



Managing the unavoidable...

Whether it's the boardroom or the bedroom, difficult discussions are a part of life. It doesn't matter how conversationally competent we are, we all have difficult moments when things just don't go right no matter what we try. Difficult discussions come in all shapes and sizes and avoiding them is the source of so much conflict, stress and concern in most workplaces – it's a wonder we don't work on getting better at having them?

What's this Course About?

While there's no set formulas or quick-fixes that work every-time, there are tools that can help you conduct difficult conversations confidently and constructively, overcome anxiety and manage challenging situations more effectively... and that's what our clinic is all about.

This 2-day conversational coaching clinic equips you with a robust set of easy-to-use tools to navigate your way through troublesome conversations more confidently. You'll discover new and different ways to handle a difficult discussion, learn how to approach them with more care, calm and confidence and get new insights into dealing with difficult people and handling tricky conversational moments

You'll go away feeling empowered to put into practice more methodical, controlled, step-by-step approaches to turn destructive discussions into more constructive conversations.



Dealing with Difficult Discussions

A step-by-step approach to convert destructive confrontation into constructive conversation

2-days live-on-location
or 5x2.5hr sessions live Online

Designed &
Presented by
Bill Cropper

Do you need the tools and know-how to help you...

- ✓ Cope more confidently with uncomfortable conversations?
- ✓ Decipher the dynamics behind difficult discussions and how it works?
- ✓ Avoid common handling mistakes we make when talks get tense?
- ✓ Start difficult discussions or raise hard topics but not raise defensiveness?
- ✓ Practise tools to defuse difficult situations and resolve differences?
- ✓ Beat blocks like blame, assumption-making and holding on to ugly stories?
- ✓ Reduce tension, do damage-control and take the heat out of difficult moments?
- ✓ Face up to disruptive feelings and use them more constructively
- ✓ Create a self-coaching practice plan to work on your difficult discussions

More about dealing with difficult discussions [online](#).

For dates of our next live online or live on-location small-group coaching clinics...

Contact Bill Cropper ☎ 0429-687 591 or make an in-house [enquiry online](#)

✉ register@thechangeforum.com 🌐 <https://clinics-dd.thechangeforum.com>

In-House Clinics...Yes, we can come to you...

There's a lot to be gained by encouraging your whole leader group or team to top-up their toolkits for tackling tough talks! Enquire or contact us to quote on running this highly-regarded course in-House or Live-Online. Call Bill direct on 0429-687 513 or **enquire online now**

Who is this course for?

This practise-based clinic benefits anyone who needs to learn tools and techniques to handle different kinds of difficult discussions confidently and constructively - at work, home or the wider community: managers, team leaders, committee members, customer relations officers, HR, community groups, teachers, facilitators and trainers. *It's not just aimed at leaders...*

What's a difficult conversation for you? *Dealing with dysfunctional behaviour, an upset employee or disgruntled customer or colleague? Telling someone their work isn't up to scratch or letting someone know how they're affecting you or other team members?* If you said 'yes' to any of these – then this may be a 'must-do' clinic for you!



Difficult Discussions deals with topics like:

- | | |
|---|--|
| ▪ Deciphering the dynamics behind difficult discussions | ▪ Replacing blame and fault-finding with contribution |
| ▪ Discovering your response patterns during tough talks | ▪ Dissecting differences and comparing stories |
| ▪ Map the '3-in-1' nature of difficult discussions | ▪ Disentangling intent from impact in terms of motives |
| ▪ The 7 stages of what goes on in difficult discussions | ▪ Dealing with emotionality and defensive routines |
| ▪ The 3 Blockers: Intentions, Blame and Assumptions | ▪ Acknowledging, connecting and empathy in action |
| ▪ Facing up to feelings - the core of difficult discussions | ▪ Finding options, resolution and ways forward |
| ▪ Tips for defusing difficult moments | ▪ Re-scripting your difficult discussion cases |
| ▪ 3ANTIX - starting a difficult discussion | ▪ Set goals and do difficult discussions scorecard |

Included: a handy self-coaching guide and toolkit with more than 30 tools to continue your learning practice back at work

Want a more **personal coaching approach**? Bill regularly runs personalised coaching on difficult discussions, emotional intelligence, culture, performance conversations and many other facets of leadership. So why not give him a call

REGISTER or ENQUIRE on-line or by Email

- Cost** • Pricing, venues, timing on [website](#), email notices or [contact us](#) to enquire
Dates • See our [online course calendar](#) or contact us to enquire

Dealing
with **Difficult**
Discussions

☎ 0429-687 591

About your Presenter... Bill Cropper



Bill is principal of The Change Forum. He has a long track-record of working with leaders on culture, strategic change, teamworking and building the capacities to create more vibrant, productive, high-performing teams.

Bill is particularly interested in conversational mastery, emotional intelligence and mindfulness to create connective and compassionate workplaces, promote productive, open interchanges and facilitate personal growth. For 20 years or more, he's delivered scores of *Dealing with Difficult Discussions* and other Conversational Coaching Clinics for a wide range of organisations including health, education, housing, justice, environment, roads, local government and community services.

Bill's *Dealing with Difficult Discussions* clinic springs from a long history of positive communication work while also coaching leaders to handle hard talks and constructively confront challenging performance. He's been a preferred leadership learning provider for many government agencies and is known for his practical, engaging, interactive style of facilitating and his down-to-earth self-coaching guides...



Also Register ON-LINE at <https://clinics-dd.thechangeforum.com>

Regular Registration FEES...

Current Fees* HERE

	2-Day Clinic	Online Program- 5 x 2.5hrs
General	\$880 per person	\$726 per person
NFP & Schools	\$825 per person	\$726 per person

All Fees GST inc. NFP = non-Govt Community-based organisations; #Latest Email Discount Offers apply
 Fees due on registration, payable within 10 days of Invoice and prior to attending; Fee transferable up to 14 days prior but not refundable;
 Substitute welcome up to commencement; Minimum numbers required at The Change Forum discretion; 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/materials, lunch/refreshments – travel, accommodation and personal costs not included.

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

Event Title: **Online? Yes/No**

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

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

Online Sessions 10.00am-12.30pm each Session unless otherwise advised

Session times for 2-Day clinic DAY 1: 9.00am-4.30pm; DAY 2: 8:30am- 4.30pm

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

(Centrally located Venue and timing advised on registration and re-confirmed 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"/>
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~ SAVE or PRINT & Complete this form then EMAIL back to secure your booking ~

▶ **More Information?** : 07-4068 7591 : 0429-687 591 : register@thechangeforum.com