material." **Michael Byrne, Qld Transport** "Very thought-provoking, confronting - challenging me to examine myself honestly. I still 'feel' the power of some of the learning and 'weight' of some lessons for me personally." **Lyn Maher Qld Health**

DAY 1 in detail...	DAY 2 in detail...
<ul style="list-style-type: none"> ❑ Personal Mastery: Putting the 'me' in leadership ❑ Emotional Intelligence: What it is & why it matters for brilliant leadership ❑ Handling emotional hijacks: Mapping your emotions with the EI triangle ❑ A brainy idea: the neuro-anatomy of emotions ❑ Resonant versus Dissonant leadership styles ❑ Leaders as emotional amplifiers: Hidden costs of toxic workplace climates ❑ 7 Practices of Emotionally Intelligent leaders ❑ "F" words: Finding and expressing feelings and how to use them more effectively ❑ Empathy: reading your emotional radar ❑ Emotional awareness: Blind-spots, defensive triggers and how they colour perceptions ❑ Emotional imprinting: What's your patterns? ❑ Mood control: Impact of feelings on how well we manage and other's performance ability 	<ul style="list-style-type: none"> ❑ EI in play: the conversational connection ❑ Connecting with others: The power of 2nd position ❑ 5-Step Plan for dealing with anger, hostility, frustration and other disruptive emotions ❑ How our Stories can generate emotions ❑ PM/EI underpinning principles: Self-direction, choice and self-responsibility ❑ Sensing your authentic self: Personal vision and purpose - the core of personal mastery ❑ Productive EI states: How leaders influence levels of resilience, focus and flow in others ❑ Positive E-programming: Enabling & limiting beliefs – learned pessimism or optimism? ❑ EI Team Dimensions: Creating the climate for connective relationships and rapport ❑ The EI Inventory: Taking stock of your EI skills, leadership practices & habits ❑ Summing up you insights: Self-coaching plan and steps for putting PM/EI into action

Program Process...What Happens?

- ☑ **A few days before the clinic,** we'll email pre-course readings/activities to help you prepare, including an *EI Leadership Inventory* to reflect over some of your PM/EI challenges.
- ☑ **Pre-program profiling:** a few basic questions to gauge where you think you are *now* in relation to PM/EI to establish a *before-and-after* picture.
- ☑ **On arrival:** you receive a copy of our self-coaching Guide for this program. It's constructed to

Take-Away Tools & Ideas to Apply!
 'A very useful suite of tools. I left feeling motivated and eager to put what I'd learnt into practice.' **Di Grech, Bentley Park College** "Very impressive! I got some useful ideas and the guidebook has a wealth of info!" **Keith Twyford, Qld Parks & Wildlife Service** "Excellent workshop full of concepts and strategies and a guide with great topics and useful exercises. It's given me a new mindset and I've put many techniques into practice with great results." **Alice Crompton, SQIT**

accompany the clinic but not in a particular order – we like flexibility to be responsive to different groups and there’s more material in the Guide than we can cover in clinic-time. Its main use is to help with your self-coaching back at work.

- ☑ **During the clinic:** We take a toolkit-based approach to give you plenty of practice opportunity with Tool-Prac pairs. That’s why we ask you to bring along real-life situations. We’ll also do lots of other activities that are interactive, work-relevant, ‘real-life’ and fun!
- ☑ **At the end of the clinic,** we show you a 5-Step *Self-Coaching Model* to use back-at-work, complete the *EI Leadership Inventory* and set initial improvement goals as part of developing a personalised self-coaching action-plan.
- ☑ **After the program,** as part of your coaching plan, you identify work-based activities you can try out new tools and behavioural approaches on – because it’s reflection *and* action *and* practise together that will help you achieve your goals and realise your leadership vision.
- ☑ **Personal Coaching Option:** As part of program follow-up, we also offer an optional 1-hour on-line/phone coaching session to help you consolidate goals, first try-out actions or work through any EI leadership challenge you have. You can take up this option at registration or any time during the clinic at a special discount rate (see registration form for details).



