



Leading CULTURE Change



Re-shaping & Revitalising
your Workplace Culture

Designed and delivered by

Bill Cropper

A 2-day clinic for leaders who are serious about renovating cultures to improve performance...

▶▶ The Culture Change Imperative

Culture change is on every leader's lips nowadays. It's the secret 'X' factor in organisation change success or failure. Culture ultimately limits or enlarges what's possible in an organisation. Research repeatedly shows that culture profoundly effects every facet of organisational life – our attitudes, behaviour, what we feel, how we think, act, respond to pressures, problems and challenges and how receptive we are to change and innovation...

Most leaders are acutely aware how *constructive* cultures help people perform, collaborate, connect and thrive. They're equally aware how *dislocated* cultures breed bad behaviour, stress, toxicity and sub-performance. "We need to change the culture" is a much-repeated mantra heard in many management meetings, yet culture is notoriously difficult to change. While there are no magic bullets or quick-fixes, if you can understand a culture, and learn some lessons about what seems to work and what doesn't, then you have a chance of changing it for the better. And that's what *Leading Culture Change* is all about.

▶▶ What does the Leading Culture Change Clinic cover?

This clinic complements our process-oriented *Learning to Lead Change* program, to focus on the human interactions and behavioural patterns inherent in day-to-day work life. It provides you with a substantial resource kit of tools and ideas and combines exploration of underlying principles and concepts with planning strategies to put in place back at work to get started in earnest on your culture change challenge – whether you're leading a team, a division or a whole organisation. Presented in major centres as a 2-day clinic; 1-day in regions or on request, here's some topics we touch on:

- Culture – the 'blob' in the background
- What is culture – components, characteristic and concepts
- Features of constructive and dislocated cultures
- The 7 Dimensions for cultural revitalisation
- Characterising current culture – culture scan surveys
- Recognising phases in cultural growth and decline
- Applying Systems Thinking to Culture Change
- Working out where to start with culture change
- Leading a culture change effort – tips and traps
- Lessons about leveraging the culture
- Creating a safe space for culture change conversations
- Encountering and countering cultural resistance
- Culture Change – replacing habits of behaviour
- Creating a culture change plan

▶▶ In-House Culture Change Clinics and Culture Scan Surveys

Leading Culture Change can be conducted in-house as an adjunct to support your culture change efforts or as part of your leadership development strategy, in both 2 and 1 day formats – though 2 days (at least) is strongly recommended.

The Change Forum also creates and conducts customised *Culture Scans* based on our 7 Dimension Model, tailored to your organisation context, to give you a snapshot of your culture and help get you started on the right path to cultural revitalisation. Scans can be administered externally by us or you can choose to purchase a self-directed version that can be conducted internally by you.

We also run team-building and cultural development clinics on a range of topics that can strengthen and support your current culture change programs. Contact Bill Cropper to talk over the state of your culture, find out how we may be able to help or ask us for a quote...

Do you want to:

- Come to grips with what all this culture change stuff is about?
- Take positive steps to create a more constructive team/workplace culture?
- Diagnose what your current culture is like and identify ways to revitalise it?
- Re-energise your culture, get people reconnected to and reduce toxicity?
- Make your workplace a more warm, welcoming and happier place to be?
- Develop strategies and processes to revitalise and transform your culture?

Is this clinic for you? Try this. Are your people more...

- Despondent and de-motivated lately?
 - Defensive, scratchy, irritable, cynical?
 - Stressed, frustrated and distrusting?
 - Blaming, back-biting, sniping, snitchy?
 - Disconnected, distanced, withdrawn?
 - Competitive and less co-operative?
 - Erratic in their behaviour/emotions?
 - Guarded and less communicative?
- ➔ If you ticked 3 or more of these why not consider coming along?

Reading about Culture Change...

