



# PERSONAL MASTERY WITH EMOTIONAL INTELLIGENCE

## Mastering the 7 Practices of Emotionally Intelligent Leaders

Designed and delivered by

**Bill Cropper**



**EI isn't just a fringe activity for managers – it's a critical competency for any capable leader!**

### » Emotions are Management Business...

Leaders have an immense impact as energizers, amplifiers and emotional caretakers, on the performance, culture and emotional climate of people they lead. *Personal Mastery* and *Emotional Intelligence* are critical competencies for all capable leaders. More leaders now see how successful outcomes have a lot to do with their ability to 'tune into themselves' and become more mindful of the way their thinking, feeling and behaviour patterns influence the people around them. Research repeatedly shows these to be key factors that set successful leaders apart from the rest of the pack. High-impact leadership starts with YOU.

Feeling you have to deal with emotions at work may seem 'touchy-feely' from a rational business viewpoint but when you boil it down, they're the background to everything else that happens at work and every interaction leaders have. The basic business case for EI is simple: good moods equal good work, bad moods are bad for business. When managers dwell in negative emotions, they create dissonance, dissatisfaction and decimate group morale. When leaders use emotions positively, they resonate, connect and inspire extra effort.

### » What is *Leading with EI* all about?

This highly interactive, leadership coaching clinic provides down-to-earth insights into how to apply the critical leadership practices of Personal Mastery and Emotional Intelligence, explores tools to make them work for you and clarifies common, core dimensions they share: self-awareness, self-control, and relational leadership. It has loads of useful insights into how to apply 7 key EI practices to energise your leadership, create connective team relationships and bring out the best in yourself and others. Topics we touch on include:

- Emotional Intelligence: What it is & why it matters for brilliant leadership
- Handling emotional hijacks: Mapping your emotions with the EI triangle
- The neuro-anatomy of emotions: a brainy idea
- Resonant versus Dissonant leadership styles
- Leaders as emotional amplifiers: Hidden costs of toxic workplace climates
- 7 key Practices of Emotionally Intelligent leaders
- Finding and expressing feelings and how to use them more effectively
- Empathy: reading your emotional radar
- EI Blind-spots: defensive triggers and how they colour perceptions
- Mood control: Impact of feelings on how well we manage
- EI in play: the conversational connection
- Connecting with others: The power of 2nd position
- 5-Step Plan for dealing with anger, hostility and other disruptive emotions
- Personal Mastery principles: Self-direction, choice and self-responsibility
- Personal Vision and Purpose – the core of Personal Mastery
- Productive EI states: How leaders can positively influence others
- Enabling & limiting beliefs – learned pessimism or optimism
- EI Team Dimensions: Creating the climate for connection and rapport
- Stock-take your EI skills and identify some self-coaching steps

### » In-House advantages for Teams...

Remarkable team-building advantages can result from conducting emotional intelligence programs in-house for leadership groups or intact work teams. As well as strengthening relationships, in-house learning enhances shared understanding and increases the likelihood of people applying new ideas productively in 'real-time' back in your workgroup or leadership team. Integrate our learning programs into your leadership or organisational capacity-building strategies – in standard format or customised to suit the particular needs of your workplace or team. Contact us to explore options and arrange a quote

### **Do you want to...**

- Energise people you lead and create constructive emotional climates?
- Connect with your people better and get in tune with them?
- Diagnose the impact your emotional style has on others?
- Manage your moods and handle conflict, anger and hostility better?
- Boost your leadership performance and bring out the best in others?
- Work more diligently on your level of self-awareness and self-mastery?
- Develop personal strategies to be a more emotionally intelligent leader?