Where? When? And How do I Register?

Dates for public events are advised on our website and through periodical email circulars and News updates. Contact us direct any time to check current event dates in your region. 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. Accommodation and travel are your own responsibility.

Fee discounts are offered for early registration, not-for-profit community organisations and schools subject to advance payment completed within 14 days of invoice and prior to attendance. (Enquiries welcome for last minute registration.) Discount periods may be extended from time to time. A Tax Invoice will be provided and venue confirmed on registration. Register on-line at www.thechangeforum.com/Registration.htm or complete the Registration Form at the end of this Brochure and return by Fax or Email.

Why Not Run an EI Workshop in-House?

Intact teams and other groups can benefit from the remarkable team-building aspects that come with conducting an Emotional Intelligence workshop **in-house**. As well as strengthening relationships, an in-house learning forum enhances shared understanding and increases the likelihood of people applying new ideas productively in ‘*real-time*’ back in your workgroup or management team.

To talk over conducting or customising an in-house *Leading with Emotional Intelligence* or *EI at Work* program for your team, contact **Bill Cropper** on **07-4068 7591**. We also run tailored team-building workshops focussing on particular needs or team development issues under the banner of *Working Better Together...*

What Participants Say about Leading with EI...

What do people coming along get out of this clinic? We thought we’d let them tell you!

- **Self-awareness is the first thing many people name** – gaining insights into ourselves, as Scott Dingwall from State Development attests: *“An excellent program that provided me with useful insight into people’s emotions and a better understanding of myself and others.”* For Mark Savill from Queensland Health, it was a *“thought-provoking course, very challenging on a personal level, prompting self-reflection, self-honesty, raising some questions and giving insight into dealing with some difficult circumstances”* – a sentiment mirrored by Peta Herbert, also from Q-Health: *“Quite relevant to my life, professionally and on a personal level, too. I not only gained valuable tools to assist with managing my staff, but also further insight into my own emotions”*.
- **Balance – a good mix of theory and practice** is the second thing many comment on. *“Leading with EI was very engaging”* says Jeff Hughes, Workforce Management Adviser with Education Qld, *“a good balance between practice & experience.”* The balance also resonated with Jenny Flynn from Disability Services Queensland: *“An excellent mixture of content, tools and practise”* while we’ll let Lyn Schuh, from Q-Health have the last word: *“A fantastic, inspiring course well presented with a variation of theory and practice to ensure uptake of the information!”*
- **Dealing with difficulties:** Another thing that comes up regularly is how understanding our own emotional patterns can help in those troublesome moments as Robyn Yared from Greater Brisbane Gifted Education Network shared with us: *“Thank you for an inspiring workshop. I’ve grown in understanding and had opportunity to use my new knowledge and skills on the first day of returning to work. I was able to handle a difficult situation with grace and felt very proud of my controlled behaviour.”* Jacinta Warland from Dept of Communities also felt the program gave her *“a few more tools for dealing with situations where there are difficult staff and issues to confront”*
- **Handling your hijacks:** Speaking of primal responses, that’s another benefit people claim for the clinic – coming to grips with their own emotional hijacks and defensive routines. Graham Stark, again from Queensland Health, told us: *“Leading with EI is the most interesting and relevant training I’ve ever attended – and I’d have no hesitation recommending this program. Every topic covered was entirely relevant to my work as a manager and my everyday work practice – particularly emotional hijacking and how it influences our everyday interactions.”* Sentiments that resonate with Alison Rewald from Corrective Services, who said she *“learned valuable information about real feelings behind the ‘primal’ ones and also recognized that being ‘silent’ was a manner of losing it – as destructive in relationships as verbally or physically losing it.”*
- **Empathy and compassion:** Another thing people find engaging is empathetic practice – connecting with others, as Sue Codi-King from Australian Institute of Marine Science observes: *“The course really made me understand that compassion in this day and age is very important and helps you to look at life situations from a very different perspective.”* Sharon Froome from Dept of Local Government and Planning *“enjoyed learning about 2nd position, which has helped me deal with situations at work – a positive tool”* while Alison Rewald, who we’ve already met said: *“I’ve always been reasonably good at empathy, but to think about it as people’s stories gave it a different perspective for me.”*
- **Safe learning environment:** *“I feel very comfortable attending your courses”* says Pauline Bonnici from Q Health. *“You create a supportive and safe environment - relaxed, open and non-judgemental.”* *“I enjoyed the whole process”* adds John Quinn from Disability Services, *“you made me feel comfortable and left me wanting to know more”*.
- **Self-Coaching Guides:** So many people comment on the quality and usefulness of our self-coaching guides so we suppose that’s a plus for the program too. *“I expect the course material supplied to be a much used tool by me in the future on my quest to become as good a leader as I am able to envisage”* says TAFE’s Christina Macdonald. Jenny Archer, Principal at Gracemere State School agrees: *“The handbook is a great resource and allows me the opportunity to peruse and select instruments that suit my needs personally and professionally”*.