Issue-12 of our *CC E-News* focuses on culture change. Also review **FactFile-4: Teambuilding – the Art of Working Better Together** and **FactFile-26: Changing Cultures**
[Download at www.thechangeforum.com](http://www.thechangeforum.com)

What about Cost & Registration?

Use the attached registration form for return by email or fax or register on-line at www.thechangeforum.com Course Fee (see rego form) includes lunch and refreshments plus a comprehensive self-directed Toolkit to use back at work. Max group size 20. Dates and locations in covering circular and on-line. Contact us to request a clinic in your region...

Contact Us...

For information, brochures and in-house quotes, contact **Bill Cropper:**

TEL: 07-4068 7591

FAX: 07-4068 7555

MOB: 0429-687513

EMAIL: consult@thechangeforum.com

WEB: www.thechangeforum.com

▶▶ Other Clinics to Support Culture Change...

Culture change is top-listed on organisation agendas today. Yet we often overlook that it starts with how people think, feel and talk together. Our range of **Emotional Intelligence, Working Better Together and Conversational Coaching** clinics equip leaders and staff with the emotional, conversational and relational skills they need to be better leaders and team-players and build vibrant, healthy and connective work cultures.

▶▶ Constructive Conversations & Difficult Discussions...

The calibre of conversations in an organisation, school or classroom is a telling indicator of workplace culture and a key element in the effective functioning of any group or team. Our foundational 2-day constructive conversations clinic: **Leading through Conversations** explores 7 essential principles for more powerful, penetrating and constructive conversations that will help you manage your conversations more effectively and strengthen your capacity for conversational leadership in wide-ranging settings. For those more contentious, confronting conversations that so many of us find difficult to handle well, our popular 2-day master class **Dealing with Difficult Discussions** offers a set of practical tools and a process to follow to help handle difficult situations with more care and confidence and ultimately convert destructive confrontations into constructive conversation. A new addition to this collection: **Positive Performance Conversations** is a 1-day master class to help leaders develop more confidence and competence in delivering difficult feedback to low performers and handling defensiveness more constructively.

▶▶ Emotional Intelligence Clinics for Leaders & Teams...

Personal Mastery: Leading with EI is our core 2-day EI program for leaders at all levels, exploring tools to apply 7 key EI practices to energise leadership, create more connective team relationships and bring out the best in others. For general staff, our interactive 1-day seminar **EI at Work: Working with Emotional Intelligence** shows staff what EI is, why it matters and how to start applying basic EI tools and behaviours at work. And our schools program **Teaching with EI** looks at strategies for integrating social and emotional intelligence practices into daily classroom activities.

▶▶ Teambuilding – the Art of Working Better Together...

Working Better Together is the generic label we use for our team-building approach. Many of us work together for years and never take the time to reflect on how we come across or talk to each other. All teams need to take time-out now and again to work on their team-talk, renew relationships, find ways to discuss difficult issues that get in the way and clarify how they can work better and more constructively together.

We regularly design and run tailored team-building interventions for workteams that want to build a more positive team culture, harness commitment to a shared vision and create opportunities for growth and challenge. Download our **Working Better Together Prospectus** for lots of useful pointers to help plan your next team-building session at www.thechangeforum.com. Or contact us by email or phone or on-line enquiry form to request an outline of our approach or find out how a **Working Better Together** clinic can help you and your team.

▶▶ Facilitation & Presentation Services...

As an adjunct to our leadership learning programs we provide personalised leadership **coaching services** for individuals and small groups, forum facilitation, key-note presentations and fast-track learning sessions at conferences, planning forums, team meetings or other relevant events. Bill delivers informative, interactive, thought-provoking sessions on topical themes designed to address or complement particular issues, concerns, challenges and context. Bill's style is relaxed, down-to-earth, amusing, affirming and engaging. He connects with people and puts them at ease, at the same time as raising their curiosity and gently confronting current thinking. More information **on-line** or contact Bill direct to discuss ways he can help.

