

# Social Intelligence EI in Teams

A 1-day work-out on social and emotional intelligence and the part it plays in high-performing teams

Designed and delivered by

**Bill Cropper**

Explore 10 emotional dimensions crucial to creating more cohesive and connective teams

## » The Emotional Side of Teams

We all love to work in happy, harmonious workplaces that are warm, welcoming, positive and supportive, where we get along well together, feel safe, respected, value each other and there's a real sense of team. Yet working well together in teams doesn't come naturally. We have to learn how because lots of us lack the emotional and social skills needed to form and maintain healthy team relations.

Emotional Intelligence (EI) is at the heart of great teamwork. It's one of the key differentials between effective teams and ineffective ones. The more positive emotional connection there is in a team, the more people feel friendly, happy, enthused, focused and productive. Morale is high, climates are positive. The reverse applies too. Apathy, anger, aggression, anxiety, cynicism, contempt, or sullen silence set off negative emotional chain-reactions that turn teams toxic.

EI is knowing our emotional patterns and the affect they have on how we are. On a team level, it's connecting with other people's emotions, getting along well and managing dysfunctional emotional behaviour that erodes teamwork. When it comes to performance, team EI is critical.

## » What is Emotional Intelligence in Teams about?

This 1-day work-out takes leaders or members through a series of activities based on 10 EI Team Dimensions they can use back at work to create more cohesion and connectivity, raise their level of social intelligence and build positive emotional states like perseverance, resilience, tolerance, respect and empathy. Topics we touch on include:

- The 10 Dimensions of EI teams
- Emotional patterns - how it feels in this team
- Impact of toxic emotions on team climate
- Giving and getting emotional feedback
- Handling emotional hijacks and disruptive emotions
- Likingness and trust: keys to connectivity
- Resonance and rapport – relationship builders
- Empathy – creating connective relationships
- Team EI, stress and well-being
- EI blind-spots – self-absorption, anger and blame
- Resilience – the bounce-back emotion
- Emotional bonding: values and behaviour
- Emotional climate: safety, respect, support and understanding
- Shared vision, mutual purpose and emotional energy
- The Team EI Inventory - how emotionally intelligent are we?

## » Who's this Clinic for?

Participants at our EI clinics come from the ranks of leaders, professionals and workers of all sorts. We have specialist EI clinics for leaders and staff but this clinic is for anyone – leader or 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 number of people from the same unit decide to come along together to do this work-out and plan changes.

## » Other EI Clinics from The Change Forum...

For those who've already done some EI leadership learning, our 1-day extension clinic [Compassionate Leadership](#) shows how to mindfully cultivate connectivity, compassion, resonance and empathy to combat toxic emotions, relieve leadership stress and create vibrant work relationships. Our 2-day [Personal Mastery: Leading with EI](#) program offers leaders more in-depth exploration of tools or busy leaders may prefer to come along to our 1-day fast-track [EI Leader](#) clinic. Send your staff along to our 1-day [EI at Work](#) seminar to explore what EI is, why it matters and how to apply basic EI tools and behaviours at work. And teachers can explore classroom applications for social and emotional learning at [Teaching with EI](#) – just for schools.

## Benefits of EI in Teams...

- More connective, positive teams that support each other
- Better able to manage moods and handle conflict, anger and hostility
- Emotional self-responsibility jointly taken by individuals and teams
- Increased awareness by individuals of the impact they have on others
- Greater understanding, less stress and enhanced team well-being
- More collaborative focus positive EI values and behaviours
- Reduce disruptive emotions such as negativity, anger and resentment
- Increases in positive behaviour like openness, valuing and respecting
- Practical tools to raise EI team-skills

## What people say:

Inspired by the workshop! I learned a lot about myself. *Britt Armstrong, Qld Health*

Made me feel stronger in working with others, understanding my feelings and how I portray those toward others. *Bronwyn Minniecon, Communities*

Everything was a high point. It was very worthwhile. *Gayle Stenzel, Qld Health*

Enjoyed the whole session, learned a lot - that as good as it gets really. *Pauline Sloan, Rockhampton Women's Health Centre*

Very powerful, practical and impacting. Great take away tools... *Bec Robinson, Community Youth Worker*

If you have a chance to do this course, grab it! And the guide? Wow, this is a great resource. *Judy Salk, Cathedral School*

**Is this clinic for you? Try this quiz.** In your team lately, have you noticed more:

- Despondency or de-motivation?
- Team fatigue - worn out, pressured?
- Tendency to be disapproving, harsh, critical or disrespectful of each other?
- Anger, arguments, frustration, abrupt, abrasive or confrontational behaviour?
- No "fun", not buoyant or energised?
- Distancing or disconnection?

➔ *If you ticked 3 of these come along!*

## In-house Team-building?

Emotional intelligence programs run in-house offer terrific team-building advantages for intact teams. Our [Working Better Together Prospectus](#) has lots of information on various ways we can assist. And see our free [FactFiles](#) and [CC E-News](#) for insights and topical tips to share amongst the team.

## ►► What about Cost – and how do I Register?

Course Fee (GST inc) includes lunch and refreshments and a comprehensive self-coaching Toolkit designed to assist your ongoing learning back at work. Fee discounts offered for early registration, schools and not-for-profit community organisations subject to payment in advance of attendance. Fees are not refundable but are transferable up to 14 days prior to an event. Substitute welcome. Max 20 places per event. **Timing:** 8.30am Arrival – 4.30pm Close (unless otherwise advised). **Registration:** Form included below for return by Fax or Email or register On-line at [www.thechangeforum.com/Registration.htm](http://www.thechangeforum.com/Registration.htm). Contacts below.

