



A concentrated 2-day clinic on how to handle contentious conversations...



Designed and delivered by **Bill Cropper**

**A step-by-step approach to convert destructive confrontation into constructive conversation**

►► **Difficult Discussions – managing the unavoidable...**

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 efforts we make or conversational strategies we try.

Challenging, confronting or contentious conversations are something everyone has to learn how to handle. Often, it's the conversations we dread most that we handle the most clumsily. How do you shape up in managing those difficult conversational moments? Do you resort to blame, accusation, domination – or retreat into silence and hope it will all slide past?

Avoiding difficult discussions causes so much conflict and stress at work, it's a wonder we don't work harder on getting better at having them? Poorly handled or avoided, they detract from performance and erode relationships – trust goes, misunderstandings multiply, productivity plummets and teams turn toxic.

Sure, there's 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. You can do something about handling confrontation better, overcoming anxiety and managing your own responses to challenging situations more effectively... and that's what our clinic is all about.

►► **What does our *Difficult Discussions* clinic do?**

This 2-day coaching clinic equips you with a robust set of easy-to-use tools to navigate your way through those troublesome conversations more confidently. Practise a more methodical, controlled and step-by-step approach to convert destructive confrontation into constructive conversations. Discover new and different ways to handle a difficult discussion, learn how to approach them with more care, calm and confidence and get new insights into ways to deal with difficult people and tricky conversational moments. Topics we touch on include:

- ▣ Deciphering the dynamics of difficult discussions
- ▣ 3 E-conversations behind difficult discussions
- ▣ Blockers: Intentions, Blame and Assumptions
- ▣ Facing feelings - core of difficult discussions
- ▣ Tips for defusing difficult moments
- ▣ 5-stages in dealing with difficult discussions
- ▣ Replace blame/fault-finding with contribution
- ▣ 3ANTIX - starting a difficult discussion
- ▣ Dissecting differences and comparing stories
- ▣ Disentangling intent from impact
- ▣ Deal with defensive routines/strong emotions
- ▣ Re-scripting your difficult discussion

►► **Who is this clinic for?**

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 could be a 'must-do' clinic for you! Dealing with Difficult Discussions 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... Managers, team leaders, committee members, project leaders, customer relations officers, community groups, teachers, 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

**Do you need to:**

- ▣ Grasp the dynamics behind difficult discussions and how to use this?
- ▣ Identify common handling mistakes we make and how to avoid them?
- ▣ Find out ways to start a difficult discussion and raise hard topics?
- ▣ Deal more confidently with difficult conversations?
- ▣ Reduce tension and take the heat out of difficult discussions?
- ▣ Practise ways to defuse difficult discussions or control the damage?
- ▣ Practise tools to defuse difficult situations and resolve differences?

**What others say about this clinic**

- *Well worth it. Very good value. Training was of a very high standard.* Ken Day, DLGP
- *Great structure and content, presented in everyday language with an easy-to-follow guidebook.* Bill Ohl, DET
- *"Excellent... Tips on how to start a difficult discussion most beneficial... Fantastic presenting...easy to learn..."* Stephen Dendle, Sport & Recreation Qld
- *Brilliant! Really feel much more capable of handling difficult discussions now.* Dana Farrell, BlueCare

**Read up on Difficult Discussions?**

Our free [FactFiles](#) feature topical tips on aspects of conversations, leadership teams and emotional intelligence. [Issue-11](#) of our [CCE-News](#) offers insights and tips on coping with caustic conversations. A step-by step approach can help take the heat out of those more challenging conversational encounters... [Read more](#)

**In-House programs...**

Integrate our learning programs into your leadership or organisational capacity-building strategies: conduct them 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.

**Tel:** 07-4068 7591 **Mob:** 0429-687 513  
**Email:** [billc@thechangeforum.com](mailto:billc@thechangeforum.com)



## ►► What about Cost – and how do I Register?

Course Fee (GST inc) covers lunch and refreshments and a comprehensive self-coaching Toolkit designed to assist your ongoing learning back at work. Fee discounts offered for early registration, schools and not-for-profit community organisations subject to payment in advance of attendance. Fees are not refundable but are transferable up to 14 days prior to an event. Substitute welcome. Max 16 places per event. **Timing:** 8.30am Arrival – 4.30pm Close (unless otherwise advised). **Registration:** Form included below for return by Email or register **On-line at** [www.thechangeforum.com/Registration.htm](http://www.thechangeforum.com/Registration.htm)

## ►► Constructive Conversations Clinics...

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 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. It's the foundation clinic for our **Dealing with Difficult Discussions** Master Class and an essential complementary program for leaders attending one of our **Leading with Emotional Intelligence** programs to improve their capability to connect better with their teams.

## ►► 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](http://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.

## ►► Thinking about – personalised Coaching?

As an adjunct to our leadership programs, we provide personalised coaching services for individuals and small groups at all levels. A typical coaching program consists of 5 x 2-3-hour coaching sessions every 4 weeks or so, with a blend of face-to-face and telephone coaching and email support. Download our **Coaching Prospectus** for some simple, straightforward answers to what "all this coaching stuff is about" to help you make up your mind whether our coaching approach might suit you.

## ►► 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


Need a helping hand to handle change? 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. 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. 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.

## Registration Fees...

|                      | 2-days          | 1-days          |
|----------------------|-----------------|-----------------|
| <b>FULL FEE:</b>     | <b>\$880 pp</b> | <b>\$550 pp</b> |
| <b>General*:</b>     | <b>\$792 pp</b> | <b>\$495 pp</b> |
| <b>Schools/NFP*:</b> | <b>\$693 pp</b> | <b>\$451 pp</b> |

**Note:** All Fees GST inc. Fees current at time of printing but subject to review at the discretion of The Change Forum. EFT or credit card payments preferred. Purchase Orders not accepted as payment. Places limited. \*Subscribe for discount or pay Full Fee

## 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 coaching clinics and forums 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](mailto: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  
*"I really enjoy your facilitation style Bill - a well balanced mix of theory, practical and humour in a relaxed, fun atmosphere that makes learning easier"*

M. Polkinghorne, Disability Services Qld

## Other Services... Contact Us

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:

**MOB:** 0429-687513

**TEL:** 07-4068 7591

**FAX:** 07-4068 7555

**EMAIL:** [consult@thechangeforum.com](mailto:consult@thechangeforum.com)

**WEB:** [www.thechangeforum.com](http://www.thechangeforum.com)

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

|                                    | Single Subscriber* | 2-Places* | Full Fee | NFP & Schools* |
|------------------------------------|--------------------|-----------|----------|----------------|
| <b>Fee Payable – 2-Day clinic:</b> | \$825 pp           | \$792 pp  | \$880 pp | \$693 pp       |
| <b>1-Day clinic:</b>               | \$495 pp           | \$473 pp  | \$550 pp | \$451 pp       |

All Fees GST inc \* Subscribe for discounts or pay Full Fee NFP = Non-Govt community-based organisations – discount 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 14 days 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  
**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:**   
 (Please mark clearly)

**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

**Registration 8:15 am; Session Start 8.30 am; 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)

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▶ **More Information?** **TEL: 07-4068 7591** **Mob: 0429-687 591** or **Bill Cropper: 0429-687513**  
**EMAIL: [register@thechangeforum.com](mailto:register@thechangeforum.com)**