About your Program Leader...

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 which have benefited 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.

Over the years, 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**

Workshops for Workteams...

Working Better Together *Working Better Together* is the generic label we use for our team-building approach. 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. If you'd like to review an outline of our approach or find out how a *Working Better Together* clinic can help your team contact **Bill Cropper** on **07-4068 7591** or Email: WBT@thechangeforum.com.

Thinking about personalised leadership Coaching?

Personalised coaching is now an essential adjunct for building your leadership capability and achieving powerful outcomes. Individual managers seeking to fast-track their leadership learning can take advantage of our **personalised, by-the-hour coaching services...** A typical coaching program consists of 5 x 3-hour coaching sessions every 4 weeks or so, with a blend (if you want) of individual and small-group coaching and on-line email/phone support (usually free-of-charge).

Want to find out what "all this coaching stuff is about"? Download a copy of our **Coaching Prospectus** at www.thechangeforum.com – for some simple, straightforward answers to help you assess whether our coaching approach might suit you. Or contact us direct to talk over how we might be able to help: **Bill Cropper** – Tel: **07-4068 7591** Email: coaching@thechangeforum.com.

Want to find out more about our Leadership Learning Programs?

 **Personal Mastery: Leading with Emotional Intelligence** is derived from two of the 12 core modules that form our *Learning-Centred Leadership Series*®. Each module covers a major learning, leadership or change arena that organisations, teams and individuals can undertake intact, tailored or combined in various ways to address particular change or leadership development goals.



The Learning-Centred Leadership Series

- | | |
|---|---|
| <input type="checkbox"/> LCL-1: The Learning-Centred Leader | <input type="checkbox"/> LCL-7: Leading Action Learning |
| <input type="checkbox"/> LCL-2: Leading with Vision | <input type="checkbox"/> LCL-8: Conversational Coaching |
| <input type="checkbox"/> LCL-3: Learning to Lead Change | <input type="checkbox"/> LCL-9: Learning Leaders as Coaches |
| <input type="checkbox"/> LCL-4: Learning to Redesign Work | <input type="checkbox"/> LCL-10: Mastering Personal Leadership |
| <input type="checkbox"/> LCL-5: Leading through Teams | <input type="checkbox"/> LCL-11: Mental Models for Managers |
| <input type="checkbox"/> LCL-6: Learning Leaders as Facilitators | <input type="checkbox"/> LCL-12: Leading with Emotional Intelligence |

Many of our participants have also been along to other programs derived from the Series:

