

PERSONAL MASTERY LEADING WITH EMOTIONAL INTELLIGENCE



A 2-day forum on the art
of connective leadership
Designed and delivered by
Bill Cropper

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

▶ Emotions are Management Business...

Leaders have an immense impact as energizers, amplifiers and emotional caretakers, on the performance, culture and emotional climate of people they lead. *Personal Mastery* and *Emotional Intelligence* are critical competencies for all capable leaders. More leaders now see how successful outcomes have a lot to do with their ability to 'tune into themselves' and become more mindful of the way their thinking, feeling and behaviour patterns influence the people around them. Research repeatedly shows these to be key factors that set successful leaders apart from the rest of the pack. High-impact leadership starts with YOU.

Feeling you have to deal with emotions at work may seem 'touchy-feely' from a rational business viewpoint but when you boil it down, they're the background to everything else that happens at work and every interaction leaders have. The basic business case for EI is simple: good moods equal good work, bad moods are bad for business. When managers dwell in negative emotions, they create dissonance, dissatisfaction and decimate group morale. When leaders use emotions positively, they resonate, connect and inspire extra effort.

▶ What is *Leading with EI* all about?

This highly interactive, leadership coaching clinic provides down-to-earth insights into how to apply the critical leadership practices of *Personal Mastery* and *Emotional Intelligence*, explores tools to make them work for you and clarifies common, core dimensions they share: self-awareness, self-control, and relational leadership. It has loads of useful insights into how to apply 7 key EI practices to energise your leadership, create connective team relationships and bring out the best in yourself and others. Topics we touch on include:

- Emotional Intelligence: What it is & why it matters for brilliant leadership
- Handling emotional hijacks: Mapping your emotions with the EI triangle
- The neuro-anatomy of emotions: a brainy idea
- Resonant versus Dissonant leadership styles
- Leaders as emotional amplifiers: Hidden costs of toxic workplace climates
- 7 Practices of Emotionally Intelligent leaders
- Finding and expressing feelings and how to use them more effectively
- Empathy: reading your emotional radar
- EI Blind-spots: defensive triggers and how they colour perceptions
- Mood control: Impact of feelings on how well we manage
- EI in play: the conversational connection
- Connecting with others: The power of 2nd position
- 5-Step Plan for dealing with anger, hostility and other disruptive emotions
- Personal Mastery principles: Self-direction, choice and self-responsibility
- Personal Vision and Purpose – the core of Personal Mastery
- Productive EI states: How leaders can positively influence others
- Enabling & limiting beliefs – learned pessimism or optimism
- EI Team Dimensions: Creating the climate for connection and rapport
- Stock-take your EI skills and identify some self-coaching steps

NOTE: If you want to know what EI leadership is about but time-off is an issue, our 1-day fast-track clinic *The EI Leader* covers similar territory but in a condensed format, introducing the 7 Practices of EI leaders and a core selection of tools to try-out back-at-work

▶ Who should attend this Clinic?

This robust leadership coaching clinic can benefit anyone who wants a better understanding of the relevance and application of EI to enhance personal mastery and leadership effectiveness – team leaders, executives, school principals and senior staff, administrators, health and community workers, directors, learning advisors, change agents, project managers, trainers...

Do you want to...

- Energise people you lead and create constructive emotional climates?
- Connect with your people better and get in tune with them?
- Diagnose the impact your emotional style has on others?
- Manage your moods and handle conflict, anger and hostility better?
- Boost your leadership performance and bring out the best in others?
- Work more diligently on your level of self-awareness and self-mastery?
- Develop personal strategies to be a more emotionally intelligent leader?

What people Say...

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

"Excellent. Very personally challenging. Great material." Michael Byrne Qld Transport

"Extremely practical. An excellent mix of content, tools, practises." Jenny Flynn, Disability Services Qld

"Very thought provoking and insightful with lots of good tips." Rob Hedlefs, DPI

"Very impressive." Keith Twyford, QPWS

"I really enjoyed the way the course was presented... and found lots of useful activities for myself and my students." Jay Jordon, St Teresa Abergowrie College

"Challenged me in positive, enjoyable ways and I really have found the guide useful to help me operate more effectively." Inger Altermatt, Caboolture State Special School

Extending your EI practice...

You can also improve your leadership by developing mental disciplines that increase self-mastery, focus, resilience, and personal productivity through *Mindful Leadership* – our 1-day master class can help you with how. And if you are ready to extend EI Leader practices our 1-day *Compassionate Leadership* master class shows ways to use resonance and empathy to create more vibrant work relationships and relieve leadership stress.

Contact Us...

For information, brochures and in-house quotes, contact **Bill Cropper**:

TEL: 07-4068 7591

FAX: 07-4068 7555

MOB: 0429-687513

EMAIL: consult@thechangeforum.com

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Dealing with Difficult Discussions



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...

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... A very high standard.* Ken Day, DLGP
- *Great structure and content, presented in everyday language with an easy-to-follow guidebook.* Bill Ohl, DET
- *"An excellent course of enormous benefit to anyone who supervises/manages staff."* Sandy Walsh, CQ TAFE
- *"Excellent... Tips on how to start a difficult discussion most beneficial... Fantastic presenting...easy to learn..."* Stephen Dendle, Sport & Recreation Qld
- *Brilliant! Feel much more capable of handling difficult discussions now.* Dana Farrell, BlueCare

Read up on Difficult Discussions?

Our free [FactFiles](#) include topical tips on aspects of conversations, leadership, change, emotional intelligence and teams and our seasonal [CCE-News](#) offer a variety of insights and tips regardless of its date. [Issue-2](#) considers difficult discussions; [Issue-11](#) looks at coping with caustic conversations – adopting 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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Email: billc@thechangeforum.com

▶▶ 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. Contacts below.

▶▶ Conversations Master Classes & EI Clinics...

In complement to our series of emotional intelligence programs our conversational coaching clinics offer a range of tools and techniques to significantly improve the way we handle communication with others. Our 2-day Leading through Conversations clinic explores the concept of dialogue and how to apply constructive conversation tools for more skillful discussion. Conversational coaching master classes offered publicly and in-house include our consistently popular 2-day clinic Dealing with Difficult Discussions; Positive Performance Conversations a 1-day clinic to help leaders handle performance review situations more productively and Handling Toxic Emotions on how to manage caustic conversations 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. 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.

Standard Registration Fees...

	2-day event	1-day event
General:	\$795 pp	\$495 pp
2 Places	\$1540	\$925 pp
Schools/NFP:	\$660 pp	\$440 pp

Note: Fees quoted include GST. **Contact us to check latest fee 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
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"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:

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

2 Day Clinics

1 Day Clinic

2014 FEBRUARY Savings: **General** \$770 single \$1475 for 2 **\$440 single \$858 for 2**
Full Fee \$795 / \$495 per person **NFP & Schools** \$660 single \$1298 for 2 **\$410 single \$792 for 2**

All Fees GST inc.; NFP = Non-Govt community-based 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
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:	<input type="text"/>		
Postal Address:	<input type="text"/>		
City:	<input type="text"/>	State: <input type="text"/>	PCode: <input type="text"/>

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

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

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

Name on Card: <input type="text"/>	CSV : <input type="text"/>
Card Number: <input type="text"/>	Expiry: <input type="text"/>
Signature: <input type="text"/>	Tel: <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 📠 FAX: **07-4068 7555**