



Talking with YOUR TEAM

A 1-day fast-track for leaders who want to make every conversation count...



Designed and delivered by
Bill Cropper

Crank up your conversational capacity and improve the calibre of your team-talk...

▶ Teams that can talk together stick together...

Conversations are at the core of constructive teams. They're the way we stay in touch, build bonds, exchange ideas, sort out plans, fix problems and take action. Communication or lack of it is a constant complaint in most teams – and at the bottom of better communication is an ability to have better conversations.

Better conversation means better teamwork. The way teams talk together is a telling indicator of morale, culture, climate, performance and team cohesion. It's a key element in the effective functioning of any team. Yet while we engage in them all the time, the importance of becoming more skilled at conversations seems to escape us. Many of us work together for years and never take the time to reflect on how we come across or talk to each other.

It's as though conversations are so fundamental to everyday life, most of us never stop to think how we might become better at them. If your team's never talked openly over how you work in with, and come across to, each other, you're probably perpetuating errors and omissions in the way you see and relate to each other. And that's what this clinic is all about.

▶ What Talking with Your Team does?

This fast-track condensed from our longer 2-day clinic, covers 7 principles for more constructive conversations along with a useful set of foundation tools to replace dysfunctional debate with the art of more skillful discussion. Whether you're a team leader or team worker, you explore how to apply a range of easy-to-learn discussion tools you can deploy in all sorts of settings in a supportive, safe and fun practice environment. Topics and tools we touch on include:

- ▣ The 7 Principles for Constructive Conversations
- ▣ Seeing you in conversations - what's your team-talk like?
- ▣ Staying in dialogue and staying out of the argument trap
- ▣ Pay attention to your parrot: getting in touch with your inner voice
- ▣ Level-headed questioning and the lost art of listening
- ▣ Conversational gears - perspectives, positions and assumptions
- ▣ Advocacy or Inquiry: balancing your say with hearing what they say
- ▣ Asserting yourself positively - say what you need to say cleanly & clearly
- ▣ Engaging others and using strategies to get them to speak up
- ▣ Raising levels of openness and disclosure in discussions
- ▣ The 5-P model of skillful discussion and prac sessions on protocols
- ▣ Conversational Coaching Scorecard - what are you like in conversations?
- ▣ Setting conversational coaching improvement goals for self and team

▶ Who is this clinic for?

Participants at our conversational coaching clinics come from all sorts of work backgrounds. It doesn't matter what level they're at or what kind of work they do, they all have one thing in common: they're keen to learn new tools to boost their conversational capability, professionalism and conduct more constructive and skillful conversations in a range of different discussion arenas. Whether you're a team leader or a team member, knowing how to use different tools to have more powerful, persuasive and connective conversations and improve clarity and confidence in your day-to-day team interactions is a vital yet overlooked area for better teamwork, better leadership and better performance.

▶ What can you expect?

Part of the appeal of our clinics is you get to practise in a safe, small group environment on new strategies for managing conversations in a more mindful and effective manner. We think people learn best by doing so we give you lots of practice to build your confidence to use the tools back at work, backed up by a comprehensive self-coaching guide to support your continued learning...

Do you want to:

- Make team-talks more meaningful?
- Get people to talk up openly and say what's really on their mind?
- Put your point across persuasively?
- Challenge each other's views but avoid falling into the argument trap?
- Get to the bottom of conversations and stop frothing around on the top?
- Stop conversational game-playing?
- Engage in more skillful discussions that stay on-topic and on-track
- Say what you need to say on issues that matter and work through them?
- Have more supportive conversations to make it safe to raise hard issues?

What they say about our clinics:

Very positive and useful, with a good balance of input and practice. Roslyn Parkes, Coorparoo Secondary College

Thoroughly enjoyable, challenging in a positive way and insightful. I'd do it all again! The guide has become my 'bible'! Hellen Lund, Queensland Health

Lots of tremendous activities to assist with my practice and development. Christine Barney, Department of Communities

Thanks for a great learning experience. Some activities thought provoking and some just plain good fun - and the guide is full of excellent tools. Jane Cutler, Queensland Health

Excellent practical tools and ideas, structured very well and delivered in an interactive way. Kellie Shively, Beenleigh Special School

Very enjoyable. Interactive activities were unique and hands-on approach was very useful - as was having a bit of a laugh along the way. Tameeka Sainsbury, Pacific Pines SHS

More on Conversations?

