



The LOOSE CHANGE Leadership Sessions



Presented by
Bill Cropper

Powerful and practical 3-hour fast-track Sessions

**Cairns Sept 4, 5, 12 & Nov 7, 13, 20
Townsville Sept 13, 17, 18**

Registration & Cost:

▶▶ **Just \$175** per Session

- Advance booking required
- Limited places available
- Refreshment included

REGISTER ON-LINE

- Or use the Form last page

Features of our fast-track sessions:

- Powerful learning moments and essential lessons from our suite of coaching clinics
- Tools not theory: practical tips and tools to try back-at-work
- Real-life scenarios: cases and vignettes bring the topic to life
- Solid concepts put in simple ways you can grasp
- Thought-provoking, informative, engaging and entertaining...

Tools to take away:

Take away a FactFile & Tools to use back-at-work, excerpted from our comprehensive self-coaching Guides... with an option to purchase a full Guide

Register On-line @ www.thechangeforum.com

Enquiries: ☎ 07-4068 7591

Time is tight for leaders these days and money to keep developing your leadership skills that are so essential to productive workplaces and effective teams is even tighter.

The **Loose Change Leadership Sessions** distil some of the powerful tools, essential lessons and practical tips from our full-length coaching and culture change clinics into lively, thought-provoking *fast-track* sessions with a **reduced price-tag** that's so affordable it's almost *loose change*.

There are **six** informative and insightful **3-hour Loose-Change Sessions** to choose from:

- ☐ **Handling Hijacks** – dealing with disruptive emotions
- ☐ **Cultivating Connectivity** – being a more connective leader
- ☐ **Restoring Respect** – building more respectful workplaces
- ☐ **Recreating Culture** – strategies for leading culture change
- ☐ **Tackling Tough Talks** – raising difficult issues confidently
- ☐ **Confronting Change** – preparing people for change

To find out which **Loose Change Session** suits you best, see the outlines below. Each Session considers a specific leadership challenge we're often asked about in our workshops and coaching activities. **Loose Change Sessions** will be offered in both morning and afternoon timeslots on different days where possible: AM 9.00–12.00 and PM 1.30–4.30. **Our first FNQ Sessions are on:**

Session	Hijacks	Connectivity	Respect	Tough Talks	Change	Culture
Cairns AM	Wed 12/9	Tues 20/11	Wed 5/9	Tues 13/11	Tues 4/9	Wed 7/11
Cairns PM	Tues 20/11	Wed 5/9	Wed 7/11	Wed 12/9	Tues 13/11	Tues 4/9
Townsville	Tues 18/9 AM	Mon 17/9 PM	Mon 17/9 AM	Tues 18/9 PM	Thurs 13/9 AM	Thurs 13/9 PM

In addition to taking away practical tips and valuable tools to try-out, **Loose-Change Sessions** offer a great chance to *link-in* with others who share a common interest in the topic area and allows time for you to pool ideas and exchange experiences. Plus you'll have an *opportunity to purchase* one of our comprehensive self-coaching Guides usually available to workshop participants only.

Don't be short changed. Reserve your spot on one these not-to-be-missed sessions soon...

Handling... Hijacks

Dates and Time:

CAIRNS

Wed Sept 12: 9.00-12.00

Tues Nov 20: 1.30-4.30

TOWNSVILLE

Tues Sept 18: 9.00-12.00

Register **ON-LINE**

Or use the Form **last page**

...managing moods and dealing with disruptive emotions



An emotional hijack is when feelings run hot and run away with us. Whether it's us or others, learning how to deal with disruptive emotions is critical for leaders at all levels. Toxic workplaces are the by-product of people who can't handle their hijacks. Unchecked, patterns of blame, hostility, criticism, negativity or apathy kill-off trust, ruin relationships, cripple work cultures and corrode connectivity.

This Loose Change Session looks at emotionally intelligent ways to handle hijacks, manage moods and cope with caustic characters and toxic workmates. Topics we touch on include:

- The costs of toxic emotions at work
- Emotional Hijacks & Amygdala attacks
- The anatomy of an Emotional Hijack
- Emotions mapping & the EI triangle
- Coping with caustic characters
- Dealing with disruptive emotions
- Emotional control: managing moods
- Emotional balancing and well-being

Cultivating... Connectivity

Dates and Time:

CAIRNS

Wed Sept 5: 1.30-4.30

Tues Nov 20: 9.00-12.00

TOWNSVILLE

Mon Sept 17: 1.30-4.30

Register **ON-LINE**

Or use the Form [last page](#)

...building emotional capital for inspired performance



Connectivity is a basic precondition for anything leaders do. Without it, we can't influence, inspire, motivate or mobilize. Staff keep an emotional bank account on leaders: debits are disconnection, credits are connections that promote positive relations and productive performance. If you want committed action and top performance, you just have to connect with people first.