- **EI at Work:** Why it matters for good work and great relationships – 1-Day seminar for general staff
- **Teaching with EI:** Includes classroom applications to integrate EI into teaching strategies and day-to-day school life
- **Compassionate Leadership:** Making space for compassion in leadership, life and work – Extend your EI skills to mindfully cultivate empathy, compassion, connectivity and resonance
- **Leading through Conversations:** Mastering the power of Constructive Conversation – Tools to apply 7 principles for more powerful, penetrating and constructive conversations
- **Dealing with Difficult Discussions:** Conversational Coaching ‘Master Class’ equips you with tools and a process to convert destructive confrontations into constructive conversations
- **Learning to Lead Change:** Using the 5 Disciplines to make change work – Practical concepts, frameworks, steps and tools to effectively initiate, design, plan, lead and monitor change
- **The Coaching Leaders Clinic:** Learning to be a Coaching Leader – Practise-intensive clinic with easy-to-apply tools to help you take more of a coaching approach to leadership
- **Learning to Lead:** Laying Foundations for Leadership – Fast-track clinic for new and aspiring leaders to learn about fundamental skills and roles to really lead
- **Leading through Teams:** Applying the 5 Learning Disciplines to Team Renewal and Reformation – Apply 7 key team design dimensions to form, reform or transform teams

To Contact Us...

For a detailed prospectus on the Learning-Centred Leadership Series, individual program brochures or more information on our leadership learning, coaching, facilitation and change consultancy services, please contact **Bill Cropper** at [The Change Forum](#) on:

TEL: **07-4068 7591** MOB: **0429-687513** FAX: **07-4068 7555**
 EMAIL: consult@thechangeforum.com WEB: www.thechangeforum.com

Also Register **ON-LINE** at <http://www.thechangeforum.com/Registration.htm>

Early Registration DISCOUNTS*: **21+ Days** \$726 per person **Then:** \$770 per person
NFP & Schools \$594 per person \$627 per person

All Fees GST inc. Fees due on registration, payable within 14 days of Invoice and prior to attending;
 NFP = non-Govt Community-based organisations – available places may be limited or standard fee applies;
 Fee transferable up to 14 days prior but not refundable; Substitute welcome up to commencement; See website for [full terms& conditions](#)
 EFT & Credit Card payment preferred; Card processing fee applies; Purchase Orders not accepted as payment; Priority given to paid reservations;
 Fee covers course attendance, guidebook, lunch and refreshments only – travel, accommodation and sundries not included.

▶ **YES! Please Register me for [] place/s to attend**

Event Title: **Personal Mastery: Leading with Emotional Intelligence**
 (Please mark clearly)

AT Location: **ON: Day/s:** **Month:**

Comprehensive self-coaching Toolkit for the course attending included at no extra charge

Lunch and refreshments included; Venue details provided on confirmation of booking

Please come along by 8.30am to meet others and be ready for an 8.45am start; approx 4.30pm finish
 (Timing may vary occasionally please confirm this with us prior to attendance)

▶ **Here are my/our Details...** (Please complete all fields wherever possible)

	Participant 1	Participant 2	Participant 3
Preferred Name:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Last Name:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Position Title:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit/Div/Dept:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Email:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Tel BH:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Mob:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Catering or other Needs:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Organisation:	<input type="text"/>		
Postal Address:	<input type="text"/>		
City:	<input type="text"/>	State: <input type="text"/>	PCode: <input type="text"/>

▶ **Please Send Invoice to:** **Email:**

Contact Name: <input type="text"/>	Tel: <input type="text"/>
Position: <input type="text"/>	Fax: <input type="text"/>
Unit/Div: <input type="text"/>	Mob: <input type="text"/>

▶ **For Payment by Credit Card (+ Fee 1.3%):** **Email:**

Name on Card: <input type="text"/>	Type: <input type="text"/>
Card Number: <input type="text"/>	Expiry: <input type="text"/>
Signature: <input type="text"/>	Tel: <input type="text"/>

▶ **EFT Payment (on Invoice) to:** TEAM Technologies Forum Pty Ltd Trading as The Change Forum ACN 074816470
 ABN 52074816470 National Australia Bank BSB: 084-472 Acc: 67227-7221

~ SAVE or PRINT & Complete this form then EMAIL or FAX back to secure your booking ~

▶ **More Information?** **TEL: 07-4068 7591** **Mob: 0429-687 591** or **Bill Cropper: 0429-687513**
EMAIL: register@thechangeforum.com **FAX: 07-4068 7555**