



Overcome anxiety and learn  
to speak with influence  
Designed and delivered by  
**Bill Cropper**

## Rid yourself of reluctance and say what you have to say in ways that will be heard

### » Conversational Confidence-Drainers...

Ever envied those who effortlessly connect with others in conversations – who get attention, get noticed and get heard? Leaders often complain that in team meetings they're the only ones talking – that some staff don't speak-up. But not everyone plunges fearlessly into conversations. Whether it's fear of saying the wrong thing or making a fool of yourself, shyness, self-doubt, feeling awkward or out-of-your-depth, many people zip their lips and say as little as possible

We all have a need to be heard – to have our say and have our ideas, views and feelings listened-to. But speaking up can be a pretty anxiety-provoking proposition. For a good few of us, it's a major dread: we fear we'll be ignored, scoffed-at, picked-apart or just come out all wrong – so we:

- Shy-away from conversations, not just at work, but sometimes socially too.
- Dread the idea of being asked to give our view or strike-up a conversation
- Convince ourselves we haven't got anything of interest or value to say
- Talk ourselves out of talking-up with self-talk that totally shuts us down.

Conversational confidence-drainers like these create vicious circles. We spend so much time in anxious silence, avoiding speaking-up that we miss out on the conversational practice that might improve our skills and confidence. This creates a further drain on our self-confidence, self-esteem and our self-belief.

### » Build your Conversational Confidence

Wherever you sit in the organisation, this 1-day clinic shows you easy tools and practices to lift your conversational confidence, combat conversational anxiety, engage positively in meetings, contribute ideas more confidently, speak with more persuasion and influence and generally have better, more satisfying interactions, at work and elsewhere. In a safe environment, it takes you through:

- Confronting conversational anxiety – identifying confidence-drainers
- Conversational roles – high-talkers, low-talkers & no-talkers
- Tips for low talkers – being calm, staying centred & controlling fears
- Self-limiting self-talk – how it shuts you down in conversations
- Self-defeating behaviour & beliefs – how they block you
- Conversational courage – formulas for speaking your mind
- Breaking the silence barrier – preparing yourself to speak
- Listening and questioning as a prelude to talking
- Say what you need to say – have your say in 3 sentences
- Coming out with good ideas – explaining how you think
- How to handle interruptions & over-the-top-talk
- Persuading – getting others to take notice of what you say
- Set Practice Goals – The Conversational Confidence Scorecard

### » Confronting Conversational Anxiety...

While some have grown used to it, lack of conversational confidence can affect the way we see ourselves, the way we relate to others, what we believe we're capable of doing or not, and how we handle different life-situations. Confronting anxiety and working on ways to get back into those conversations you avoid that matter in life, is a pretty pressing priority because conversational reticence can lower self-esteem and self-belief, hold you back from relating to others, winning jobs, contributing to team discussion, asserting yourself and having your good ideas and valuable opinions heard.

The longer it continues, the more resentments can fester, issues can escalate inside us until we feel like we'll explode and feelings of alienation and exclusion can make us think we don't belong in our team, our workplace or our family.

### Do you need to learn how to...

- Apply some easy methods to lift your conversational confidence?
- Stamp-out your self-limiting self-talk & self-defeating behaviours?
- Overcome conversational hold-backs and confidence-drainers?
- Get people to pay more attention to what you have to say?
- Stay connected, listen, respond, engage better in conversations?
- Say what you need to say in ways that will be heard and get action?
- Be more calm, self-controlled and way less anxious and fearful?
- Speak-up and say what's on your mind more clearly & confidently?

### What people say...

*"Thoroughly enjoyed the clinic. The methods used to demonstrate tools were uncomplicated and more importantly I've gained the confidence to initiate and handle conversations Your facilitation style is excellent – well done!"* Annie C Regional Queensland Institute of TAFE

*"I used to sit in passive silence and retreat from conversations. This program was good for me – gave me some simple tools and a much-needed lift to learn how to talk up more in meetings and conversations."* Richard M Regional Council

*"Absolutely brilliant. Structure, content, and delivery excellent. Certainly gives you the conversational confidence and tools to use on a daily basis to speak up in conversations I used to avoid."* Amanda B Dept of Education & Training

### About your Presenter...



**Bill Cropper** is Director of The Change Forum. He has a wealth of practical leadership

learning, conversational coaching, EI and culture-change experience. His work centres on helping workplaces build the conversational, emotional, 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 10+ years, he's run hundreds of coaching clinics and forums that have benefited numerous managers, team leaders and other professionals from many walks of work-life.

## » Who is this clinic for?

This clinic will benefit anyone who wants to be able to speak-up more confidently in meetings and generally be a more constructive team-talker, no matter what their position or level in an organisation. We sometimes wrongly believe that conversational awkwardness or anxiety exists only among the so-called lower echelons in our workplace.

