



Trial not Treat?

Whether it's a diligent or difficult performer many leaders avoid performance conversations. They're seen as a bit of a trial. We try to steer clear of the strain-and-drain'. Some see them as a waste of time. Others are apprehensive about giving feedback that triggers defensiveness and makes the conversation uncomfortable...

What's Positive Performance Conversations all about?

This clinic incorporates carefully curated verbal formulas and frameworks that can help you take the tension out of performance conversations and handle them in more connective, supportive ways – whether it's with a good performer or someone who struggles and resists a bit.

Our approach works on a simple principle: focus on the positive performance you want to see not the negatives you don't. Concentrating on what's expected creates a more conducive climate to enable you to give feedback in constructive ways that is more sayable and hearable.

This clinic focuses on connect, guide and coach rather than punitive or compliance measures. The principles and tools we cover can help you plan, prepare and structure so you feel more confident, calm and composed to engage in conversations that are more meaningful, enriching and productive for both of you.

Many principles and tools in this clinic can also be used to deliver encouraging feedback to good performers too and create a high performance culture in your workplace

Positive Performance CONVERSATIONS

A 1-day coaching clinic to help you stay on the positive side of performance conversations...

Designed & Presented by
Bill Cropper

What can you expect to do after attending this clinic?

- ☑ Stay on the positive and connective side of performance conversations
- ☑ Structure conversations better with our 5 Footings & Frameworks model
- ☑ Use SPECIFIC steps to structure a positive performance conversation
- ☑ Use non-judgmental, neutral language without diluting difficult messages
- ☑ Deliver difficult feedback in ways that are more 'sayable' and 'hearable'
- ☑ Handle confrontations with poor or difficult performers more constructively
- ☑ Stay focused, remain frank and fact-based and take a solution-focused approach
- ☑ Turn performance conversations into constructive coaching sessions

For locations of our next live small group coaching clinics or online program dates:

Contact Bill Cropper ☎ 0429-687513 or 0429-687591

✉ enquire@thechangeforum.com 🌐 <http://www.thechangeforum.com>



We can come to you... Call us on 0429-687591 for a quote

You can run *Positive Performance Conversations* on-site at your place either face-to-face or online with your leadership group and save. And don't forget you can also access this clinic as a series of personalised coaching sessions if that suits you better

Who is this for?

This practical program is for leaders at any level who want to enhance their current toolkit, take a more connective, positive approach or improve the way they handle performance conversations, especially with poor performers.

It's also suitable for HR practitioners, operational specialists, project leaders, coaches or mentors who help others at work with their performance conversations.

If you want to take a more constructive, solutions-focused approach, overcome anxiety or take the heat out of performance talks, this clinic may well just fit the bill.



What does this course cover?

<ul style="list-style-type: none"> Confront your reluctance: conversational discomforts 	<ul style="list-style-type: none"> Starting your conversation in a balanced neutral way
<ul style="list-style-type: none"> 5 footings and frameworks to structure discussion 	<ul style="list-style-type: none"> Making it safe – strategies to get them talking
<ul style="list-style-type: none"> Confront your reluctance; conversational discomforts 	<ul style="list-style-type: none"> Giving clear, frank and fact-based feedback
<ul style="list-style-type: none"> Put performance issues positively and precisely 	<ul style="list-style-type: none"> SPECIFIC – positive guides to modelling your talks
<ul style="list-style-type: none"> De-vaguing: be specific on the performance you want 	<ul style="list-style-type: none"> Handling anxiety and high-pitched emotions
<ul style="list-style-type: none"> Steps to start conversation neutrally and factually 	<ul style="list-style-type: none"> Turn performance talks into coaching dialogues
<ul style="list-style-type: none"> Drill down to understand their performance stories 	<ul style="list-style-type: none"> Stay on-track, solution-focused and build capacity
<ul style="list-style-type: none"> Anticipate and deal with excuses and justifications 	<ul style="list-style-type: none"> Positive Performance Conversations Scorecard

➔ This clinic comes with a handy guide full of tools you can use with your team back at work or tap into as after-course support...

Positive Performance Conversations is one of five conversational coaching clinics we run: including *Dealing with Difficult Discussions*, *Constructive Conversations*, *Defusing Difficult Encounters* and *Building Conversational Confidence*

REGISTER or ENQUIRE on-line or by Email

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

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

**Positive
Performance
CONVERSATIONS**

Your Facilitator... Bill Cropper



As founding director of The Change Forum, I have more than 20 years' experience in strategic change, conversation and emotional intelligence coaching, cultural reconstruction, teamworking, leadership learning and group facilitation spanning all levels from senior execs to team leaders

Since I ran my first Conversational Coaching and Difficult Discussions clinics in 2005, I've run scores of Positive Performance Conversations programs publicly and in-house in a wide range of organisations including health, education, environment, transport, roads and community agencies. I also run a version of this clinic specifically for staff called *Making Performance Conversations Work for You*.

I've been a leadership, culture and coaching provider for many federal, state and local government agencies and my work over the past 15 years has centred on helping leaders acquire social and emotional intelligence capacities to cultivate more constructive, compassionate cultures and more resilient, cohesive and functional teams. I have a preference for practical, engaging and interactive approaches and I create my own models and frameworks and produce my own down-to-earth self-coaching guides.



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

REGULAR FEES# in the range of...	General	1 Day Event	Online Program
Current Fees HERE	\$550-660 per person	\$550-660 per person	\$495-\$572 per person
	NFP & Schools	\$510-550 per person	\$495-\$572 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**

(Please mark)

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

Arrival for 1-Day clinic 8.15am; Session Start 8:30am Finish: approx 4.30pm

(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)**

	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"/>
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Special Diet?:	<input type="text"/>	<input type="text"/>	<input type="text"/>

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~ **SAVE or PRINT & Complete this form then EMAIL back to secure your booking ~**

▶ **More Information?** ☎: 07-4068 7591 📞: 0429-687 591 📧: register@thechangeforum.com