

**\*\*Please Note:** This Schedule may be extended or revised from time to time – please confirm dates at the time of registration. Program Brochures available for download at [www.thechangeforum.com](http://www.thechangeforum.com) or contact us as below...

**7 Fundamental Facilitation FF** Getting great results through good group process. This 2-day skills practice clinic is packed with up-to-date facilitation models, tools and techniques you can apply in a wide range of group working situations.

**PERSONAL MASTERY LEADING EI** What sets successful leaders apart from the rest is their level of personal mastery and emotional intelligence. This practical 2-day clinic (1-day fast-track *The EI Leader* in selected regions) explores tools to help you apply 7 Practices of EI leaders to boost your leadership and bring out the best in others.

**EI WORK EIW** Emotional Intelligence has a lot to do with raising levels of achievement, motivation, optimism, joy, goal-focus, purpose and performance and creating positive, productive work climates. This 1-day clinic for *Staff* explores how EI affects the way we think and behave and some key tools to help you work better with others.

**EI TEAMS EIT** EI is one of the key differentials between effective and in-effective teams. This 1-day *fast-track* clinic explores 10 Dimensions for EI Teams that leaders and members can use to build more cohesive and connective team relationships and raise the level of team social intelligence.

**LEADING THROUGH CONVERSATIONS Ltc** Conversations are at the core of leadership – they're how we persuade, influence, motivate and connect with others and demonstrate our level of EI. This powerful 2-day program covers crucial conversation tools that enable you to apply 7 essential principles for conversational mastery to communicate more authentically and enrich your leadership success.

	FF	EI	EIW	EiT	Ltc	TwT	DD	Pfc	LCC	LTT	CLC	CLT	LtL
<b>Brisbane</b>	Feb 23-24 Apr 26-27 June 18-19 Sept 19-20 Dec 10-11	Mar 6-7 June 5-6 Sept 6-7 Nov 29-30	Feb 27 Aug 3 Nov 15	May 31 Oct 19	Mar 22-23 Aug 8-9 Dec 6-7	April 18 Sept 18	Feb 28-29 May 29-30 Aug 30-31 Nov 1-2	Mar 30 Jun 15 Nov 16	Mar 29 May 24-25 July 24-25 Sept 12 Nov 22-23	May 1-2 Aug 21-22	Apr 19-20 July 10-11 Oct 11-12	Mar 8-9 June 7-8 Oct 25-26	Feb 21-22 July 19-20 Oct 9-10
<b>Toowoomba</b>	May 22-23 Sept 4-5	Apr 17 Oct 30-31	Mar 26 Oct 18	Sept 11		June 20	Mar 27-28 Oct 16-17	June 21	Aug 7				
<b>Rockhampton</b>	June 7-8	Mar 20-21 Oct 24	Aug 2			June 14	May 22-23 Aug 28-29	Oct 23	Aug 1				
<b>Mackay</b>	Feb 9-10	Apr 13 Aug 14-15					April 26-27 Sept 4-5		June 1				
<b>Townsville</b>	Feb 16-17 July 12-13	May 16 Nov 1-2	Feb 22 Aug 16	April 24 Nov 28	Oct 11-12		Mar 15-16 Sept 13-14	Nov 27	April 11 Aug 23				
<b>Mt Isa</b>	Nov 14-15	July 16					July 17-18		Nov 13				
<b>Cairns</b>	May 17-18 Dec 4-5	Feb 15, June 13-14 Nov 20	Apr 23 Sept 21	Aug 17		June 1	March 1-2 July 26-27 Nov 8-9	Nov 21	May 3 Aug 24	Apr 3-4			

FIRST-IN Fees Queensland		
GST Inc	2-day	1-day
Full Fee	\$880	\$550
SINGLE 21 days+	\$770	\$495
School & NFP	\$660	\$440

Discounts may be extended and other Special Offers made from time to time. Please check with us for current rates when registering

This Schedule covers core public programs on offer during 2012. Other programs may be offered from time to time throughout the year as Special Events in these and other locations. All Change Forum programs are available for delivery In-house nationwide on request.

**Talking with TEAMS TwT** Better conversations means better teamwork. The way teams talk together is a telling indicator of morale, culture and performance in any workplace. This dynamic 1-day fast-track for leaders and team members introduces conversation tools that provide positive foundations to build better work relationships, clearer communication and replace dysfunctional debate with more skillful discussion and dialogue.

**Dealing with Difficult Discussions DD** Handling difficult conversations is hardly ever in anyone's job description yet the ability to confront contentious conversations is something everyone needs to learn how to do. This popular 2-day clinic provides robust, easy-to-use tools and a 7-stage, step-by-step model to tackle tough talks more confidently and practise a methodical approach to help convert destructive discussion into constructive confrontation.

**Performance Conversations Pfc** Dealing with poor performance, as most leaders will tell you, is one of the most commonly avoided and widely feared species of difficult discussion. This 1-day, must-do, practice-based program provides specific steps and carefully-crafted conversational formulas to build confidence and competence, make tough conversations easier and the difficult feedback you have to deliver to poor performers more 'sayable' and 'hearable'

**Leading CULTURE Change LCC** Culture is the 'X' factor in organisation change success or failure. Leaders are often told 'getting the culture right' is the most critical facet to focus on for sustainable results. It impacts strategy, performance and behaviour. This penetrating 2-day clinic (1-day in regions) equips you with tools and ideas to get started in earnest on culture change whether you lead a team or a whole organisation.

**THE CHANGE LEADERS' Toolkit CLT** The primary role of leaders is to produce change. But you can't just 'roll it out' like a rug and forget people. This nuts 'n bolts clinic focuses on the people side of change – not just the mechanics of managing it. We cover critical change practice areas, crunching points and steps to prepare people for change, communicate your vision, create commitment and convert anxiety, denial and resistance into constructive change energy.

**THE COACHING LEADERS' Clinic CLC** Coaching is a far more effective and emotionally intelligent style for leaders keen to build the capacity of others. This 2-day 'hands-on' clinic explores easy-to-apply tools to 'grow' your leadership skills and improve performance by integrating more of a coaching approach into your leadership style.

**Leading to LEAD LtL** *Laying Foundations for Leadership* focuses new and emerging leaders on underlying principles, frameworks and tools to adapt to contemporary learning-centred leadership roles and practices through application of Senge's Five Learning Disciplines.

**\*\*PLEASE NOTE:** Dates are correct at time of publication but subject to change. **EARLY Registration Recommended.** For confirmation of dates, full details, course Brochures and further information on our **Learning-Centred Leadership Series, Coaching and Change Consulting services** CONTACT: **BILL CROPPER** TEL: 07-4068 7591 or EMAIL: [consult@thechangeforum.com](mailto:consult@thechangeforum.com) WEB: [www.thechangeforum.com](http://www.thechangeforum.com)