Our free [FactFiles](#) and [Ezines](#) feature topical tips on conversations, leadership, teams and emotional intelligence. Other conversational coaching clinics we run include:

- [Leading through Conversations](#)
- [Positive Performance Conversations](#)
- [Dealing with Difficult Discussions](#)

In-House benefits for Teams...

Programs delivered in-house tailored to your contexts, enhance shared understanding, and encourage mutual support in applying new ideas productively in 'real-time' back at work.

Tel: 07-4068 7591 Mob: 0429-687 513
Email: billc@thechangeforum.com

▶▶ What about Cost – and how do I Register?

Course Fee (GST inc) covers 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 (unless otherwise advised). **Registration:** Form included below for return by Fax or Email or register on-line at www.thechangeforum.com/Registration.htm.

▶▶ All Change Forum clinics feature...

- ☑ Bring along your own real-life leadership situation/s to work on
- ☑ Adult-learning methodology that's varied, interactive and 'real-life' relevant
- ☑ A tool-kit based approach with practical tools and extensive practise
- ☑ A self-coaching framework to sustain ongoing learning
- ☑ A comprehensive 100+ page self-coaching guide
- ☑ Program pre-reading and activities to help people prepare
- ☑ Participants develop a personalised self-coaching action-plan
- ☑ Back at work Project encouraged to consolidate learning and try out tools
- ☑ Learning partners or common interest groups encouraged
- ☑ Optional extension: small-group or individual coaching sessions

▶▶ 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, phone or on-line enquiry form to request an outline of our approach and 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 could 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 consists of 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.

▶▶ Facilitation & Presentation Services...

We also offer forum facilitation, key-note presentations and fast-track learning sessions at conferences, planning forums, team meetings and other relevant events. Bill delivers informative, interactive, thought-provoking sessions on topical themes designed to address or complement particular issues, concerns, challenges and context. His style is relaxed, down-to-earth, amusing, affirming and engaging. He connects with people and puts them at ease, at the same time raising curiosity and gently confronting current thinking. An outline of services [on-line](#) or contact Bill direct to discuss availability and ways he can help.

Registration Discounts 2012...

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

Note: All Fees GST inc. Fees current at time of printing but subject to review at the discretion of The Change Forum. EFT or credit card payments preferred. Purchase Orders not accepted as payment. Places limited.

About your Presenter:



Bill Cropper is Director of *The Change Forum*. He has a wealth of practical leadership learning, coaching and change experience. His work centres on helping leaders to build the conversational, emotional, relational and team-working capabilities they need to create vibrant, supportive work cultures and high-performing teams. Bill is 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 7 years, he's run hundreds of coaching clinics and forums that have benefited numerous managers, team leaders and other professionals from many wide-ranging backgrounds. Bill's a preferred learning consultant and leadership coach for many public sector agencies, providing facilitation, training and coaching services to senior executives, managers, work teams and community groups around leadership capacity-building. He has a down-to-earth, relaxed and outgoing style and works comfortably with people from all levels, occupations and backgrounds.

"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". Mickey Polkinghorne, Disability Services Queensland

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 discuss your needs or issues, how we can help and arrange a quote. For individual program brochures or more information on how we might be able to assist, contact **Bill Cropper** on:

MOB: 0429-687513

TEL: 07-4068 7591

FAX: 07-4068 7555

EMAIL: consult@thechangeforum.com

WEB: www.thechangeforum.com

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

		1 Day Event	2 Day Event
Early Registration DISCOUNTS#:	21+ Days	\$495 per person	\$770 per person
Full Fee \$550 / \$880 per person	NFP & Schools	\$440 per person	\$660 per person

All Fees GST inc.; Fees due on registration, payable within 14 days of Invoice and prior to event; Fee transferable up to 14 days prior but not refundable; Other discounts may be available – call to enquire; NFP = Non-Govt Community-based Not-for-profit organisations; Substitute welcome up to commencement; See website for [full terms& conditions](#); EFT & Credit Card payment preferred; Card processing fee applies; Priority given to paid reservations; Minimum attendance required otherwise event may be rescheduled at the discretion of The Change Forum

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
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:
Postal Address:
City: **State:** **PCode:**

▶ **Please Send Invoice to:** **Email:**
Contact Name: **Tel:**
Position: **Fax:**
Unit/Div: **Mob:**

▶ **For Payment by Credit Card (+ Fee 1.3%):** **Email:**
Name on Card: **Type:**
Card Number: **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