This Loose Change Session explores what connectivity is, its motivational and emotional links and crucial leadership lessons and practices to create more connection. Topics we touch on include:

- Why connectivity counts for leaders
- Reading and resonating with others
- Connectivity - empathy in action
- The damage disconnection does
- Skills package of connective leaders
- Connecting with feelings affectively
- Managing for even-mindedness
- Cultivating connective practices

Restoring... Respect

Dates and Time:

CAIRNS

Wed Sept 5: 9.00-12.00

Tues Nov 7: 1.30-4.30

TOWNSVILLE

Mon Sept 17: 9.00-12.00

Register **ON-LINE**

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...strategies for building more respectful workplaces



Rumblings about respect reverberate repeatedly around workplaces. Along with trust, it's one of the twin currencies of leadership. Most teams name 'respect' among their top 10 values and lack of it as a major bugbear. It's critical for constructive relationships and great teamwork. Its absence raises ire and turns teams toxic.

This Loose Change Session looks at what respect is, dynamics of disrespect and positive steps you can take to restore more respectful team cultures. Topics we touch on include:

- Unwrapping respect – what is it really?
- Root causes & dynamics of disrespect
- Ramifications & signals of disrespect
- Dealing with disrespect – respectfully
- Disrespect & defensive emotions
- Conversations – conduits for respect
- Respect-building actions and tips
- R-E-S-P-E-C-T – the 7 practices

Tackling... Tough Talks

Dates and Time:

CAIRNS

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Tues Nov 13: 9.00-12.00

TOWNSVILLE

Tues Sept 18: 1.30-4.30

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...how to raise tough topics and give hard feedback



Many leaders are reluctant to tackle tough talks. Giving hard feedback to people whose reaction is likely to be volatile is no walk-in-the-park and starting is the most stressful part. What we say to start pretty much determines the direction the discussion takes after that. You only have a few sentences to raise the issue without raising defensiveness to such a height your discussion degenerates into

argument straightaway.

This Loose Change Session focuses on starting a difficult discussion, raising tough topics and giving hard feedback in ways that are frank, fact-based and less defensiveness-raising. Topics include:

- Tough talks: anxieties and hazards
- Errors we make raising difficult issues
- 3ANTIX – starting in balanced neutral
- 5 footings for tackling tough talks
- Giving frank, fact-based feedback
- Conflict escalators & disarmers
- Tips to defuse difficult moments
- SPECIFIC model to plan tough talks

What people say... about our talks & fast-track sessions

"I wanted to let you know I really enjoyed your presentation. You were funny, interesting, entertaining and engaging" Denise Graham, Anglicare CQ Ltd

"You had a very good handle on the subject matter. You know your stuff and the interactivity, excellent guide and good facilitation helped." Paul Pearson, Centacare

"Bill's courses are very worthwhile. Clearly structured and practical with an easy delivery style and sense of humour" Jenny Swadling, Charleville School of Distance Education

"Excellent presentation style. The Bill Cropper experience was extremely worthwhile" Helen Beirne, Dept of Education & Training

Confronting...**Change**

Dates and Time:

CAIRNS

Tues Sept 4: 9.00-12.00

Tues Nov 13: 1.30-4.30

TOWNSVILLE

Thurs Sept 13: 9.00-12.00

Register **ON-LINE**Or use the Form [last page](#)**...preparing people for change and leading them through it**

Coping with change where we have little control is confronting. Many feel cynical, overwhelmed, confused, deflated or change-fatigued. The way people respond to change is critical in determining how much, how well or even whether they'll change at all. Many change efforts neglect the people side. Whatever shape change takes, people need help to prepare themselves personally and learn how to cope with it constructively.

