



# 2013 Directory of Public Programs Extracts

Change

**Connectivity**

Leadership

Conversations

Culture

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# Emotional Intelligence

At the bottom of top performance are emotions. Feelings form the background to everything we do. We dramatically underestimate the role emotions play in every corner of our lives. They:

- Affect how we think, who we are, how we live and how productive, happy, satisfied and effective we are.
- Exert a powerful pull on how we behave and how we cope with change and stress
- Underpin morale, motivation, focus and goal achievement
- Determine how well we work in with others. build rapport and manage relationships judiciously and sensitively

At work or on the home-front, Emotional Intelligence (EI) is simply the most enriching life-skill anyone can learn – whether it's building great teams, being a more connective leader, boosting morale and performance or creating an awesome workplace where we get on well together, have fun and produce amazing results.

- EI is the key to what drives behaviour and what inspires people to perform at their best.
- EI is what helps us stay calm, cool and collected at work and handle tricky situations with sensitivity, empathy and humour.
- It's what helps us manage our moods, keep destructive emotions at bay and handle hostility in others
- And what gives us grit, resilience and determination to persevere in the face of set-backs

Developing emotional skills such as perseverance, resilience, self-motivation and connectivity are critical to both work and life success.

EI skills can be learned – and that's where Change Forum coaching clinics come in. We've specialised in designing and delivering practical, applications-based EI programs for executives, leaders, staff, teachers and teams since 2001.

Emotional Intelligence has a lot to do with lifting levels of achievement, motivation, focus, optimism, joy, purpose, positivity and performance...

Learning Solutions  
for Leadership & Change

EI essentials for leaders, staff and teams:

- Leading with Emotional Intelligence
- The Emotionally Intelligent Leader
- Emotional Intelligence at Work
- Social Intelligence: EI in Teams
- The Compassionate Leader



## Leading with Emotional Intelligence: the 7 Practices of EI Leaders

### What's this about?

What sets successful leaders apart is their level of Personal Mastery and Emotional Intelligence. – the ability to tune into the impact their feelings and behaviour have on people around them. A leader's level of EI profoundly affects team climate, culture and productivity.

Leading with EI is about realising that for people to put in a superior performance, you have to connect with their feelings first. This highly-regarded clinic has loads of tools and insights on how to apply 7 key practices to energise your leadership, create more connective relationships and bring out the best in yourself and others.

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

- Understand the role leaders play as emotional care-takers
- Connect better with people you lead to inspire & motivate
- Tune in to your own patterns of thinking, feeling & behaving
- Master ways to manage emotions & use them positively
- Tackle tough situations in more emotionally intelligent ways
- Cultivate a more connective and resonant leadership style
- Create more constructive emotional climates at work

### What we cover...

- Personal Mastery: putting the 'me' in leadership
- EI – what it is and why it matters for leaders
- Neuro-anatomy of emotions – brain basis of EI
- Handling hijacks and emotions mapping
- Resonant versus dissonant leadership styles
- 7 Practices of Emotionally Intelligent leaders
- "F" words: finding and expressing feelings
- Empathy: reading your emotional radar
- EI in play: the conversational connection
- Connecting with other's feelings: listening from 2nd
- Dealing with disruptive emotions and hostility

### Is this right for you?

This clinic has evolved into one of the most powerful and practical tool-based events you can do to master the things that really matter for leading with EI. People from all walks of leadership life use this clinic to mindfully manage moods and enrich their relational skills – executives, directors, team leaders, school principals, and both public and private-sector professionals...



**"An insightful workshop that encouraged self-reflection and participation. It helped me gain a better insight into my own level of EI and the strategies I employ to self-manage (or not). It was more than a chalk and talk. Bill has an easy, calm approach that creates a safe environment to allow yourself to participate and get the most out of the sessions. I thought the pace and content was well considered and the group dynamics and enthusiasm were a highlight for me, as well as Bill's experience, knowledge and presentation skills."** Jay Hendricks – Queensland Health

### Course Features...

- Translate theory into tangible tools and actions
- Take-away a totally revised 150-page 3rd edition of our self-coaching guide with 27 tools.
- Stock-take EI skills with our EI Leader Inventory based on The 7 Practices
- Develop a personal improvement plan to put EI into action using our 5 step self-coaching model

### Course Details...

**Duration:** 2 days

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

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

**Learn 7 crucial EI Leader practices to lift your level of self-awareness and bring out the best in others**



## The Emotionally Intelligent Leader

### What's this about?

EI isn't an optional extra anymore – it's a critical capability for any competent leader. Leaders have an immense impact as energizers, amplifiers and emotional care-takers, on the performance, behaviour and emotions of people they lead, because a leader's patterns of thinking, feeling and behaving influence those around them.

