

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.

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!

"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

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

"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

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*

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

Dates for public events are advised on our website and through periodical News updates circulated from time-to-time. Or contact us direct to check current event dates in your region. Course Fee (GST inc) 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, groups, schools and not-for-profit community organisations subject to advance payment completed no less than 10 days prior to the event. (Enquiries welcome for last minute registration.) Discount periods may be extended from time to time. A Tax Invoice will be provided and Venues confirmed on registration.

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?**

For groups of around 12 or more, you can benefit from the remarkable team-building aspects (and often savings) that come with conducting **Dealing with Difficult Discussions** or any of our other coaching clinics in-house, either for your leadership group or intact workteams.

“A great workshop! Well developed with a good combination of theory, practical sessions and take away practical tools!” Mark Walker. Hervev Bav Citv Council

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 workgroup or management team. To discuss your needs and obtain a quote call **Bill Cropper** on **07-4068 7591**.

» **About your Coaches...**

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

“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 Hobbell Manager Queensland Transport

Our colleague, **LEIGH BENNETT** assists from time to time with presentation of some Change Forum programs. Leigh is director and principal of *Enterprise Innovations*, a business consultancy providing a range of business innovation, project management and leadership development services ranging from economic development and tourism projects, to strategic, corporate and business planning, business coaching, mentoring and leadership capacity building.

Leigh is an experienced consultant, facilitator and leadership coach having worked extensively with all layers of government, corporations and small business and with a varied background as CEO, Director Economic Development and HR Manager for Hervey Bay City Council; a Human Resource Manager within CSIRO; an organisational development consultant (state government) and a former senior teacher and education consultant.

This diversity affords Leigh a flexibility and perspective on leadership spanning all levels of management, as an educator, an HR professional and business owner. He is passionate about promoting greater insight into the challenges of leadership believing good leadership takes courage and increased self awareness. He has a relaxed, practical and sensitive approach as a facilitator and coach and works comfortably with people at all levels including senior executives, operational managers, staff, politicians and the community.

Now successfully building a niche consultancy business, his current client list includes major Queensland government agencies, universities, small and large businesses and not for profit organisations extending across Queensland, Victoria, NSW and New Zealand. Here's some of the excellent feedback we are receiving from participants of workshops Leigh has facilitated for us:

"...I felt comfortable, supported and stimulated. I look forward to doing another course with you – thank you Leigh." Lyn Maher, Qld Health

"...Leigh, your down-to-earth approach to the realities of a workplace backed-up by reference to real-life experience was a valuable addition to the topic – nice to know we all face the same issues." Bronwyn Jones, CQU

"...The light of relevance was shining brightly with the second day of the workshop. Most appreciated for the good work from Leigh Bennett." S. Taylor, Qld Health

» 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.

"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.

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 .

» 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.

- LCL-1: The Learning-Centred Leader
- LCL-2: Leading with Vision
- LCL-3: Learning to Lead Change
- LCL-4: Learning to Redesign Work
- LCL-5: Reforming & Building Teams
- LCL-6: Learning Leaders as Facilitators
- LCL-7: Leading Action Learning
- LCL-8: Conversational Coaching
- LCL-9: Learning Leaders as Coaches
- LCL-10: Mastering Personal Leadership
- LCL-11: Mental Models for Managers
- 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

» What More Participants Say about Dealing with Difficult Discussions

"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 adopted throughout the 2 days put attendees at ease, so they willingly shared personal experiences (good and bad) for the sake of the group's learning journey. I found myself as both student and tutor, learning from the trainer, other attendees and, most importantly, from myself..." Tony Rolls, Dept of State Development & Trade

"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

"Dealing with Difficult Discussions was a course I needed to do - worthwhile and value for money for myself and the organisation. Both days gave me a lot of insight and ideas I can use in the workplace. There are good pointers in the book too and I've shared them with others since." Kylie Slack Qld Health

"Enjoyable and focused. 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

I thoroughly enjoyed Dealing with Difficult Discussions. It really made me think about how to present myself and look at the customer aspects of the conversation. The way you presented the program was excellent and the guidebook is great!" Sherral Brodie, Queensland Transport

"Difficult Discussions was very interesting and enlightening. I can see its relevance and usefulness in all walks of life including home & work". Jennifer Davis Queensland Health

"Your workshop provided some great skills. I've applied the leanings already, achieved a very positive outcome - and it has reduced my stress considerably. Thank you very much for your guidance." Duncan Bigg State Development Corporation

"I found Difficult Discussions challenging, relevant and meaningful and the guidebook a valuable resource. Back at work, my team members are smiling at me a lot more – I think I must be hearing them at last!" Penny Putney, Team Leader-Family Services, Churches of Christ Care



Use **THIS FORM** OR Register **ON-LINE** at
<http://www.thechangeforum.com/Registration.htm>

FEE DISCOUNTS:	21 Days+	Qld		Other States
	FULL Fee	\$660 per person...		\$693 per person...
	\$770 pp	\$750 per person...		\$770 per person...
	...Then	\$550 per person...	<input type="checkbox"/> Places limited	\$572 per person...
	Schools:	\$550 per person...		\$550 per person...
	NFP:			

All Fees GST inc. Discounts for advance-payment only; Max 20 places - priority given to paid reservations
Fees due on registration, payable 14 days from Invoice & no less than 14 days prior to event; EFT & Credit Card payment preferred
Fee not refundable but up to 14 days prior is transferable; Substitute welcome with prior notice. See website for full terms& conditions
Fee covers course attendance, guidebook, lunch and refreshments only – travel, accommodation and sundries not included.

►► **YES!** Please Register me for [] places to attend

DEALING WITH DIFFICULT DISCUSSIONS... at:

- Brisbane Gold Coast Toowoomba Hervey Bay
 Rockhampton Mackay Townsville Cairns
 Hobart Launceston OTHER: _____

On DATES: _____ MONTH: _____

Registration fee includes step-by-step self-coaching Toolkit: **Dealing with Difficult Discussions: converting confrontation into constructive conversation at no extra charge**

Venue details provided on confirmation of booking; Dates & venues subject to change or cancellation at The Change Forum's discretion
Confirmation of arrangements prior to attendance is the participant's responsibility.

🕒 Please come along by 8.30 am to meet others and be ready for a 9.00am start. Finish 4.45 pm
(Timing may vary occasionally please confirm this with us prior to attendance)

►► Here are my Details... (Please duplicate for multiple registrations)

First Name: _____ Last Name: _____

Organisation: _____

Position: _____ Email: _____

Address: _____

Ph: _____ Fax: _____ Mob: _____

Catering or Other Special Requests : _____

Please send Invoice to:	Name: _____
	Position: _____
	Email: _____ Ph: _____

►► More Information? 📞 Call **BILL CROPPER** on **07-4068 7591** Mob: **0429- 687 513**

💻 Email: coachingclinics@thechangeforum.com or FAX: **07-4068 7555**

- **Payment to:** TEAM Technologies Forum Pty Ltd ABN 52074816470 PO Box 136, Mission Beach Qld 4852
- Please **COPY** or **PRINT** off this form and **EMAIL** or **FAX** back to secure your booking.