

Conversational Coaching Master Class



Dealing with Difficult Discussions

A 2-Day
Conversational
Coaching
Master Class
by Bill Cropper

» Do you want to...

- ? Deal more confidently with difficult conversations?
- ? Reduce tension and take the heat out of difficult discussions?
- ? Stop side-stepping the difficult discussions you need to have?
- ? Learn how to begin difficult discussions and get better outcomes from them?
- ? Convert difficult discussions into constructive conversations?
- ? Practise ways to defuse difficult discussions or control the damage?
- ? Learn how to turn difficult discussions into problem-solving opportunities?
- ? Increase your resilience in the face of anger and hostility?

» Difficult Discussions are Unavoidable...

Whether it's in the boardroom or the bedroom, difficult discussions are a part of life... No matter how conversationally competent we are, we all have difficult moments when things just don't go 'right' no matter what we try. Often, it's the conversations we dread most that we handle the most clumsily.

"A learning experience that changed the way I approach conversations."
Ken Hutchinson, CRS Australia "Well worth the time and very good value. The training was of a very high standard..." Ken Day, Dept of Local Government & Planning

Difficult discussions come in all shapes and sizes. What's a difficult conversation for you? Dealing with dysfunctional behaviour at work? Handling a disgruntled customer or colleague? Dealing with an emotional employee? Conducting a performance appraisal? Telling people their work isn't up to scratch or letting someone know how they're affecting you or other team members? If you said yes to any of these – then this might just be a 'must-do' clinic for you!

» Why get better at Dealing with Difficult Discussions?

Avoiding difficult discussions is the source of so much conflict, stress and concern in most workplaces – it's a wonder we don't work on getting better at having them?

We all have to deal with conversations we'd rather avoid. But difficult discussions poorly handled or avoided sap energy, detract from performance, erode work relations and impact stressfully on you. Apart from your own anxiety,

"Excellent. You don't realise how many bloopers we make. Tips on how to start a difficult discussion were most beneficial. Fantastic presenting - it's easy to learn in your interactive classroom." Stephen Dendle, Sport & Recreation Queensland

"Great structure and content, presented in everyday language (no 'highfalutin' psych terminology or theories!) with an easy-to-follow guidebook that's a valuable reference. I wish I'd attended a program like this when I was much younger" Bill Ohl, Dept of Employment & Training

work climate becomes tense, trust evaporates, misunderstandings multiply and productivity plummets.

Here's a highly satisfying skill development opportunity for anyone keen to become more conversationally adept – especially in those awkward, contentious or challenging moments that confront us occasionally – or at times, all too often...

» **What will I Learn?**

There are no set formulas or quick-fixes that work every-time, but there are tools that can help you conduct difficult conversations more confidently and constructively. This **2-day Master Class** gives you close-up insights into handling tricky and troublesome conversational moments by focusing on a step-by-step way to deal with them better. It will equip you with:

“I found this clinic easy to follow and useful - the structure worked well. I enjoyed your informal approach, adult learning style and the humour was appreciated. The resource guide is a great set of tools - it really has informed some of my conversations in the past week.” *Cathie Peut. Centrelink*

- ☑ A set of tools that can profoundly enrich your ability to defuse difficult discussions and convert confrontations into constructive conversations.
- ☑ Ways to understand what *makes* some discussions so difficult and what your own tendencies are when the conversational heat gets turned up and topics get troublesome
- ☑ A robust, step-by-step guide to successfully navigate your way through difficult discussions with less anxiety and more confidence
- ☑ Durable tips and techniques to avoid common mistakes that crop up in difficult discussions
- ☑ Useful insights into the deep patterns at play in difficult discussions, how to break the blame cycle and how to handle strong emotions more authentically

» **Who is this Workshop for?**

This clinic will benefit anyone who wants to increase their conversational mastery and learn specific tools and techniques for handling different kinds of difficult discussions more confidently and constructively – either at work, home or in the broader community... Eg. Managers, team leaders, committee members, community groups, facilitators, trainers.

“An excellent course of enormous benefit to anyone who supervises/ manages staff.” *Sandy Walsh, CQ TAFE*
 “Very worthwhile. Everyone could find something to improve on in this clinic.”
Leanne Searle, Dept of Child Safety

Dealing with Difficult Discussions extends and deepens our very popular coaching clinics on **Personal Mastery: Leading with Emotional Intelligence** and **Conversational Coaching** by focusing on the dynamics behind difficult discussions such as performance reviews, giving feedback, raising sensitive or emotional issues and asserting yourself positively.