This **1-day fast-track** seminar is an introductory module condensed from our more in-depth 2-day practise-intensive clinic *Leading with EI*. It overviews the 7 Practices of EI Leaders and paces you through selected tools and practices to cultivate connectivity and more constructive team relationships.

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

- Appreciate the link between great leadership and EI
- Manage moods & use emotions more positively
- Control emotional hijacks & contain conflict, anger & hostility
- Handle defensiveness and other disruptive emotions
- Use selected EI tools to tune in & connect better with others

### What we cover...

- The part EI plays in great leadership
- How feelings impact on how well we manage
- Leaders as emotional amplifiers & caretakers
- Connective leaders & the brain basis of EI
- Toxic Emotions: the damage dissonance does
- 7 Practices of EI Leaders – an overview
- Emotional hijacks and the EI triangle
- Expressing your feelings effectively
- Reading and connecting with other's feelings
- Handling hostility and provocation
- 5 Step Self-Coaching model to improve EI leadership

### Is this right for you?

This 1-day fast-track option is for busy leaders who don't have time to attend our full 2-day coaching clinic but still want to get across some critical EI concepts and capabilities. It's also good if you want a quick refresher on EI or even for those who remain sceptical about the relevance of EI to leadership and want to get a taste to help make up their minds.



**"The EI Leader clinic was great. All staff need to be made aware of the inter-personal issues at this level impacting on their ability to be effective leaders. Activities and group discussion helped, as did the obvious expertise of the presenter who easily engaged the audience. The final activity drove home why we need to use EI as leaders and was spot-on."** Marisa Pearce – HR Manager Tablelands Regional Council

### Course Features...

- Stock-take your skills with our EI Leader Quiz
- Identify some self-coaching EI action steps
- Comes with an abbreviated self-coaching guide
- **Note:** Retains core tools from our longer *Leading with EI* clinic but has fewer tools, practices and time for self-coaching sessions.

### Course Details...

**Duration:** 1 day

**Fees:** \$495 per person – Discounts available

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

**1-day fast-track clinic for busy leaders to introduce principles & practices for effective EI Leadership**



## Emotional Intelligence at Work

### What's this about?

Emotions matter for good work, good teams and good relations. EI skills like self-control, connectivity and empathy are essential to creating positive, happy and productive climates at work. When they're not there, we notice.

It's just as important for staff to learn to manage emotions as it is for leaders. This lively 1-day seminar introduces staff to what EI is, why it matters for constructive behaviour and being a good team player, and how to apply 5 essential EI practices to improve relationships, manage moods positively and work in better with others.

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

- Identify the impact emotions have on your work ability
- Manage moods and control negative emotions
- Deal better with difficult emotional moments
- Cope better with stress, pressure and the demands of change.
- Enhance your ability to get along with others

### What we cover...

- EI at work – what it is and why it matters
- How feelings affect you, others and your work approach
- Hidden costs of toxic emotions at work
- Work 'SMART' – the 5 EI work practices
- Emotions are catchy: which ones do you bring to work?
- Attack of the Amygdalas! Handling emotional hijacks
- Finding feelings & what to do with them when you do
- Emotional self-responsibility – owning up to your feelings
- How moods manage me or should it be the other way?
- Dealing with disruptive emotions: anger, anxiety & apathy
- Empathy – connecting with heart
- Productive EI states – optimism, hope, focus, flow

### Is this right for you?

If you're a manager or team leader this course is NOT for you – you'd benefit more from our EI programs for leaders.

*EI at WORK* is for non-managerial STAFF from all walks of life who want to learn about using EI as an effective tool for personal enrichment, performance improvement and enhanced quality of life at work and at home. It's particularly beneficial for work colleagues or even whole teams to attend together.



**“EI at Work made me feel stronger as a person in working with others. It helped me recognise and understand my feelings, how I portray emotions towards others and how it affects my work relationships. It helped me learn how to deal with my emotions so I can effectively deal with others and my work relationships. I found all tools useful and great methods used in all aspects of the training.”** Bronwyn Minniecon, Qld Department of Communities

### Course Features...

- Complete the 5-SMARTS EI Quiz to track your emotional habits & what you need to work on
- Practise tools to take control of your feelings, exercise emotional self-responsibility and get along better with others
- Comes with a 100-page self-coaching guide with 20 tools to help you relate with more EI at work.

### Course Details...

**Duration:** 1 day

**Fees:** \$475 per person – Discounts available

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

**A lively seminar for staff to apply 5 EI-Smart work practices to improve relationships & behaviour**



## Social Intelligence – EI in Teams

### What's this about?

Social and Emotional Team Intelligence (SETI) is one of the key differentials between effective and ineffective teams. It's the new brain science behind getting along well with others and every team could do with more of it.

The more positive emotional connection there is in a team, the more people feel friendly and focused. There's growing recognition that SETI is at the heart of good work, good teams and good team-work.

