

Explore 10 Dimensions crucial to cultivating Social and Emotional Team Intelligence at work

» **Staying on the Positive Emotional Side of Teams**

Outstanding leaders use a combination of both emotional and social intelligence capacities. Emotional Intelligence is what happens inside us in terms of managing emotions and using them positively. Social Intelligence is what happens on the outside when leaders start interacting with teams.



Socially Intelligent Leadership comprises a cluster of emotional competencies that determines how leaders connect, empathise, relate to and get along with, their teams. It's not just one-to-one relationships.

Socially intelligent leadership is about how leaders relate to teams-as-a-whole; cultivate emotionally intelligent cultures and ways of behaving; how well they tune-in to their teams and stay in-synch with them. It's about staying on the emotionally positive side of a team, resonating with them, and helping them to raise their levels of Social and Emotional Team Intelligence (SETI).

SETI 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 The reverse applies too. Apathy, anger, aggression, anxiety, cynicism, contempt, or sullen silence set off negative emotional chain-reactions that turn teams toxic.

» **What is Socially Intelligent Leadership about?**

This 2-day toolkit-type workshop shows leaders how to use 10 SETI Dimensions to connect better and help their teams to create resonance, resilience, connectivity, positivity, cohesion – all emotional qualities that dramatically contribute to superior performance. Topics we touch on include:

- Socially intelligent leadership – what is it all about?
- The 10 SETI Dimensions Improvement model for EI teams
- Emotional patterns – checking how it feels in this team
- Impact of toxic emotions on team climate
- 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?

» **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 leaders 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 work out and plan changes.

Dates, Locations–Online

Benefits of this clinic...

Use our 10 SETI Dimensions to:

- Boost your level of SETI Leadership
- Create more positive can-do teams
- Reinforce relationship-builders such as resonance, rapport & connectivity
- Increase positive behaviours & temper the impact of toxic emotions on teams
- Create climates where teams support each other, manage moods and handle conflict better

What people say:

“I wanted to learn how to apply EI inside a team dynamic. This course was well-run, easy-to-follow, with good practice activities, practical ways to improve Social & Emotional Intelligence levels in my team and a great guidebook to take away.” *Rosey Lupton, Qld Medicare Local*

“Valuable course to help leaders develop professionally in utilising EI in teams to create healthy work environments and culture. You'll get 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” *Francoise Lane Dept of Communities*

“This course was worthwhile to find out about the EI level of your team and heighten awareness. A good start-point for ongoing team development to use as a marker to go forward. Bill's succinct explanations and relaxed manner were a high point and I found it easy to concentrate throughout the day.” *Shona Watson Indigenous Schooling Unit*

Is this clinic for you? Try this: 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 intact teams terrific team-building advantages. See our [Working Better Together Prospectus](#) for information on various ways we can assist.

►► 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 regularly for schools and not-for-profit community organisations subject to subscribing to our mailing list and 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: [On-line](#) at www.thechangeforum.com/Registration.htm or use the form included last page.

►► Other EI Clinics from The Change Forum...

For those who've already done some EI leadership learning, our 1-day extension clinic [Mindful Leadership in Action](#) shows how to improve focus and attention, mindfully cultivate connectivity and empathy and combat toxic emotions to relieve leader 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.

►► 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. Other conversations-oriented master classes include our consistently popular 2-day [Dealing with Difficult Discussions](#) program, a 1-day program on [Positive Performance Conversations](#) to help leaders handle performance appraisal situations more constructively and a 1-day clinic on [Building Conversational Confidence](#) for team members who'd like to get better at speaking up rather than feel overwhelmed or uncomfortable in meetings and other discussions.

►► 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. 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.

Registration Fees...

	2-day event	1-day event
Full Fee:	\$825 pp	\$528 pp
Schools/NFP:	\$726 pp	\$429 pp

**Discounts offered by email.

CALL to enquire

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

"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

WEB: www.thechangeforum.com

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

#Current Email Offers apply

Standard FEE\$...

**General
NFP & Schools**

1-Day

\$528 single \$950 for 2
\$440 single \$825 for 2

2-Day

\$825 single \$1540 for 2
\$726 single \$1375 for 2

All Fees GST inc. NFP = non-Govt Community-based organisations; #Latest Email Discount Offers apply – **CALL to enquire**

Fees due on registration, payable within 14 days of Invoice and prior to attending; Fee transferable up to 14 days prior but not refundable; Substitute welcome up to commencement; Minimum participation required at discretion of The Change Forum; 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)

SOCIALLY INTELLIGENT Leadership: EI in Teams

AT Location:

ON:

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

Timing: DAY 1 9.00 am; Day 2 8:30 am; Both days finish approx 4.30pm

(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:			
Last Name:			
Position Title:			
Unit/Div/Dept:			
Email:			
Tel BH:			
Mob:			
Catering or other Needs:			
Organisation:			
Postal Address:			
City:	State:	PCode:	
▶ Please Send Invoice to:	Email:		
Contact Name:			Tel:
Position:			Fax:
Unit/Div:			Mob:
▶ For Payment by Credit Card (+ Fee 1.1%):	Number:		
Name on Card:			CVV:
Email:			Expiry:
Signature:			Tel:

▶ 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**