



Conversations are every leader's business...

They're at the core of what leaders do. The calibre of your conversations is crucial to success and a telling indicator of positive culture and effective team functioning. Leading is a string of conversations that enable us to connect, inspire, influence, decision-make, strategise, build bonds, iron out bumps, energise and take action.

Ultimately, conversations determine the performance culture of your workplace.

What's this course about?

Conversations are such an everyday part of working that we rarely stop to think how we might be better at them. Knowing how to use different conversation tools is a vital, yet often overlooked facet for inspirational leadership and business success.

Leading Conversations is a practical coaching clinic to make every conversation you have count – an exceptional chance to lift how you lead conversations and extend the range of tools you can deploy in all sorts of settings – one-on-one, team meetings, problem-solving, coaching, change-making.

It revolves around 7 Conversation-making Principles behind better teamwork, leadership and high-performance and equips you with easy-to-learn tools to tone your capacity to have more pertinent, persuasive, positive and powerful conversation. Part of the appeal of our clinic is practising in a safe, small-group setting. You also do a *Conversational Coaching Scorecard* to self-assess and take-away a totally revised 5th edition update of our self-coaching guide.



Mastering the power of Positive Team Talk

Principles & formulas to shift discussions from dead-end debate to constructive conversation & dialogue...

2-day clinics or live-online as 4x3-hr sessions

Designed &
Presented by

Bill Cropper

Learn and practice conversational tools and know-how to...

- ✓ Apply 7 Principles to make your conversations more constructive
- ✓ Create a safe and inclusive conversation culture where people speak-up
- ✓ Help people say what's on their mind, think together and share ideas
- ✓ Raise the level of frank, open interchange between your people
- ✓ Be more present, focused and self-aware in your conversations
- ✓ Keep discussion on track and channel differences of opinion
- ✓ Say what you need to say and put your point across more persuasively
- ✓ Challenge other's views respectfully without falling into argument
- ✓ Make conversations meaningful and get to the bottom of real issues
- ✓ Have more connective conversations and really understand what's said

Learn more about cultivating constructive conversations online

For dates of our next live small group coaching clinics or online program dates:

Contact Bill Cropper ☎ 0429-687513 ✉ enquire@thechangeforum.com

In-House Clinics... Yes, we can come to you

There's a lot to be gained by encouraging your whole leader group or team to practise positive conversational protocols together to top-up their talking toolkits!

Enquire online about running this highly relevant course on-site or live-online for your leaders. We also run a 1-day fast-track called *Talking in Teams*.

Who is this course for?

While mainly aimed at leaders, this practise-intensive clinic can benefit anyone from managers, project coordinators or committee members to community groups, teachers or trainers who want ways to make talks more inclusive, engaging and positive, and master the art of more constructive conversation-making. If you want to have more open team talks to better your leadership, this may be a 'must-do' clinic for you!

Thousands of people from all kinds of backgrounds – teachers, local government, social and community workers, psychologists, health professionals, public sector managers – have used this clinic to ramp-up their discussion skills. **Please Note:** We run a separate program on *Dealing with Difficult Discussions* if you're mostly interested in handling hard talks.



Prefer a more personal conversational coaching experience? Bill regularly runs personal coaching on conversations, difficult discussions, emotional intelligence, leading culture, performance conversations and other facets of leadership. So, give him a call...

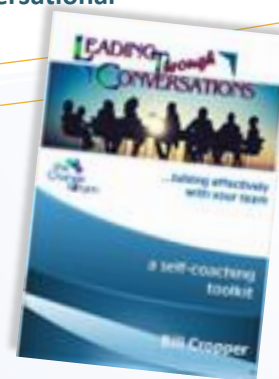
REGISTER or ENQUIRE on-line, Email or ☎ 0429-687 513

Cost • Pricing, venues, timing on [website](#), email notices or [contact us](#) to enquire
Dates • See our [online course calendar](#) or contact us to enquire

Leading Conversations looks at topics like:

▪ The conversational nature of leadership	▪ Balancing your say with hearing their say
▪ Conversational stock-take – your biggest challenges	▪ Speaking of feelings – role they play in conversations
▪ Constructive Conversation – the 7 Principles	▪ Conversational gears and connecting in 2nd position
▪ From Debate to Dialogue: different ways of talking	▪ Encouraging people to engage in conversations
▪ Stay in the conversation and out of argument	▪ Acknowledging, connecting and respectful challenging
▪ Prac sessions on dialogue & skillful discussion	▪ Being persuasive – assert yourself positively
▪ Level-headed questions & the lost art of listening	▪ Saying what you need to say – cleanly & clearly
▪ Troubles that bubble from assumptions we make	▪ Conversational Coaching Scorecard to set goals

➔ Comes with a comprehensive conversational self-coaching guide with 30 tools to continue learning practice back at work



Your conversational Coach – Bill Cropper



As founder of The Change Forum, I've spent more than 20 years helping senior executives, middle leaders and work-teams renew their conversational approaches to create more open and connective conversational cultures.

I'm particularly interested in conversational mastery, emotional intelligence and mindfulness to create compassionate, engaging workplaces and promote productive, open interchange of ideas. Since 2005 my work has centred on the role conversations play in healthy and functional leadership environments.

I have experience accumulated over hundreds of conversational coaching clinics run for executives, directors, leaders, teams teacher and professionals from many different backgrounds. I've run clinics in major city workplace locations and well as regional and outback work outfits such as hospitals, schools, not-for-profits, major government departments, roads, construction, mining, and community-based groups. Why not start a conversation with me about your conversational goals and what you want to achieve through having better talks together?



Registration Request

Also Register ON-LINE

REGULAR FEES[#] in the range of...

Current Fees HERE

General

NFP & Schools

2 Day Clinic

\$880-1100 per person

\$825-990 per person

Online Program

\$660-\$825 per person

\$660-\$825 per person

All Fees GST inc. NFP = non-Govt Community-based organisations; [#]Latest Email Discount Offers apply

Fees due on registration, payable within 14 days of Invoice and prior to attending; Fee transferable up to 14 days prior but not refundable; Substitute welcome up to commencement; Minimum numbers required at The Change Forum discretion; 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:

LEADING CONVERSATIONS

Online? Yes/No

(Please mark

At Location:

ON: Day/s

Month:

Comprehensive self-coaching Toolkit for the course attending included at no extra charge

Lunch and refreshments included on-location; Venue details provided on confirmation of booking

🕒 Arrival for 2-Day clinic 8.30am Finish: 4.30pm; ONLINE Sessions 9.30am-12.30pm

(Centrally located Venue and Timing advised on registration and re-confirmed 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:

Mobile No:

Special Diet?:

Organisation:

Postal Address:

City:

State:

PCode:

» Please Address Invoice to:

Email:

Contact Name:

Tel:

Position:

Unit/Div:

» For Payment by Credit Card (+ Fee 1.8%):

Number:

Name on Card:

CSV:

Email:

Expiry:

Signature:

Tel:

» EFT Payment (on Invoice) to: TEAM Technologies Forum Pty Ltd Trading as The Change Forum ACN 074 816 470

ABN 52 074 816 470

National Australia Bank BSB: 084-730 Acc: 67227-7221

~ SAVE or PRINT & Complete this form then EMAIL back to secure your booking ~

» More Information? ☎: 07-4068 7591 📞: 0429-687 591 💻: register@thechangeforum.com