



# 2013 Directory of Public Programs Extracts

Conversations  
Facilitation  
Change  
Culture  
Coaching

Connectivity

**Bill Cropper**

Director

Tel: +61-(0)7-4068 7591

Mob: +61-(0)429-687 591

Fax: +61-(0)7-4068 7555

Email: [consult@thechangeforum.com](mailto:consult@thechangeforum.com)

Web: [www.thechangeforum.com](http://www.thechangeforum.com)





# Facilitation and Coaching

More than ever, staff these days demand challenge, latitude, self direction and self-responsibility. They want to be facilitated and coached, not coerced, bossed around and told what to do.

- The old command-and-control culture is definitely past its use-by date. Pace-setting leaders with driving, directive styles push too hard and create stress, strife and septic work climates.
- Coaching and facilitation is way more constructive than directing and controlling. It gives leaders a new and healthier way to relate that significantly improves productivity, relationships and the way people 'warm-up' to their jobs
- Coaching and facilitation bring out people's creativity and talent. It generates motivation and commitment and taps into a deep-seated need we all have to challenge ourselves, achieve things that matter to us and accomplish results we can be proud of.

Leaders who act as coaches and facilitators put people first. They're dedicated to building long-term capability in teams and individuals, knowing that outstanding outcomes will follow. They:

- Get great results through good group processes that encourage teams to work in with each other and think together
- Bring out the best in people by building on their strengths and helping them to overcome barriers to high-achievement
- Encourage people to continually learn, adapt, develop new skills to face new challenges and take committed action
- Act as guides, helping individuals and teams do what they have to do in ways that maximise contribution, cohesion, harness collective ideas and energies and have fun doing it too.

Many leaders who'd like to adopt facilitation and coaching styles lack the know-how and confidence. A big step to support this transition is equipping them with simple tools and practice opportunities to learn how – and that's what our Facilitation and Coaching skills clinics are designed to do.

With a focus on engaging and guiding rather than controlling and directing and pulling together rather than competing, facilitative and coaching approaches offer a set of tools and a style of leadership every leader can benefit from using more of...

Find ways to take more of a facilitative and coaching approach to your leadership ...

- Fundamental Facilitation for leaders
- Advanced Group Facilitation
- Learning to be a Coaching Leader
- Coaching with Emotional Intelligence



## Fundamental Facilitation: get great results through good group process

### What's this about?

Facilitation skills are fundamental for leader effectiveness and good group functioning. Whether it's tackling a knotty team problem or trying to make meeting times more effective, leaders and other professionals often need to play the role of facilitator.

This hands-on 2-day clinic equips you with a comprehensive suite of tools, models and roadmaps you can use in a wide range of different facilitation situations: team meetings, project groups, planning days, team-building, community engagement or training workshops.

### You'll learn how to...

- Focus group energy, unleash creativity & get more engagement
- Re-invigorate meetings & make them more productive & fun
- Stimulate better group interaction, conversation & creativity
- Help groups set goals, generate ideas & solve problems
- Make better group decisions that are well-supported
- Select the right facilitation tool to suit group task & context
- Design great facilitation sessions & good group processes

### What we cover...

- The facilitator's role – preparing to facilitate
- A 5-stage model for facilitating groups
- Setting goals & sorting out solutions
- Using questions to guide group process
- Getting groups to generate & share ideas
- Encouraging engagement & participation
- Analysing situations & sorting priorities
- Group problem-solving & solution-finding
- Reading what goes on in groups – behaviour & dynamics
- Maintaining energy and keeping focus
- Helping groups to make good decisions
- Deciding between options and planning for action

### Is this right for you?

This clinic can benefit anyone who wants to work in more effective and engaging ways with groups: leaders, change agents, community engagement specialists, chairpersons, public sector professionals and new facilitators or trainers.

Fundamental Facilitation is foundational. Most people coming along will have some exposure to group facilitation but if you already have extensive experience and you're conversant with a wide range of basic facilitation tools, you may want to consider our Advanced Facilitation Skills Master Class.



