



## Feelings at Work

Emotions affect how we think, how we act, how we get along, handle disruptive feelings and how satisfied, focused and effective we are. They hugely impact well-being and how we handle change-stress too.

If you've read anything on EI, you probably know how high-EI people are more likely to get ahead. Research repeatedly reveals how being able to navigate emotions is paramount for personal and work success and how emotional states such as connectivity and empathy are key to happy, productive, positive and respectful workplaces.

## What's This Course about?

Whether it's negatives like fear, anxiety, threat, or positives like perseverance, enthusiasm and hope, feelings form the backdrop to everything we do at work. When we let unruly ones take us on an emotional roller-coaster ride, relations strain, cooperation-crumbles and performance-plummets.

Lacks in EI cost hugely but often go unnoticed. We all know if we feel down emotionally, it's hard to focus, mistakes proliferate, tempers stretch, and work is way less productive than if we feel good and at our best.

Mastering emotions means practising how to be with, and know our feelings, and emotionally self-manage. This 1-day, interactive discovery session is a great general introduction for everyone to what EI is, why it matters for good work, good relations, and good teamwork, and how to apply it at work to increase levels of achievement, motivation, goal-focus, optimism, joy and purpose, and decrease drawbacks of dysfunctional behaviour like anger, apathy, aggression, and anxiety that set off negative emotional chain-reactions and spawn toxic work climates that drain and stress us.



**the Change forum**

**5 SMART work practices for emotional self-awareness and self-management**

A 1-day interactive seminar on-location  
also available as 3x2.5hr sessions Live-Online

Designed & Presented  
by **Bill Cropper**

## After completing this course, you'll be able to...

- ✓ **Comprehend what EI is** and just how important it is at work
- ✓ **Uncover your emotional patterns**, style, triggers and behaviours
- ✓ **Get in tune with your own feelings** to notice, name and accept them
- ✓ **Use 5 EI-SMART practices** to improve how you engage with feelings
- ✓ **Self-manage feelings** and get along better with colleagues
- ✓ **Practise tools to express feelings** and connect with others
- ✓ **Cope better with stress**, pressure and the demands of change
- ✓ **Be more responsible** for your feelings and how they impact others

**Note:** this program does not deal specifically with leadership aspects of EI. We run a dedicated 2-day course on [7 Practices of EI Leaders](#). While leaders can still benefit from coming along, *EI at Work* is purposely pitched more generally for the people you rely on most – your STAFF!

Read more about [Working with Emotional Intelligence online](#).

**For locations of small group clinics or online program dates:**

Contact Bill Cropper ☎ 0429-687591 or make an [in-house enquiry on-line](#)

# In-House Clinics...Yes, we can come to you... ☎ 0429-687513 for a quote

EI at Work can be delivered as a 1-day or 2-day clinic for whole teams keen to take a unified approach to improving how they relate and work together. In-house clinics increase shared understanding and likelihood of applying EI in 'real-time' at work.

To discuss in-house options call Bill direct or [enquire online](#)

## Who is this course for?

*EI at Work* gives a solid grounding in the basic principles and practices of using EI for personal growth, performance and quality of life at work. It's for anyone from any walk of life keen to improve self-awareness, connect better with others and handle themselves, their relationships and work challenges better – community workers, health practitioners, teachers, administrative and IT staff, as well as HR, Comms and line managers who want simple EI strategies they can use straightaway.

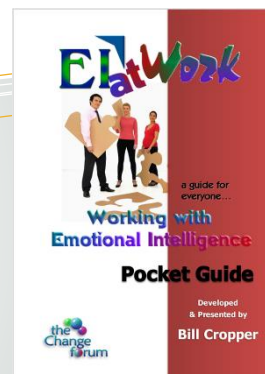
After all it's just as critical for staff to effectively use EI as it is for leaders and it's particularly beneficial for work colleagues to attend together. It also isn't just for those you find difficult or troublesome either and think they need some EI. Let's face it, most of us can do with more of it most times



## What topics does this course touch on?

- |  |   |
|--|---|
| ▪ EI at work – what it is and why it matters         | ▪ Finding feelings & what to do with them when you do |
| ▪ How feelings affect you, others your work-ability  | ▪ Primal feelings – your emotional colour signature   |
| ▪ Productive and destructive emotional states        | ▪ The EI triangle – thoughts, feelings, actions       |
| ▪ Catching feelings - hidden costs of toxic emotions | ▪ Empathy – reading your emotional radar              |
| ▪ Work 'SMART' – exploring the 5 EI work practices   | ▪ Talk with heart - connect, respect and respond      |
| ▪ Why EI's a brainy idea – the brain basis of EI     | ▪ Disruptive emotions – anger, anxiety & apathy       |
| ▪ Managing moods - deal with disruptive emotions     | ▪ Feeling your way around change, customers, stress   |
| ▪ Amygdala attacks – when feelings run away with you | ▪ Complete the 5-SMARTS EI Quiz to set your EI goals  |

➔ Includes a handy pocket guide filled with tools and tips to apply and grow your EI back at work



Want help through a more personal coaching approach? Bill runs [personalised coaching](#) for individuals and small groups on EI, difficult discussions, performance conversations, teamworking issues and many other facets of leadership. *So, why not give him a call...*

**REGISTER or ENQUIRE on-line, by email or ☎ 0429-687 591**

**Cost** • Pricing, venues, timing on [website](#), email notices or [contact us](#) to enquire

**Dates** • See our [online course calendar](#) or contact us to enquire

## About your Presenter – Bill Cropper



Bill is founding director of The Change Forum. He's been running an extensive range of different EI clinics for staff, leaders, teachers and teams for more than 20 years.

Bill's interest has always been in translating EI theory into practical ways to apply it in everyday work settings to facilitate personal growth and create connective workplaces with 'can-do' cultures.

Here's what Bill says about *EI at Work*: *"Whether we're aware of them or not, feelings are pivotal for high-energy teams and constructive cultures, for getting work done well and relating well to customers, colleagues, bosses and even those we find a bit testy. It all starts with emotional self-awareness. Pleasant, painful, pernicious or poignant – having feelings isn't the problem. It's how we choose to react as a result of them."*

Bill's run hundreds of EI coaching clinics publicly and in-house, for the benefit of innumerable managers, team leaders and other professionals from many different backgrounds and levels. He's written numerous tailored learning guides and toolkits and been a preferred learning consultant and leadership coach for many public sector leaders and teams.



Also Register **ON-LINE** at <http://www.thechangeforum.com/register>

**REGULAR FEES# in the range of...**

**Current Fees HERE**

	1 Day Event	Online Program
<b>General</b>	\$528-594 per person	\$429-\$462 per person
<b>NFP &amp; Schools</b>	\$495-550 per person	\$429-\$462 per person

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

Fees due on registration, payable within 14 days of Invoice and prior to attending; Fee transferable up to 10 days prior but not refundable; Substitute welcome up to commencement; Minimum numbers required at The Change Forum discretion; 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:  Online? Yes/No

At Location:  ON: Day/s  Month:

**Comprehensive self-coaching Toolkit for the course attending included at no extra charge**

Lunch and refreshments included on-location; Venue details provided on confirmation of booking

 **1-Day live clinic 8.30am-4.45pm; Live-online Sessions 10.00-12.30pm unless advised otherwise**

(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)**

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▶ **More Information?**  07-4068 7591  0429-687 591  [register@thechangeforum.com](mailto:register@thechangeforum.com)