



# 1-day Interactive Seminar on **Working with Emotional Intelligence** for general STAFF (not Managers)



Designed  
and presented by  
**Bill Cropper**

A companion to our *Leading with EI* program – for the people you rely on most... **your Staff**

## ▶ **Emotional Intelligence at Work...**

Emotions may seem minor from a strictly rational business viewpoint, yet they have a real impact in terms of getting work done well, relating well to customers, colleagues, bosses, and creating a positive and productive work climate. Whether we're aware of them or not, feelings are pivotal for high-energy teams, constructive work relationships and 'can-do' cultures. They profoundly influence how we behave, how we cope with change, how well we manage workload pressures and how motivated, satisfied and effective we are at work

The cost of a lack of emotional intelligence is huge in terms of staff turnover, low work output, stress, mistakes and low morale – but they often go unnoticed. We all know when people feel down emotionally, concentration is difficult, the tendency to make mistakes increases, tempers are stretched and work is likely to be less productive than when we feel good and at our best.

## ▶ **EI is indispensable for successful work...**

Emotional Intelligence has a lot to do with raising levels of achievement, motivation, goal-focus, optimism, joy, purpose and staff performance – and decreasing dysfunctional behaviour and performance drawbacks like anger, apathy, aggression, anxiety, cynicism, contempt, sullen silence and withdrawal that set off negative emotional chain-reactions and spawn toxic work climates. *EI at Work* considers key areas of work life like working in teams, dealing with customers (and cantankerous bosses) and coping with change in taking a close look at what EI is and why it matters. It looks at respect, relationships and attitudes to work from an EI perspective and shows you how to apply personal EI practices to boost performance and bring out the best in yourself and others.

*[The program does not deal with leadership aspects of applying EI. Managers and other leaders should attend our 2-day leadership clinic – Personal Mastery: Leading with Emotional Intelligence. See website or call for information]*

## ▶ **What we cover in this clinic...**

We start the day in this 1-day interactive seminar with an introduction to EI and some key EI work practices for individuals and teams and then look at some simple but effective tools you can use to build emotional self-awareness, better manage critical work situations and improve team relationships: Topics we touch on include:

- EI at work – what it is and why it's important
- Toxic emotions – the hidden costs at work & home
- Neuro-anatomy of emotions – why EI is a brainy idea
- Emotional hijacks – when feelings run away with you
- Primal feelings – your emotional colour signature
- Finding feelings – & what to do with them when you do
- The EI triangle – thoughts, feelings, actions
- Empathy – reading your emotional radar
- Emotional perceptions – how feelings colour situations
- Emotional awareness – blindspots and feeling triggers
- Dealing with disruptive emotions – anger, anxiety & apathy
- Managing moods – and their impact on your ability to perform
- Coping with change – the emotional element
- Connective conversations – talking from your heart
- Dealing with difficult discussions and other emotional situations
- Productive EI states – optimism, hope, focus and flow
- Heeding feelings – obeying your instincts in making decisions
- Positive emotional programming – enabling and limiting beliefs

To support ongoing learning and tools practice after the course, participants receive a comprehensive self-directed Toolkit with additional tools and activities to work on individually or with your team in real time back at work.

## **Do you want to...?**

- Understand what EI is and why it matters for good work and great relationships?
- Get in tune with your own feelings and manage your moods better?
- Understand the impact emotional styles have on other people?
- Connect better with colleagues and others?
- Handle conflict, anger, change and stress better?
- Deal better with difficult people?

## **Who should attend?**

If you're a supervisor, manager or team leader this seminar is NOT for you! It IS for the people you rely on most – your STAFF! And it isn't just for those people you find difficult or troublesome either. Working people from any walk of life who want to connect better with others, improve their 'self-awareness, learn some strategies to improve team relationships and increase their own satisfaction with work, can benefit greatly from coming along to this clinic.

## **What people say:**

"Extremely interesting and challenging! I came thinking I'd just sit through it but by lunchtime I was confronting my demons. I love the Guide too – haven't been able to put it down. Thanks for opening my eyes and my mind." **Francis Duke, Qld Health**

"I enjoyed the presentation, humour and real-life stories. An interesting experience facing your own feelings and awareness of others. Great work!" **Rosalie Marchant, Gracemere State School**

"I got a lot of personal satisfaction from the course... you did a great job. You made me feel confident and relaxed - can't recall the last time I was in a workshop where I actually felt comfortable. Great job Coach!" **Leita Hart, Dept of Education & Training**

## **In-House programs...**

*EI at Work* can be delivered in-house in either 1-day or 2-day formats for whole teams or work units keen to take a unified approach to improving the way they work together. In-house clinics enhance shared understanding, strengthen relationships and increase the likelihood of people applying new ideas productively in 'real-time' at work. Integrate our learning programs into your organisational capacity-building strategies – in standard format or customised to best suit your particular needs.

