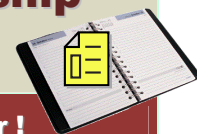




A 1-Day **Fast-Track** Seminar to introduce Principles & Practices for Effective EI Leadership

Designed and delivered by **Bill Cropper**



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?

This 1-day fast-track clinic for busy leaders (adapted from our full 2-day program) 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

For leadership groups wanting to function more as a team or existing teams seeking to improve team relationships, *The EI Leader* can be delivered in-house in standard format or combined with other relational leadership learning arenas like connective conversations or dealing with difficult discussions.

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?

What people Say...

"An excellent presentation... I learned the difference between thoughts and feelings, how to recognise and control reactions to feelings and walked away with some solid action points." Stephen Agius, Cairns Regional Council

"Everyone should do this course. I liked the 'how to' aspects which helped me understand EI and the relaxed approach of our instructor. The workbook is great too." Steve Smith Great Barrier Reef TAFE

"I enjoyed this seminar very much and gained a better understanding of what EI is instead of just hearing about it from others. Bill had a very good handle on the subject matter and the interactive learning and good facilitation helped. The guidebook is excellent - I will refer to it often." Paul Pearson, Centacare

Want to read more about EI?

Our seasonal e-zine CC E-News and free information offer insights into the kinds of materials in the self-coaching Guidebooks we provide with all The Change Forum programs. Download free from The Change Forum website FactFile 10: *10 Dimensions for EI Teams*, 17: *EI-Why it Matters*, 20: *Leading with EI* and other FactFiles featuring topical tips on *Connective Leadership*, *Constructive Conversations*, *Culture, Teams, Change Management and more...*

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

WEB: www.thechangeforum.com



1-Day Interactive Seminar on **Working with Emotional Intelligence** For STAFF (not leaders)



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 EI leadership clinics: Personal Mastery: Leading with Emotional Intelligence (full 2-day program) or The EI Leader (1-day fast-track clinic)]

▶▶ 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...?

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

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 not 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 for improving team relationships and increase their own satisfaction with work, can benefit greatly from attending 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 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 advantages...

Remarkable team-building advantages can result from conducting EI programs in-house for 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. To arrange a 1-day or 2-day in-house clinic for your team – contact Bill Cropper on:

TEL: 07-4068 7591

MOB: 0429-687513

EMAIL: consult@thechangeforum.com

WEB: www.thechangeforum.com



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...

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▶▶ 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 . . .

	Other discounts offered regularly	2-day event	1-day event
21+ days:	\$795 pp	\$495 pp	\$495 pp
Full Fee:	\$880 pp	\$550 pp	\$550 pp
Schools/NFP:	\$660 pp	\$440 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
Email: 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 explore your needs and how we might be able to help. Review our services on-line or 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>



****SPRING Savings**

Valid to 10 OCTOBER 2013

Regular Early Fees \$495 / \$795 p.person

General

NFP & Schools \$396 single \$792 for 2

1 Day Event

\$440 single \$850 for 2

2 Day Event

\$770 single \$1452 for 2

\$660 single \$1287 for 2

All Fees GST inc.; NFP = Non-Govt Community-based not-for-profit 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:	[]	[]	[]
Last Name:	[]	[]	[]
Position Title:	[]	[]	[]
Unit/Div/Dept:	[]	[]	[]
Email:	[]	[]	[]
Tel BH:	[]	[]	[]
Mob:	[]	[]	[]
Catering or other Needs:	[]	[]	[]
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: []

CVV: []

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