**"A very well organised program with a great guide, where all tools are clearly outlined step by step and easy to follow. A great way to build on my facilitation skills – I feel much more able to competently facilitate a group now I've done this training and much more prepared and aware of the different tools I can use."** Amy Savage, DEEDI

### Course Features...

- Make facilitation easier with our 5-stage model
- Highly interactive, hands-on clinic with plenty of opportunity for real-time tools practice
- Take-away a 140-page self-directed toolkit with 40 tools to improve the way you facilitate
- Train teams to use tools to facilitate themselves
- Complete our facilitation styles & skills inventory
- Identify your facilitation skill challenges and set goals to become an even better facilitator

### Course Details...

**Duration:** 2 days

**Fees:** \$825 per person – Discounts available

**Locations & Dates:** See our 2013 Course Calendar attached and on-line

**A 2-day toolkit to master tools and techniques that really matter for great group facilitation...**



## Advanced Facilitation: a master class to extend & deepen group-work skills

### What's this about?

Experienced facilitators always look for ways to get even better – to deepen and extend their skills and lift their facilitation to the next level. Designed for facilitators who've already mastered the basics, this 2-day Master Class will lift your facilitation to the next level.

It will add to your repertoire of tools and hone existing skills by focusing on facilitating deeper, more complex processes, more sophisticated multi-stage tools, more demanding group situations and more group-driven rather than facilitator-directed approaches.

### You'll learn how to...

- Handle facilitation situations you find most challenging
- Run deeper processes & more demanding interventions
- Facilitate complex situations & group conflict better
- Apply more sophisticated, multi-stage or complex tools
- Deal with disruptive behaviour & more difficult group dynamics

### What we cover...

- Facilitating complexity and conflict in groups
- Challenging, confronting and stretching groups
- Understanding your facilitation patterns & style
- Self-awareness: facilitation hotspots and defensive routines
- Using dialogue as a deep learning & engagement tool
- Appreciative facilitation approaches: questioning & inquiry
- Using Fishbowls and other experiential tools
- Building consensus & commitment to common goals
- Thinking together & sharing perspectives
- Dealing with disruptive, dysfunctions & difficult behaviour
- Barriers to group learning: the 5 Disciplines & Disabilities
- Facilitating emergent agendas & action learning
- Guiding groups through self-directed processes

### Is this right for you?

People with some facilitation experience may find our *Fundamental Facilitation* a more beneficial start-point. It's comprehensive enough to cater from most basic through to intermediate.

This Master Class is for those who've already mastered the basics and want more in-depth processes or tools – trainers, L&D practitioners, managers, executives or team leaders who already use facilitative approach.



**“A good course to attend to improve your facilitation skills. I was prepared to a certain extent to facilitate groups but the course gave me additional skills, resources and insights on how to run facilitation sessions much more effectively. It was well structured and I've already used some of the tools in my training courses with great success.”** Todd O'Donnell, Training Consultant Townsville City Council

### Course Features...

- Participants co-design this clinic to meet their own emergent facilitation needs & challenges
- Learn to use the 5 Disciplines and Action Learning cycle to deepen your approach
- Apply 7 levels for intervening in groups
- Take-away a totally revised 100-page self-coaching toolkit

### Course Details...

**Duration:** 2 days

**Fees:** \$825 per person – Discounts available

**Locations & Dates:** See our 2013 Course Calendar attached and on-line

Explore ways to hone your existing skills, deepen processes and lift your facilitation to a new level...



## The Coaching Leaders Clinic: taking a coaching approach to leadership

### What's this about?

Coaching is a far more effective and emotionally intelligent style for leaders keen to build the capacity of others and boost bottom-line business results. Many leaders would like to take more of a coaching approach but need the know-how, confidence and support to start.

This 2-day 'hands-on' clinic looks at what's involved in adopting more of a coaching role. It covers easy-to-apply tools and coaching models to give you the know-how and confidence to make this critical leadership transition.

### You'll learn how to...

- Take more of a coaching approach to leadership
- Identify coaching moments & engage people in the process
- Build coaching opportunities into everyday work situations
- Use practical tools to take people through the coaching cycle
- Convert performance problems into coaching challenges
- Run real coaching dialogues & improve your feedback skills
- Foster self-responsibility & let people solve their own problems
- Use coaching to inspire, motivate and relate to your people

### What we cover...

- The coach's role in a leadership context
- Identifying coaching opportunities at work
- Coaching models, frameworks & tools
- Coaching as an extended conversation
- Listening & questioning as coaching tools
- Thinking coaching: changing mindsets
- Giving constructive coaching feedback
- Promoting self-analysis, reflection and inquiry
- Appreciative coaching: stay on the positive side
- Taking your first coaching steps and actions
- Overcoming coaching barriers & obstacles
- Challenging confronting behaviour patterns
- Helping people set performance improvement goals
- Creating the climate and culture for coaching