**TEL: 07-4068 7591**

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# A 1-Day *Fast-Track* Seminar to introduce Principles & Practices for Effective EI Leadership

**EI isn't just a fringe activity – it's a critical competency for any capable leader !**

## A 1-day seminar linking Emotional Intelligence to leadership...

We dramatically underestimate the role emotions play in every corner of our lives. Whether it's at work or at home, they affect how we think, who we are and how we live. They exert a powerful pull on how we behave, how we cope with change and stress, how well we manage our relationships with work colleagues and loved ones and how productive, happy and satisfied we are.

Emotional Intelligence (EI) isn't just a fringe activity for managers anymore – it's fast becoming a critical competency for any capable leader. Since the publication of Daniel Goleman's ground-breaking works, EI has virtually become a brand-name for brilliant leadership.

## The basic business case for EI is simple: Good moods equal good work. Bad moods equal bad work and poor relationships...

Feeling you have to deal with emotions at work may seem 'touchy-feely' from a rational business viewpoint, but they have a real impact in terms of getting work done. They're the means through which we get in tune with the feelings of people around us and create the climate and relations that support 'good work'.

More leaders now connect successful outcomes with their own level of EI – their ability to be more mindful of how their emotional patterns affect the climate, culture and performance of their teams – not to mention the impacts on customers, quality, service delivery and workplace well-being. Leaders act as emotional caretakers and barometers for their team, whether they mean to or not. They have an immense impact as 'energizers', 'mobilisers', and 'meaning-makers' - depending on how well they connect and manage their moods.

## What is this *Fast-Track* EI Leader Seminar about?

Adapted from our full 2-day program, this 1-day seminar for busy leaders overviews 7 Practices of Emotionally Intelligent Leaders and paces you through selected tools and practices to cultivate more connectivity, build more constructive team relationships and make EI work for you! It will help you:

- See the role emotions play in leadership and how to use them effectively
- Show you selected EI tools and practices to tune in and connect better
- Stock-take your EI skills and the impact emotions have on you as a leader
- Develop a personal self-coaching plan and find ways to put EI into action

## Here's some topics we'll touch on during the day...

- EI – what it is and the part it plays in great leadership
- Leaders as emotional amplifiers – workplace cost of toxic emotions
- Connective leaders & the brain basis of EI – why EI is a brainy idea
- Emotional qualities of great leaders – overview 7 Practices of EI Leadership
- Handling emotional hijacks – when feelings run away with you
- Emotions mapping with the EI triangle – thoughts, feelings, actions
- The "F" word: finding feelings and expressing them more effectively
- Empathy – reading your emotional radar – connecting with other's emotions
- Dealing with disruptive emotions – anger, anxiety & apathy
- Handling hostility in 2nd gear
- Mood control – how feelings impact on how well we manage
- EI in play – the conversational connection – talking from the heart
- Stock-take your EI skills and identify some self-coaching action steps

## Do you need to:

- Connect better with people you lead and generate constructive emotional climates?
- See the impact your emotional style has on others or raise your level of self-mastery?
- Manage your moods and handle conflict, anger, hostility better?
- Give a boost to your leadership and bring out the best in others?
- Develop personal strategies to lead with emotional intelligence?

## Other EI programs...

The Change Forum offers a variety of programs on the subject of emotional intelligence. Busy leaders may prefer this 1-day fast-track *EI Leader* clinic... Otherwise our full 2-day clinic *Personal Mastery: Leading with Emotional Intelligence* is more in-depth with more tools and more practice. EI is as essential for your team as for leaders, so send your team along to our 1-day staff seminar *EI at Work*. For a school orientation *Teaching with EI* includes classroom applications and for an extension to your current EI leadership practice *Compassionate Leadership* is a 1-day master class that explores how to use resonance, empathy to create more vibrant work relationships and relieve leadership stress.

## Other Services

The programs in this flyer are only part of what we do. We also assist with a range of change management, organisation learning, coaching, teamworking and facilitation services and invite you to contact us any time to discuss your needs, how we can help and arrange a quote. Our current suite of scheduled learning programs also includes: *[Follow links to brochures.]*

- Leading through Conversations
- Dealing w. Difficult Discussions
- Leading through Teams
- Learning to Lead
- Learning to Lead Change
- Learning to be Coaching Leader
- Leading Learning Schools

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A concentrated 2-day clinic on how to handle contentious conversations...



Designed and delivered by **Bill Cropper**

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

►► **Difficult Discussions – managing the unavoidable...**

Difficult discussions are a part of life... No matter how conversationally competent we are, we all have difficult moments when things just don't go 'right' no matter what efforts we make or conversational strategies we try.

Challenging, confronting or contentious conversations are something everyone has to learn how to handle. Often, it's the conversations we dread most that we handle the most clumsily. How do you shape up in managing those difficult conversational moments? Do you resort to blame, accusation, domination – or retreat into silence and hope it will all slide past?