To put it another way, we assume if you're a leader you must have learned the gift of the gab. But research suggests that conversational anxiety may actually affect more than 50% of us. Lots of leaders don't really register how fear-laden, unsafe or uncomfortable quite a few at work feel about saying what's on their mind. This clinic can also be of use to leaders and managers who want to support their staff in developing conversational confidence and contribution.

## » Conversations Master Classes & EI Clinics...

Our foundation conversational coaching clinic: [Leading through Conversations](#), offers leaders at all levels the opportunity to develop essential skills for more skillful and constructive conversations. A number of conversational 'master classes' focus on particular conversation themes including: [Dealing with Difficult Discussions](#) a 2-day public clinic (also a 1-day fast-track format) to learn about a process and tools to turn destructive confrontation into constructive conversation; [Positive Performance Conversations](#) – a 1-day clinic to help leaders adopt a more positive approach to handling tough performance feedback situations and [Handling Toxic Emotions](#), exploring ways to build resilience and competence to cope more effectively with caustic conversations at work. An essential complement to conversational coaching clinics is our series of emotional intelligence programs for leaders and teams: [Leading with Emotional Intelligence](#), [EI at Work](#) for general staff, [Social Intelligence: EI in Teams](#) and [Teaching with EI](#) for classroom applications in schools.

## » 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.

## » 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. Or contact us 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 have a fair idea how daunting it can sometimes seem. Our [Profile of Change Services](#) provides a snapshot 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.

## » Facilitation & Presentation Services...

In addition to delivering our programs in-house, we provide 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. 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.

## Registration Discounts...

	2-days	1-day
Full Fee	\$825 pp	\$528 pp
21+ days:	\$792 pp	\$495 pp
Schools/NFP:	\$693 pp	\$420 pp

### Other discounts offered by email

**Note:** Fees GST inc. current at time of printing but subject to review at The Change Forum's discretion. Discount periods may be extended. Discounts subject to payment as invoiced and prior to attendance. Fees not refundable but are transferable up to 14 days prior to an event. Substitute welcome. EFT or credit card payments preferred. Max 20 places per event.

**Inclusions:** Comprehensive self-coaching Guidebook, lunch and refreshments daily

**Timing:** Sessions 8.30am–4.30pm each day

**Venue:** CBD Venues advised on registration

## How do I Register?

Form included for return by [Email](#) or Fax: [07-4068 7555](tel:07-40687555) or register [On-line](#)

## In-House programs...

Integrate our learning programs into your leadership or organisational capacity-building strategies and arrange for delivery in-house – in standard format or customised to suit the particular needs of your workplace or team. In-house clinics enhance shared understanding, strengthen relationships and increase the likelihood of people applying new ideas productively in 'real-time' back-at-work.

Tel: [07-4068 7591](tel:07-40687591) Mob: [0429-687 513](tel:0429-687513)

Email: [billc@thechangeforum.com](mailto:billc@thechangeforum.com)

## Readings on Conversations?

A range of free Articles, [FactFiles](#) and back issues of our seasonal [Conversational Coaching E-News](#) offer various useful insights and include topical tips on conversations, leadership, change, emotional intelligence and working better together in teams. Download on-line at [www.thechangeforum.com](http://www.thechangeforum.com)

## 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 you or your team, **contact** Bill Cropper at The Change Forum on:

MOB: [0429-687 513](tel:0429-687513)

TEL: [07-4068 7591](tel:07-40687591)

FAX: [07-4068 7555](tel:07-40687555)

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 – 1-Day Clinics#:**      **21 Days+**      **\$495 single**      **\$925 2 places**  
**Full Fee \$528 per person**      **NFP & Schools**      **\$420 single**      **\$825 2 places**

All Fees GST inc. Other Discounts offered by email & Discount period may be extended – call to enquire;  
 NFP = non-Govt Community-based organisations. Fees due on registration, payable within 14 days of invoice and at least 14 days prior to event;  
 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; Minimum numbers required;  
 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:**  **Building Conversational Confidence**  
 (Please mark clearly)

**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

**Please come along in time to settle-in for a prompt 8.30am session start; Finish approx 4.30pm**

(Please reconfirm the event and ensure you have received introductory workshop information from us prior to attending)

▶ **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"/>
<b>Position Title:</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Unit/Div/Dept:</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Email:</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Tel BH:</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Mob:</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Catering or other Needs:</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Organisation:</b>	<input type="text"/>		
<b>Postal Address:</b>	<input type="text"/>		
<b>City:</b>	<input type="text"/>	<b>State:</b> <input type="text"/>	<b>PCode:</b> <input type="text"/>

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

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

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

<b>Name on Card:</b>	<input type="text"/>	<b>CSV:</b>	<input type="text"/>
<b>Card Number:</b>	<input type="text"/>	<b>Expiry:</b>	<input type="text"/>
<b>Signature:</b>	<input type="text"/>	<b>Tel:</b>	<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](mailto:register@thechangeforum.com)** **FAX: 07-4068 7555**