### Is this right for you?

This clinic is ideal for leaders looking to adopt more of a coaching approach or those who already practise a coaching style and want to expand their skills or even take on a more formal coaching role in their organisation. It will also interest executives and directors keen to turn managers into coaches and create a coaching culture, as well as HR professionals, trainers and facilitators who want to transfer coaching skills to others as part of leadership development plans



Learning Solutions  
for Leadership & Change

**"I coach team members and found Bill's Coaching Leaders Clinic well designed and delivered and extremely relevant to my needs. Course structure, content and tools presented were practical, useful and relevant in the workplace. An effective learning experience – well done."** Lisa Cochrane, Senior Consultant, HR Policy & Workforce Planning, Queensland Police

### Course Features...

- Master models like continuous loop coaching, action-learning cycle & appreciative coaching
- Coaching practice sessions and feedback
- Take-away a revised 120-page 2nd edition of the Coaching Leader's Toolkit with 35 coaching tools
- Stock-take your skills with The Coaching Skills Scorecard based on
- Develop an action plan to start you coaching on the job

### Course Details...

**Duration:** 2 days

**Fees:** \$825 per person – Discounts available

**Locations & Dates:** See our 2013 Course Calendar attached and on-line

**A clinic to give leaders the tools and know-how they need to take more of a coaching approach...**



## Personalised Coaching Services

### What's this about?

As well as help people develop their own coaching skills and take on more of a coaching style of leadership through our *Coaching Leaders Clinic*, we also provide individualised coaching for those keen to fast-track their personal leadership capabilities and tackle particular performance challenges that matter to them.

We work with you to help you uncover your full potential, achieve higher levels of self-awareness and personal mastery, become a better leader and achieve real results in taking that next step, realising your aspirations and goals, or overcoming challenges that you face in your existing or emerging role and organisational context.

### Find solutions to questions like *how can I...*

- Adapt to new roles emerging in my organisation?
- Grow my leadership role to meet new work challenges?
- Improve the way I lead and get along better with others?
- Become more adept at leading change effectively?
- Build a more cohesive team that works well together?
- Handle work-stress and tension in a more balanced way?
- Go about creating a more productive work culture?
- Handle situations or work relationships that I find difficult?

### What Coaching can cover...

- Personal growth and self-awareness
- Emotional intelligence and self-regulation
- Conversational mastery and difficult discussions
- Relationship-building and difficult moments management
- Leading change and organisational strategy
- Role-challenges or performance coaching
- Reflecting on ways to refresh your leadership
- New approaches to cultural renewal or business improvement
- Critical issues or concern that keep coming up for you.
- Specific performance difficulties or behavioural patterns

### Is this right for you?

Everyone can benefit through coaching from time-to-time – having a supportive, sounding board to help you help yourself learn to lead more effectively. Whether its one-on-one for executives or leaders, or group-based, coaching is a series of conversations that help you get clear on challenges you face in various facets of your leadership life – and then formulate improvement goals and try-out actions that move you closer towards where you imagine being.



**Forward-thinking leaders increasingly see coaching as an essential adjunct to build their capability and ensure learning is applied in real work-time. Coaching is a powerful, personalised way to achieve long-lasting and sometimes life-changing, outcomes that really matter to you and make your leadership life more rewarding, rich and fulfilling...**

### Coaching Features...

- The focus and scope of coaching sessions is determined and controlled by you
- It's personalised, specific to you and your challenges and you control the pace and need
- Our coaching integrates many different approaches, depending on focus and need – role coaching, cognitive & conversational coaching, leadership and change coaching, personal development and emotional coaching
- Coaching can be done face-to-face, by phone, Skype/video-link or a combination of these
- Coaching is supported by inter-session assignments and e-dialogues

### More Details...

**Duration:** A typical coaching round with us is usually 5 x 2-hour sessions face-to-face or with phone coaching 10 x 1-hour sessions.

We don't tie people into coaching contracts and you can re-assess after 3 sessions whether the coaching is working for you and if you want to continue

Want to find out what "all this coaching stuff is about?" See our website or download a copy of our [Coaching Services Prospectus](#)

**One-on-one coaching support to help you tackle issues or a learning focus that matters to you most**