Avoiding difficult discussions causes so much conflict and stress at work, it's a wonder we don't work harder on getting better at having them? Poorly handled or avoided, they detract from performance and erode relationships – trust goes, misunderstandings multiply, productivity plummets and teams turn toxic.

Sure, there's no set formulas or quick-fixes that work every-time, but there are tools that can help you conduct difficult conversations more confidently and constructively. You can do something about handling confrontation better, overcoming anxiety and managing your own responses to challenging situations more effectively... and that's what our clinic is all about.

►► **What does our *Difficult Discussions* clinic do?**

This 2-day coaching clinic equips you with a robust set of easy-to-use tools to navigate your way through those troublesome conversations more confidently. Practise a more methodical, controlled and step-by-step approach to convert destructive confrontation into constructive conversations. 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 ways to deal with difficult people and tricky conversational moments. Topics we touch on include:

- ▣ Deciphering the dynamics of difficult discussions
- ▣ 3 E-conversations behind difficult discussions
- ▣ Blockers: Intentions, Blame and Assumptions
- ▣ Facing feelings - core of difficult discussions
- ▣ Tips for defusing difficult moments
- ▣ 5-stages in dealing with difficult discussions
- ▣ Replace blame/fault-finding with contribution
- ▣ 3ANTIX - starting a difficult discussion
- ▣ Dissecting differences and comparing stories
- ▣ Disentangling intent from impact
- ▣ Deal with defensive routines/strong emotions
- ▣ Re-scripting your difficult discussion

►► **Who is this clinic for?**

Difficult discussions come in all shapes and sizes. What's a difficult conversation for you? Dealing with dysfunctional behaviour at work? Handling a disgruntled customer or colleague? Dealing with an emotional employee? Conducting a performance appraisal? Telling people 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 could be a 'must-do' clinic for you! Dealing with Difficult Discussions will benefit anyone who wants to increase their conversational mastery and learn specific tools and techniques for handling different kinds of difficult discussions more confidently and constructively – either at work, home or in the broader community... Managers, team leaders, committee members, project leaders, customer relations officers, community groups, teachers, facilitators, trainers...

*"An excellent course of enormous benefit to anyone who supervises/ manages staff."* Sandy Walsh, CQ TAFE *"Very worthwhile. Everyone could find something to improve on in this clinic."* Leanne Searle, Dept of Child Safety

**Do you need to:**

- ▣ Grasp the dynamics behind difficult discussions and how to use this?
- ▣ Identify common handling mistakes we make and how to avoid them?
- ▣ Find out ways to start a difficult discussion and raise hard topics?
- ▣ Deal more confidently with difficult conversations?
- ▣ Reduce tension and take the heat out of difficult discussions?
- ▣ Practise ways to defuse difficult discussions or control the damage?
- ▣ Practise tools to defuse difficult situations and resolve differences?

**What others say about this clinic**

- *Well worth it. Very good value. Training was of a very high standard.* Ken Day, DLGP
- *Great structure and content, presented in everyday language with an easy-to-follow guidebook.* Bill Ohl, DET
- *"Excellent... Tips on how to start a difficult discussion most beneficial... Fantastic presenting...easy to learn..."* Stephen Dendle, Sport & Recreation Qld
- *Brilliant! Really feel much more capable of handling difficult discussions now.* Dana Farrell, BlueCare

**Read up on Difficult Discussions?**

Our free [FactFiles](#) feature topical tips on aspects of conversations, leadership teams and emotional intelligence. [Issue-11](#) of our [CCE-News](#) offers insights and tips on coping with caustic conversations. A step-by step approach can help take the heat out of those more challenging conversational encounters... [Read more](#)

**In-House programs...**

Integrate our learning programs into your leadership or organisational capacity-building strategies: conduct them 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 in your workgroup or management team.

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## ►► 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 16 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.

## ►► Conversations & EI go hand-in-hand...

To apply EI we use conversation, a critical capability area all too often overlooked. The Change Forum offers a foundational 2-day conversational coaching clinic for leaders at all levels [Leading through Conversations](#), and a number of conversational coaching extension clinics on particular conversation themes including: [Dealing with Difficult Discussions](#) (primarily a 2-day program but available also in 1-day format); [Positive Performance Conversations](#) a 1-day clinic to help leaders handle performance review situations more productively and [Handling Toxic Emotions](#) focusing on how to better manage caustic conversations at work. We also offer a 1-day emotional intelligence program for non-managerial staff: [EI at Work](#), a team-focussed clinic [EI in Teams](#) and classroom-oriented schools clinic [Teaching with EI](#).

## ►► 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 profiles of our [Change Management Services](#) and [Culture Change Services](#) which provide a snapshot of the sorts of things organisations typically ask us around workplace change, culture 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 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...

As an adjunct to our leadership learning programs we provide personalised leadership [coaching services](#) for individuals and small groups, 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 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'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 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.

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**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 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:** 0429-687513

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

All Fees GST inc.; NFP = Non-Govt Community-based not-for-profit organisations – available 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"/>
<b>Position Title:</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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~ 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**

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