» **A Profile of the Program...**

Dealing with Difficult Discussions takes you through a thorough, step-by-step process to prepare for, conduct, reflect on and improve those conversations you find the most challenging. Participants are encouraged to bring along a real-life discussion from work or home they’re currently grappling with, to test-out these new conversational tools. It includes:

“Enlightened me about how I sometimes start a difficult discussion incorrectly and helped me be better able to deal with difficult people. The course was easy to follow and well presented. I should be able to handle a difficult discussion much easier now.” *Chris McGreor. Old Ambulance Service*

- | | |
|--|--|
| <ul style="list-style-type: none"> ☐ Deciphering deeper patterns and dynamics behind difficult discussions ☐ Distinguishing the ‘3-in-1’ conversational nature of difficult discussions ☐ 3 conversation Blockers: Intentions, Blame and Assumptions ☐ Difficult discussions: What’s going on in your left-hand column? ☐ Facing up to feelings - the core of difficult discussions ☐ Tips for defusing difficult moments ☐ Learning from listening non-defensively | <ul style="list-style-type: none"> ☐ 5-stages in dealing with difficult discussions ☐ Contribution mapping: Replacing blame and fault-finding with understanding ☐ Beginning/following through on difficult discussions for maximum outcomes ☐ Dissecting differences, comparing stories and disentangling intent from impact ☐ Dealing with undiscussables, defensive routines and strong emotions ☐ Re-scripting your difficult discussion |
|--|--|

» **When, Where and How do I Register?**

Dates for public events are advised through regular email circulars and on our website. Or contact us direct to check current dates in your region. Course Fee covers program participation, lunch and refreshments each day plus a comprehensive self-coaching Toolkit to assist your ongoing learning back at work. Accommodation and travel are your own responsibility. Fee discounts are offered for early registration, not-for-profit community organisations and schools – subject to advance payment. (Enquiries always welcome for last minute registration.) A Tax Invoice will be provided and venues confirmed on registration.

“Your workshop provided some great skills. I’ve applied the learnings already, achieved a very positive outcome... and it has reduced my stress considerably. Thank you very much...” *Duncan Bigg*
State Development Corporation

Register on-line at www.thechangeforum.com/Registration.htm or complete the Registration Form at the end of this Brochure and return by Fax or Email.

» **Why not run a Difficult Discussions clinic In-House?**

“A winning combination! The course materials are well-written, comprehensive and easy to navigate. The facilitator knows and uses the course content inside out, but not as a script to follow... The conversational style put attendees at ease, so they willingly shared personal experiences (good and bad) for the sake of the group’s learning journey...” *Tony Rolls,*
Dept of State Development & Trade

All Change Forum programs are able to be presented in-house, where groups can benefit from the remarkable team-building aspects (and often savings) of undertaking learning together. As well as strengthening relationships, in-house clinics enhance shared understanding and increase the likelihood of people applying new ideas productively in ‘real-time’ back in your work group or team.

To discuss options for your leadership group or team/s and obtain a quote call **Bill Cropper** on **07-4068 7591**.

» **About your Coach...**

BILL CROPPER is Director of *The Change Forum* and author/creator of this program. He has a wealth of practical experience in strategic change management, leadership learning and group facilitation in a wide range of federal, state and local government organisations throughout Australia. He is a preferred learning consultant/leadership coach for a number of public sector agencies, providing facilitation/coaching services to senior executives, managers, facilitators, work teams and community groups around leadership learning, team reformation, organisation renewal, strategic planning and the application of Peter Senge’s 5 Learning Disciplines to strengthen the learning capacity of organisations, teams and individuals and help them navigate their way through change.

Bill is keenly interested in the benefits of *conversational coaching* and *emotional intelligence* to promote more productive, open interchanges and facilitate personal growth and change mastery. For the past several years, he’s been delivering extensive rounds of *Conversational Coaching* and *Emotional Intelligence Clinics* and *Leadership Learning Forums* throughout Queensland to thousands of managers, team leaders and other professionals from wide-ranging organisation backgrounds, including disabilities/family/community services, education, tourism and state development, health, housing, transport, public works, primary industry and local government.