This all-new, 2-day work-out (1-day in selected regions) covers 10 SETI Dimensions crucial to creating cohesive, connective teams and building more positive emotional states like resilience, respect and empathy that contribute dramatically to superior team performance.

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

- Boost your level of social intelligence & emotional awareness
- Reinforce relationship builders like resonance, & rapport
- Increase positive behaviour like openness, valuing, respecting
- Temper the impact of toxic emotions on team climate
- Create more cohesion and connectivity in your team

### What we cover...

- Emotional patterns: how this team feels
- Emotional candour: opening up to feelings
- Handling hijacks and disruptive emotions
- Likingness & trust: keys to connectivity
- Resonance & rapport – relationship builders
- Empathy – creating connective relationships
- Purpose & vision – emotional energisers
- Resilience – the bounce-back emotion
- Positivity, perseverance & team outlook
- Team cohesion, commitment, collaboration
- Team emotional climate & culture
- The SETI Inventory – how do we score?

### Is this right for you?

We have specialist EI clinics for leaders and staff but this clinic is for both leaders and team members, who want to do something about improving the emotional climate of the team they work in. We find that often teams get better results when a core of people from the same unit decide to come along together to do this work-out and plan how to improve their emotional team environment.



**“A valuable course to develop professionally in utilising EI in teams to create healthy work environments and culture. You'll be given the science behind why EI affects team and individual performance, and tools to identify how in tune you are with your Team EI. The relaxed atmosphere Bill creates to look at some intense content was a high-point for me...”** Françoise Lane – Department of Communities

### Course Features...

- Our unique 10 Dimensions Model to diagnose your team's level of SETI
- Take-away 130-page SETI self-coaching guide with tones of tools and team activities.
- Take your team's emotional temperature with our SETI inventory based on the 10 dimensions
- Develop a SETI CHARTER to Integrate EI into your team operating principles

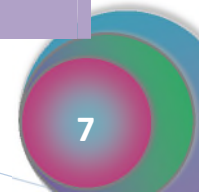
### Course Details...

**Duration:** 2 days (or 1-day in selected regions)

**Fees:** \$825 per person (If 1-day – \$495)  
Discounts available

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

Explore 10 social & emotional dimensions crucial to creating more cohesive & connective teams





## The Compassionate Leader

### What's this about?

Most leaders are conditioned to put business before benevolence – to lead with head, not heart. We convince ourselves we can't make space for compassion yet that's exactly what truly great leaders do make time for. They have the conviction, confidence and courage to cultivate connectivity and compassion.

This 1-day advanced EI clinic looks at the role compassion plays in a practical leadership context and how you can use it to instil more connectivity, empathy, mindfulness into your leadership mix through active self-reflection.

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

- Energise, inspire & connect more carefully with those you lead
- Be even-minded & emotionally balanced in dealing with others
- Alert yourself to stress signals & work on ways to renew yourself
- Cope better with the stress of leading & combat toxic emotion
- Master mental exercises to cultivate a more compassionate, calm & connective approach to your leadership

### What we cover...

- Compassion in a practical leadership context
- Unpacking the components of compassion
- Diagnosing dissonance – reinforcing resonance
- Foundations: understanding, empathy, & curiosity
- Mindfulness – why connective moments matter
- Even-mindedness – maintaining mental balance
- Mental practices to make room for compassion
- Leadership alert signals – stress, burn-out and wake up calls
- Using compassion to combat toxic emotions
- Hope, happiness and the health connection
- Role of compassion in relieving leader stress & renewal

### Is this right for you?

This special 1-day master class delves deeper into EI practices covered in our 2-day program *Leading with Emotional Intelligence*. It's for anyone who already has some working knowledge of EI and are interested in taking the next step lift their EI leadership to the next level by mindfully cultivating connectivity and compassion: executives, councillors, clinicians, classroom teachers, principals, directors, administrators, public sector professionals, learning advisors, change agents, facilitators and trainers.



The popular perception of a powerful leader is someone who's tough, hard-nosed, ultra-rational and results-driven. Great leaders, though, know you have to connect with people if you want committed action, and connectivity is compassion in action. They inspire with purpose, hope, optimism and energy because they resonate, empathise and connect.

Compassion and connectivity are not only decisive factors in creating vibrant, healthy work relationships. They're also key to maintaining emotional balance, building up reserves of resilience, insulating yourself from the harmful effects of toxic emotions and relieving leader-stress to re-energise and renew.

### Course Features...

- Practise powerful mental disciplines to invoke compassion and other healthy emotions
- Comes with a comprehensive 100-page self-coaching guide with 25 tools.
- Assess your leadership style in terms of empathy, compassion, resonance & dissonance
- Develop A compassionate leader cultivation plan and personal strategies to revitalise, restore and renew yourself

### Course Details...

**Duration:** 1 day

**Fees:** \$495 per person – discounts available

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

Advanced EI clinic to make space for a more compassionate approach in leadership, life and work