▶▶ Our Change Services – Helping you with Change

We've been helping organisations and leaders with change projects large and small for many years and we've a fair idea how daunting it can sometimes seem. Organisations often want help designing their own change processes but choices and options around change and working out where to start can sometimes overwhelm and confuse. So we've put together a **Profile of our Change Services** which provides a snapshot of the sorts of things organisations typically ask us around workplace change and some of the critical change management areas you are likely to want to address. Download on-line or contact us direct to discuss ways we might be able to help.

About your Presenter:



Bill Cropper is Director of **The Change Forum**.

He has a wealth of practical leadership learning, coaching and change experience. His work centres on helping leaders to build the conversational, emotional, relational and team-working capabilities they need to create vibrant, supportive work cultures and high-performing teams.

Bill's keenly interested in the benefits of conversational coaching and emotional intelligence to create connective and compassionate workplaces, promote productive, open interchanges and facilitate personal growth and change mastery. For the past 7 years, he's run hundreds of Conversational Coaching and EI Clinics that have benefited numerous managers, team leaders and other professionals from many wide-ranging backgrounds. Bill's a preferred learning consultant and leadership coach for many public sector agencies, providing facilitation, training and coaching services to senior executives, managers, work teams and community groups around leadership capacity-building. He has a down-to-earth, relaxed and outgoing style and works comfortably with people from all levels, occupations and backgrounds.

Tel: 07-4068 7591 **Mob:** 0429-687 513

Email: billc@thechangeforum.com

"I appreciated your laid-back/informal approach to delivery. I left feeling motivated and eager to put what I'd learnt into practice" Di Grech Bentley Park College
"Your friendly, laid back manner put us at ease right from the start." Robyn Yared, Greater Brisbane Gifted Education Network

In-House Programs...

Integrate our learning programs into your leadership or organisational capacity-building strategies by having them conducted **in-house**— in standard format or customised to suit the particular needs of your workplace or team. In-house clinics enhance shared understanding, strengthen relationships and increase the likelihood of people applying new ideas productively in 'real-time' back in your workgroup or management team.

Other Services...

We offer a wide range of change consultancy, learning, coaching, team development and facilitation services and invite you to contact us (any time) to discuss your needs or issues, how we can help and arrange a quote. For individual program brochures or more information on how we might be able to assist you or your team, **contact Bill Cropper at The Change Forum** on:

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TEL: 07-4068 7591

FAX: 07-4068 7555

EMAIL: consult@thechangeforum.com

WEB: www.thechangeforum.com

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

Early Registration DISCOUNTS#: 21+ Days	2 Day Event	1 Day Event	Other Discount Code:
Full Fee \$550 / \$880 per person	\$770 per person NFP & Schools \$660 per person	\$495 per person \$440 per person	

All Fees GST inc. NFP = Non-Govt community-based not-for-profit organisations – places may be limited;
 Fees current at time of printing but subject to review at discretion of The Change Forum; Fees due on registration, payable within 14 days of Invoice and prior to attendance; 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: **Leading Culture Change** _____
 (Please mark clearly) Other Program

AT Location: _____ **ON: Days:** _____ **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:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Last Name:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Position Title:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit/Div/Dept:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Email:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Tel BH:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Mob:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Catering or other Needs:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Organisation:	<input type="text"/>		
Postal Address:	<input type="text"/>		
City:	<input type="text"/>	State: <input type="text"/>	PCode: <input type="text"/>

▶ **Please Send Invoice to:** **Email:**

Contact Name:	<input type="text"/>	Tel:	<input type="text"/>
Position:	<input type="text"/>	Fax:	<input type="text"/>
Unit/Div:	<input type="text"/>	Mob:	<input type="text"/>

▶ **For Payment by Credit Card (+ Fee 1.3%):** **Email:**

Name on Card:	<input type="text"/>	Type:	<input type="text"/>
Card Number:	<input type="text"/>	Expiry:	<input type="text"/>
Signature:	<input type="text"/>	Tel:	<input type="text"/>

▶ **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**