Bill is an experienced and prolific writer of learning guides, toolkits and skills workbooks to support work-based learning, leadership development and organisation change. He has a down-to-earth, relaxed and outgoing style; personal mastery of a wide range of coaching tools, facilitation techniques and processes and works comfortably with people from all levels, occupations and backgrounds. Here’s what people say about his presentation style:

“I liked your personal style and obvious ‘practice what you preach method’ ...very powerful, well structured, very accurately targeting where people are avoiding issues or needing a push...” Laird Sawrey Manager Bundaberg Brewed Drinks

“Very entertaining - it’s much easier to learn when the presenter is enthusiastic and obviously passionate about the subject.” Britt Armstrong, Qld Health

“I liked your friendly and laid back manner. We were put at ease right from the start and you made things relevant for our work context with practical examples.” Robyn Yared, Greater Brisbane Region Gifted Education Network

▶▶ **Have you experienced a Conversational Coaching Clinic yet?**

Depending on how advanced your conversational capabilities are, you may want to consider coming along to our 2-day Conversational Coaching Clinic before tackling this Master Class. While **Dealing with Difficult Discussions** is self-contained, **Conversational Coaching** does provide a useful set of foundation tools this Master Class builds upon. Over 1000 managers, team leaders and other professionals have attended our 2-day foundation clinic with overwhelmingly favourable feedback. Browse through back issues of our **Conversational Coaching E-News** or downloaded a full course Brochure at www.thechangeforum.com.

“Conversational Coaching is important to every office supervisor and manager. I was able to learn skills that count in day to day issues. Keep up the good work!” *Michael Dore, Qld Transport.*

▶▶ **Thinking about personalised Coaching?**

Forward-thinking leaders increasingly see coaching as an essential adjunct for building their leadership capability. We provide *personalised coaching services* for individual managers or teams keen to fast-track their leadership and conversational capabilities. A typical coaching program consists of 5x3-hour coaching sessions every 4 weeks or so, with a blend (if you want) of individual/small-group face-to-face with on-line email and phone coaching.

Want to find out what “*all this coaching stuff is about*”? Download a copy of our new **Coaching Prospectus**. It gives you some simple, straightforward answers to help you make up your mind whether our coaching approach might suit you.

To talk about in-house clinics or personalised coaching, contact **Bill Cropper** on **07-4068 7591**.

▶▶ **Want to know More About our Leadership Learning Programs?**

 Many of our Master Class participants have also been along to **Conversational Coaching, Personal Mastery: Leading with Emotional Intelligence** or another of our leadership learning forums. The 12 core modules of our **Learning-Centred Leadership Series (LCL)** each cover a major learning, leadership or change arena that organisations, teams and individuals can undertake intact, tailored or combined to address particular change or leadership development goals.

“Your style makes it hard for the participants to not become involved - very relaxed and non-threatening. You listen to everyone and have great real life experiences that you share.” *Kim Hobdell Manager Queensland Transport*

- | | |
|--|--|
| <input type="checkbox"/> LCL-1: The Learning-Centred Leader | <input type="checkbox"/> LCL-7: Leading Action Learning |
| <input type="checkbox"/> LCL-2: Leading with Vision | <input type="checkbox"/> LCL-8: Leading through Conversations |
| <input type="checkbox"/> LCL-3: Learning to Lead Change | <input type="checkbox"/> LCL-9: Learning Leaders as Coaches |
| <input type="checkbox"/> LCL-4: Learning to Redesign Work | <input type="checkbox"/> LCL-10: Mastering Personal Leadership |
| <input type="checkbox"/> LCL-5: Leading through Teams | <input type="checkbox"/> LCL-11: Mental Models for Managers |
| <input type="checkbox"/> LCL-6: Learning Leaders as Facilitators | <input type="checkbox"/> LCL-12: Leading with Emotional Intelligence |

▶▶ **To Contact Us...**

For a detailed prospectus on the **Learning-Centred Leadership Series**, individual program Brochures or more information on our leadership learning, coaching, facilitation and change consultancy services, please **contact Bill Cropper** at The Change Forum on:

TEL: 07-4068 7591 MOB: 0429-687513 FAX: 07-4068 7555
 EMAIL: coachingclinics@thechangeforum.com
 WEB: www.thechangeforum.com

“An enjoyable and focused workshop. For me and my learning style, I found the structure and learning strategies very effective and worthwhile, which allowed valuable outcomes to be met. The content was great as well. The tools Bill presented increased my knowledge and awareness of emotional intelligence, building relationships and dealing with people and I’m sure will improve my skills, as I practice the strategies.” *Andrew Willis, Yeppoon State High School*

Registration Request

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

Early Registration DISCOUNTS*: **21 Days+** \$770 per person **7-20 Days:** \$825 per person
NFP & Schools \$660 per person **\$693 per person**

All Fees GST inc. Fees due on registration, payable within 14 days of Invoice and prior to attending; *Other Discounts may be offered – call to enquire
 NFP = non-Govt Community-based organisations – available places may be limited or standard fee applies;
 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: [] **Dealing w Difficult Discussions**
 (Please mark clearly)

AT Location: [] **ON: Day/s:** [] **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 by 8.30am to meet others and be ready for an 8.45am 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:	[]	Type:	[]
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**