



1-day Interactive Seminar on **Working with Emotional Intelligence** for general STAFF (not Managers)



Designed
and presented by
Bill Cropper

A companion to our *Leading with EI* program – for the people you rely on most... **your Staff**

▶ **Emotional Intelligence at Work...**

Emotions may seem minor from a strictly rational business viewpoint, yet they have a real impact in terms of getting work done well, relating well to customers, colleagues, bosses, and creating a positive and productive work climate. Whether we're aware of them or not, feelings are pivotal for high-energy teams, constructive work relationships and 'can-do' cultures. They profoundly influence how we behave, how we cope with change, how well we manage workload pressures and how motivated, satisfied and effective we are at work

The cost of a lack of emotional intelligence is huge in terms of staff turnover, low work output, stress, mistakes and low morale – but they often go unnoticed. We all know when people feel down emotionally, concentration is difficult, the tendency to make mistakes increases, tempers are stretched and work is likely to be less productive than when we feel good and at our best.

▶ **EI is indispensable for successful work...**

Emotional Intelligence has a lot to do with raising levels of achievement, motivation, goal-focus, optimism, joy, purpose and staff performance – and decreasing dysfunctional behaviour and performance drawbacks like anger, apathy, aggression, anxiety, cynicism, contempt, sullen silence and withdrawal that set off negative emotional chain-reactions and spawn toxic work climates. *EI at Work* considers key areas of work life like working in teams, dealing with customers (and cantankerous bosses) and coping with change in taking a close look at what EI is and why it matters. It looks at respect, relationships and attitudes to work from an EI perspective and shows you how to apply personal EI practices to boost performance and bring out the best in yourself and others.

[The program does not deal with leadership aspects of applying EI. Managers and other leaders should attend our 2-day leadership clinic – Personal Mastery: Leading with Emotional Intelligence. See website or call for information]

▶ **What we cover in this clinic...**

We start the day in this 1-day interactive seminar with an introduction to EI and some key EI work practices for individuals and teams and then look at some simple but effective tools you can use to build emotional self-awareness, better manage critical work situations and improve team relationships: Topics we touch on include:

- EI at work – what it is and why it's important
- Toxic emotions – the hidden costs at work & home
- Neuro-anatomy of emotions – why EI is a brainy idea
- Emotional hijacks – when feelings run away with you
- Primal feelings – your emotional colour signature
- Finding feelings – & what to do with them when you do
- The EI triangle – thoughts, feelings, actions
- Empathy – reading your emotional radar
- Emotional perceptions – how feelings colour situations
- Emotional awareness – blindspots and feeling triggers
- Dealing with disruptive emotions – anger, anxiety & apathy
- Managing moods – and their impact on your ability to perform
- Coping with change – the emotional element
- Connective conversations – talking from your heart
- Dealing with difficult discussions and other emotional situations
- Productive EI states – optimism, hope, focus and flow
- Heeding feelings – obeying your instincts in making decisions
- Positive emotional programming – enabling and limiting beliefs

To support ongoing learning and tools practice after the course, participants receive a comprehensive self-directed Toolkit with additional tools and activities to work on individually or with your team in real time back at work.

Do you want to...?

- Understand what EI is and why it matters for good work and great relationships?
- Get in tune with your own feelings and manage your moods better?
- Understand the impact emotional styles have on other people?
- Connect better with colleagues and others?
- Handle conflict, anger, change and stress better?
- Deal better with difficult people?

Who should attend?

If you're a supervisor, manager or team leader this seminar is NOT for you! It IS for the people you rely on most – your STAFF! And it isn't just for those people you find difficult or troublesome either. Working people from any walk of life who want to connect better with others, improve their 'self-awareness, learn some strategies to improve team relationships and increase their own satisfaction with work, can benefit greatly from coming along to this clinic.

What people say:

"Extremely interesting and challenging! I came thinking I'd just sit through it but by lunchtime I was confronting my demons. I love the Guide too – haven't been able to put it down. Thanks for opening my eyes and my mind." **Francis Duke, Qld Health**

"I enjoyed the presentation, humour and real-life stories. An interesting experience facing your own feelings and awareness of others. Great work!" **Rosalie Marchant, Gracemere State School**

"I got a lot of personal satisfaction from the course... you did a great job. You made me feel confident and relaxed - can't recall the last time I was in a workshop where I actually felt comfortable. Great job Coach!" **Leita Hart, Dept of Education & Training**

In-House programs...

EI at Work can be delivered in-house in either 1-day or 2-day formats for whole teams or work units keen to take a unified approach to improving the way they work together. In-house clinics enhance shared understanding, strengthen relationships and increase the likelihood of people applying new ideas productively in 'real-time' at work. Integrate our learning programs into your organisational capacity-building strategies – in standard format or customised to best suit your particular needs.

TEL: 07-4068 7591

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EMAIL: consult@thechangeforum.com

WEB: www.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 20 places per event. **Timing:** 8.30am Arrival – 4.45pm Close (unless otherwise advised). **Registration:** Form included below for return by Fax or Email or register **On-line** at www.thechangeforum.com/Registration.htm. Contacts below.

► Constructive Conversations & Difficult Discussions...

The primary way we communicate our feelings is through conversation. And the quality of our conversations affects not only ourselves but everyone we interact with – at home and at work. In fact, the calibre of the conversations we have is a key element in the effective functioning of any group or team and a telling indicator of workplace culture. 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. And for those more confronting conversations that so many of us find challenging 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. Regular public clinics are offered in selected regional locations and available for delivery and customisation in-house.

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

Many of us work together for years and never take the time to reflect on how we come across 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 work teams that want to build a more positive team culture, harness commitment to a shared vision and create opportunities for growth and challenge – **Working Better Together** is the generic label we use for our team-building approach. Download our **Working Better Together Prospectus** for lots of useful pointers to help plan your next team-building session. Or contact us by email, phone or on-line enquiry to request an outline of our approach and find out ways a **Working Better Together** clinic can help you and your team.

► 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.

► 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...

In addition to change consulting and leadership development programs we offer general forum facilitation services and deliver key-note presentations and fast-track learning sessions at conferences, planning forums, team meetings or other relevant events. Bill Cropper 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 Cropper direct to discuss ways he can help.

Registration Discounts:

1-day events

Up to 21 days prior: **\$440 p.person**

Full Fee: **\$495 p.person**

Schools & NFP: **\$396 p.person**

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.

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

"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

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FAX: 07-4068 7555

EMAIL: consult@thechangeforum.com

WEB: www.thechangeforum.com

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

Early Registration DISCOUNTS*:	General	21 Days +	Then...
	NFP & Schools	\$475 per person	\$529 per person
		\$429 per person	\$440 per person

All Fees GST inc.; NFP = non-Govt Community-based organisations – limited places available then standard fee applies;
Fees due on registration, payable within 14 days of Invoice and no less than 14 days prior to event;
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: **EI at WORK 1-Day Seminar**

(Please mark clearly)

AT Location: **ON:** **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 4.45pm 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"/>	Tel:	<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
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