This Loose Change Session looks at what you can do to prepare then lead people through change - to convert anxiety, denial and resistance into constructive change energy. Topics covered include:

- Putting people at the centre of change
- Feeling change - the emotional side
- Changing mindsets – changing cultures
- PIECERS – 7 steps in leading change
- Getting engagement & commitment
- Powerful change conversations
- Dissecting reasons for resistance
- 5-step process to challenge resistance

Re-creating...**Culture**

Dates and Time:

CAIRNS

Tues Sept 4: 1.30-4.30

Wed Nov 7: 9.00-12.00

TOWNSVILLE

Thurs Sept 13: 1.30-4.30

Register **ON-LINE**Or use the Form [last page](#)**...strategies and steps for leading culture change**

Culture matters because it impacts strategy, performance and behaviour. It's the secret 'X' factor in change success. Leaders are often told '*getting the culture right*' is the most critical facet to focus on for sustainable results. They're acutely aware how constructive cultures generate positive performance energy and destructive ones drain it. *But how do you recreate culture and where do you start?*

This Loose Change Session looks at what makes up culture, what seems to work when it comes to renovating or recreating it and what's involved in leading a culture change effort. Topics include:

- Culture – it's components & concepts
- Constructive & destructive cultures
- Thinking culture - tacit assumptions
- CLEVER - 6 culture change dimensions
- 8 phases for recreating culture
- Leading culture change: tips & traps
- Replacing rituals, beliefs & behaviour
- Developing a culture change plan

About...**Your Presenter**

Bill Cropper is Director of **The Change Forum**. He has a wealth of practical leadership learning, coaching, culture and change experience. His work centres on helping leaders build the conversational, emotional, relational and team-working capabilities they need to create vibrant, supportive work cultures and high-performing teams.

With a long-held passion for learning-centred leadership and team-based approaches to 'living-at-work' work, Bill's keenly interested in the benefits of conversational coaching and emotional intelligence to create more connective workplaces and facilitate personal growth and change mastery. For the past 9 years, he's run hundreds of change leadership, conversational coaching and EI clinics that have benefited thousands of managers, team leaders and other professionals from wide-ranging backgrounds.

Bill's acted as a learning and leadership consultant for many public sector agencies. He's a preferred provider for leadership, coaching and culture change for Queensland Health and has been a frequent presenter at Brisbane-based Leadership Lounges over the past few years.

He has a down-to-earth, relaxed and outgoing style and works comfortably with people from all levels, occupations and backgrounds. Words that people often use to describe Bill's presentation style are entertaining, humorous, inclusive, relaxed and easy-to-understand.

More Information?

To find out more about our [Services](#), download [Brochures](#), [Register](#) or make an [Enquiry](#) contact:

**The Change Forum**

Team Technologies Forum Pty Ltd ABN 52 074 816 470

BILL Cropper

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Administration/Coordination

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Presented by
Bill Cropper

▶ **YES! Please REGISTER me/us to attend LOOSE CHANGE Leadership Sessions:**

CAIRNS Sept 4–12, Nov 7–20
TOWNSVILLE Sept 13–18
\$175 per person

- Price includes GST
- Payment prior to attendance essential
- No Refunds if cancelled within 7 days of event
- Substitute welcome; Full Terms [on-line](#)
- Please plan arrival 15-20 mins prior for registration
- Venue details advised on confirmation of Session

	CAIRNS AM	CAIRNS PM	TOWNSVILLE
HIJACKS	<input type="checkbox"/> 12 Sept AM	<input type="checkbox"/> 20 Nov PM	<input type="checkbox"/> 18 Sept AM
CONNECTIVITY	<input type="checkbox"/> 20 Nov AM	<input type="checkbox"/> 5 Sept PM	<input type="checkbox"/> 17 Sept PM
RESPECT	<input type="checkbox"/> 5 Sept AM	<input type="checkbox"/> 7 Nov PM	<input type="checkbox"/> 17 Sept AM
TOUGH TALKS	<input type="checkbox"/> 13 Nov AM	<input type="checkbox"/> 12 Sept PM	<input type="checkbox"/> 18 Sept PM
CHANGE	<input type="checkbox"/> 4 Sept AM	<input type="checkbox"/> 13 Nov PM	<input type="checkbox"/> 13 Sept AM
CULTURE	<input type="checkbox"/> 7 Nov AM	<input type="checkbox"/> 4 Sept PM	<input type="checkbox"/> 13 Sept PM

▶ **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:			
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Tel BH:			
Tel Mob:			
Special Diet:			
Organisation:			
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▶ **SEND FORM TO:** 📧 **E: register@thechangeforum.com** 📠 **FAX: 07-4068 7555**

