

Mindful Leadership



How the discipline of mindfulness can transform you, your brain and your leadership performance...

Designed and delivered by
Bill Cropper



A brain-training clinic for leaders to increase attention, focus, clarity, connectivity, presence & productivity...

» The Move to Mindfulness



Across the globe, a new generation of managers is making bold moves to integrate mindfulness training into their leadership lives and practice – not merely as a way to improve their personal productivity and professional performance, but also to learn how to be more focused, connected, present, less-pressured, more stress-free and emotionally balanced. Why?

Because there's been a steep upturn in toxic workplace behaviour, titanic change and creeping complexity. The sheer number of leaders suffering stress and burn-out has doubled during the last decade. If you're a leader, you're more likely now to be lost in a maze of confusion, distraction, ambiguity, conflicting priorities, uncertainty, unrelenting pressure, stress and data-driven overload. That's not a pretty prospect!

Along with lots of other people, leaders are seeking ways to put in a peak performance without sacrificing their sanity and well-being. Recent neuroscience discoveries vividly show how mindfulness training can reshape neuronal pathways, exert a beneficial and healthy influence on brain function, and help leaders find a haven of clarity, calm and focus in a maelstrom of uncertainty.

» What is "Mindful Leadership" about?

To be a good leader you first have to know yourself. Mindfulness springs from self-awareness (the first of our 7 practices of EI Leaders). **Mindful Leadership** extends our 10 years of emotional intelligence coaching into refreshing new personal frontiers. This 'minds-on' 1-day clinic:

- Looks at what it means to lead mindfully, explores neuro-leadership and emotional intelligence links of mindfulness training and its practical benefits and pay-backs.
- Introduces 5 mental disciplines, attention-focusing exercises and tools leaders can use to retrain their brains and rewire mental habits and neural pathways for greater self-mastery and personal productivity
- Shows how you can achieve more focus, connectivity, compassion, resilience, presence and emotional balance – all key aspects of emotional intelligent leaders.

» What we cover in "Mindful Leadership"

- Re-engaging: presence, purpose & personal productivity
- Managing mindfulness: practising focused attention
- Brain-training: neuro-science facts of mindfulness
- Mindfulness, emotional intelligence & self-awareness
- Productive & unproductive emotional & thought-states
- The 5 mental markers of mindfulness training
- Being present and focused – seeing what 'is'
- Morality of mindfulness: reflection, reason & right-action
- Medicine of mindfulness: well-being, stress-relief & resilience
- Mindful conversations: the discipline of dialogue
- Mental discipline: mindfulness meditations-practice
- Being with your body – tune in to physical presence
- Seeing systemic relationships - making decisions mindfully
- 3C's of mindful leadership: courage, connectivity & compassion
- Mindfulness dash-board: measuring your mindfulness

» Who is this Clinic for?

Participants at our mindfulness and emotional intelligence clinics come from the ranks of leaders, professionals and workers of all sorts. This clinic is specifically aimed at leaders from any walk of working-life who want to reinvigorate themselves and refresh their leadership practice through learning the mental disciplines of deep self-reflection, compassion and mindfulness...

Are you looking...

- For clarity, focus, purpose, presence?
- To get back in touch with what really matters in your leadership-life?
- To release yourself from toxic stress and curtail confusion and distraction?
- Connect more deeply with others and increase your inner-capacity to lead?
- Strengthen your sense of well-being and rediscover the joy in leading?
- To find ways to be more emotionally balanced and even-minded?
- Integrate compassion and well-being into leadership rather than sacrifice it?



"We all have habitual ways of responding to emotional challenges. Mindfulness training alters these habits by making it more likely that one neuronal pathway rather than another will be used. Mindfulness meditation carves new channels in the streambeds of the mind."
Richard Davidson *The Emotional Life of Your Brain* p204-5

Benefits of Leading Mindfully

- Lift your level of emotional intelligence
- Relieve stress and reduce anxiety
- Increase your reserves of resilience
- Manage moods and disruptive emotion
- Mental focus and less mind wandering
- Enhanced sense of well-being – more calm, connected, emotionally balanced

Information & Ideas about EI

Our free information [FactFiles](#) and seasonal [E-News](#) offer insights into the materials we provide in the self-coaching Guidebooks that support all our programs. Eg. FF-17: *EI-Why it Matters*, FF-20: *Leading with EI* and others featuring topical tips on *Connective Leadership*, *Constructive Conversations*, *Culture*, *Teams* and *Change Management* topics available for [free download](#) at www.thechangeforum.com.

Register On-line, Email or Fax

\$495 pp [inc GST] [Schools/NFP: **\$440**]

Fee includes comprehensive self-coaching Guide and catering. **Register** using our [on-line Registration](#) page or [download a form](#) to return by email or fax.

Dates & Locations

See [What's On When](#) on-line, our current [Course Calendar](#) or CALL 07-4068 7591

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...

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



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 !

EI 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.

EI 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.

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

Adapted from our 2-day program, this 1-day seminar 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
- ▣ Find ways to develop a personal self-coaching plan and put EI into action

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

- ✓ Leading with EI – 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 Intelligence – links to Personal Mastery and Self-Awareness
- ✓ 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
- ✓ 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 Emotional Intelligence Clinics from the Change Forum:

Personal Mastery: Leading with Emotional Intelligence is our core EI program for leaders. A 2-day practice intensive coaching clinic for leaders at all levels, it explores EI concepts and tools to apply the 7 key EI practices for leaders in more depth. For general staff, we run a lively and interactive 1-day seminar called EI at Work that shows staff what EI is, why it matters and how to start applying basic EI tools and behaviours at work. For schools, our Teaching with EI clinic looks at strategies for integrating social and emotional intelligence practices into daily classroom activities. Or if you've already been along to a Leading with EI clinic and are looking to further lift your level of EI, our EI extension clinic Compassionate Leadership extends and builds on the connective practices covered in our other EI Leadership programs.

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.

Tel: 07-4068 7591 **Mob:** 0429-687 513
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
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

WELCOME 2014 SUMMER Offer#

(#Refer email for expiration date):

General

NFP & Schools

1 Day Events

1 place

\$473

\$429

2 places

\$880

\$792

2 Day Events

1 place

\$770

\$660

2 places

\$1475

\$1298

All Fees GST inc. #Standard Early Registration Discount applies after Special Offer period (Refer email circulars or call to enquire)

NFP = non-Govt Community-based organisations. 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:

Mindful Leadership

Leading with EI

EI Leader 1Day

(Please mark clearly)

AT Location:

ON:

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 at 8.15am to meet others and be ready for an 8.30am 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