## ►► Conversational Coaching Clinics & Master Classes...

In complement to our emotional intelligence programs we deliver a range of conversational coaching clinics that offer practical easy to apply tools and techniques to significantly improve the way we communicate with others. Our 2-day Leading through Conversations clinic explores the concept of dialogue and ways to apply constructive conversation tools for more skillful discussion. Conversational master classes include our consistently popular 2-day clinic on Dealing with Difficult Discussions a 1-day program on Positive Performance Conversations to help leaders handle performance review situations more constructively and 1-day clinic on Handling Toxic Emotions to help reduce stress and manage caustic conversations more effectively at work.

## ►► Teambuilding – the Art of 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. Download our Working Better Together Prospectus for lots of useful pointers to help plan your next team-building session at [www.thechangeforum.com](http://www.thechangeforum.com). Or contact us by email or phone or on-line enquiry form to request an outline of our approach or find out how a Working Better Together clinic can help you and your team.

## ►► Our Change Services – Helping you with Change

Need a helping hand to handle change? Organisations often want help designing their own change processes but choices and options around change and working out where to start can sometimes overwhelm and confuse. We've been helping organisations and leaders with change projects large and small for many years and we've a fair idea how daunting it can sometimes seem. So we've put together a Profile of our Change Services which provides a snapshot of the sorts of things organisations typically ask us around workplace change and some of the critical change management areas you are likely to want to address. Download on-line or contact us direct to discuss ways we might be able to help.

## ►► Thinking about – personalised Coaching?

As an adjunct to our leadership programs, we provide personalised coaching services for individuals and small groups at all levels. A typical coaching program may consist of 4-5 x 2-3-hour coaching sessions every 4 weeks or so, with a blend of face-to-face and telephone coaching and email support. Download our Coaching Prospectus for some simple, straightforward answers to what 'all this coaching stuff is about' to help you make up your mind whether our coaching approach might suit you. Or contact us to arrange a time to discuss your development needs and ways we might be able to assist.

## ►► Facilitation & Presentation Services...

The Change Forum principal, Bill Cropper, has an extensive background in organisation change and learning and provides forum facilitation, key-note presentations and fast-track learning sessions at conferences, planning forums, team meetings or other relevant events. Bill delivers informative, interactive, thought-provoking sessions on topical themes designed to address or complement particular issues, concerns, challenges and context. Bill's style is relaxed, down-to-earth, amusing, affirming and engaging. He connects with people and puts them at ease, at the same time as raising their curiosity and gently confronting current thinking. More information on-line or contact Bill direct to discuss ways he can help.

## Registration Discounts

	2-day event	1-day event
21+ days:	\$770 pp	\$495 pp
Full Fee:	\$880 pp	\$550 pp
Schools/NFP:	\$660 pp	\$440 pp

**Note:** Fees quoted include GST. **\*\*Other discounts offered from time to time.** Contact us to check latest offers. EFT or credit card payments preferred. Places limited; early registration recommended.



## About your Presenter:

**Bill Cropper** – Director of The Change Forum has a wealth of practical change management, leadership learning, facilitation and coaching experience. His work centres on helping leaders build the conversational, relational and team-working capabilities they need to create vibrant, supportive work cultures and high-performing teams. Bill's keenly interested in the benefits of conversational coaching and emotional intelligence to create connective and compassionate workplaces, promote productive, open interchanges and facilitate personal growth and change mastery. For the past several years, he's run hundreds of coaching clinics and forums for managers, team leaders, community workers and other professionals from wide-ranging backgrounds and assisted with strategic culture change, organisation learning, leadership coaching and team development in a variety of public sector and community organisations around Queensland. Bill is a prolific author of highly regarded learning guides, has a down-to-earth, relaxed and outgoing style and comfortably works with people from all levels, occupations and backgrounds.

**Tel:** 07-4068 7591 **Mob:** 0429-687 513  
**Email:** [billc@thechangeforum.com](mailto:billc@thechangeforum.com)

*"I appreciated your laid-back/informal approach to delivery. I left feeling motivated and eager to put what I'd learnt into practice"* Di Grech Bentley Park College  
*"Your friendly, laid back manner put us at ease right from the start."* Robyn Yared, Greater Brisbane Gifted Education Network  
*"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"*.  
M. Polkinghorne, Disability Services Qld

## Other Services... Contact Us

We offer a wide range of change consultancy, learning, coaching, team development and facilitation services and invite you to contact us any time to explore your needs and how we might be able to help. Review our services on-line or contact **Bill Cropper** on:

**MOB:** 0429-687513  
**TEL:** 07-4068 7591  
**FAX:** 07-4068 7555  
**EMAIL:** [consult@thechangeforum.com](mailto:consult@thechangeforum.com)  
**WEB:** [www.thechangeforum.com](http://www.thechangeforum.com)

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

**Early Registration DISCOUNTS<sup>#</sup>: 21<sup>+</sup> Days  
NFP & Schools**

**1 Day Event**  
\$473 single \$880 for 2  
\$429 per person

**2 Day Event**  
\$770 single \$1475 for 2  
\$660 per person

All Fees GST inc.; NFP = Non-Govt Community-based not-for-profit organisations – discount places may be limited;  
Fees current at time of printing but subject to review at discretion of The Change Forum; Fees due on registration, payable within 14 days of Invoice and prior to attendance; 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:**  
(Please mark clearly)

**AT Location:**

**ON: Days:**

**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
<b>Preferred Name:</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Last Name:</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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<b>City:</b>	<input type="text"/>	<b>State:</b> <input type="text"/>	<b>PCode:</b> <input type="text"/>

▶ **Please Send Invoice to:**

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▶ **For Payment by Credit Card (+ Fee 1.1%):**

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▶ **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](mailto:register@thechangeforum.com)**

 **FAX: 07-4068 7555**