### **What others say...**

"Inspired by the workshop! I learned a lot about myself." Britt Armstrong, Qld Health

"Excellent. Very personally challenging. Great material." Michael Byrne Qld Transport

"Extremely practical. An excellent mix of content, tools, practises." Jenny Flynn, Disability Services Qld

"Very thought provoking and insightful with lots of good tips." Rob Hedlefs, DPI

"Very impressive." Keith Twyford, QPWS

"I really enjoyed the way the course was presented... and found lots of useful activities for myself and my students." Jay Jordon, St Teresa Abergowrie College

"Challenged me in positive, enjoyable ways and I really have found the guide useful to help me operate more effectively." Inger Altermatt, Caboolture State Special School

### **Want to read more about EI?**

**Factfile-20: *Leading with EI*** and **FactFile-10: *10 Dimensions for EI Teams*** offer insights into the kinds of materials included in the Leadership Learning Guides we provide with all our programs. A variety of other FactFiles featuring topical tips on *Connective Leadership*, *EI at School*, *Constructive Conversations* and *Skillful Discussion* for example, are available for free download from The Change Forum website <http://www.thechangeforum.com>

### **Contact Us...**

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

**TEL:** 07-4068 7591

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# A 1-Day *Fast-Track* Seminar to introduce Principles & Practices for Effective EI Leadership

**EI isn't just a fringe activity – it's a critical competency for any capable leader !**

## **EI** A 1-day seminar linking Emotional Intelligence to leadership...

We dramatically underestimate the role emotions play in every corner of our lives. Whether it's at work or at home, they affect how we think, who we are and how we live. They exert a powerful pull on how we behave, how we cope with change and stress, how well we manage our relationships with work colleagues and loved ones and how productive, happy and satisfied we are.

Emotional Intelligence (EI) isn't just a fringe activity for managers anymore – it's fast becoming a critical competency for any capable leader. Since the publication of Daniel Goleman's ground-breaking works, EI has virtually become a brand-name for brilliant leadership.

## **EI** The basic business case for EI is simple: Good moods equal good work. Bad moods equal bad work and poor relationships...

Feeling you have to deal with emotions at work may seem 'touchy-feely' from a rational business viewpoint, but they have a real impact in terms of getting work done. They're the means through which we get in tune with the feelings of people around us and create the climate and relations that support 'good work'.

More leaders now connect successful outcomes with their own level of EI – their ability to be more mindful of how their emotional patterns affect the climate, culture and performance of their teams – not to mention the impacts on customers, quality, service delivery and workplace well-being. Leaders act as emotional caretakers and barometers for their team, whether they mean to or not. They have an immense impact as 'energizers', 'mobilisers', and 'meaning-makers' - depending on how well they connect and manage their moods.

## **EI** What is this *Fast-Track* EI Leader Seminar about?

Adapted from our full 2-day program, this 1-day seminar for busy leaders overviews 7 Practices of Emotionally Intelligent Leaders and paces you through selected tools and practices to cultivate more connectivity, build more constructive team relationships and make EI work for you! It will help you:

- See the role emotions play in leadership and how to use them effectively
- Show you selected EI tools and practices to tune in and connect better
- Stock-take your EI skills and the impact emotions have on you as a leader
- Develop a personal self-coaching plan and find ways to put EI into action

## **EI** Here's some topics we'll touch on during the day...

- EI – what it is and the part it plays in great leadership
- Leaders as emotional amplifiers – workplace cost of toxic emotions
- Connective leaders & the brain basis of EI – why EI is a brainy idea
- Emotional qualities of great leaders – overview 7 Practices of EI Leadership
- Handling emotional hijacks – when feelings run away with you
- Emotions mapping with the EI triangle – thoughts, feelings, actions
- The "F" word: finding feelings and expressing them more effectively
- Empathy – reading your emotional radar – connecting with other's emotions
- Dealing with disruptive emotions – anger, anxiety & apathy
- Handling hostility in 2nd gear
- Mood control – how feelings impact on how well we manage
- EI in play – the conversational connection – talking from the heart
- Stock-take your EI skills and identify some self-coaching action steps

## **Do you need to:**

- Connect better with people you lead and generate constructive emotional climates?
- See the impact your emotional style has on others or raise your level of self-mastery?
- Manage your moods and handle conflict, anger, hostility better?
- Give a boost to your leadership and bring out the best in others?
- Develop personal strategies to lead with emotional intelligence?

## **Other EI programs...**

The Change Forum offers a variety of programs on the subject of emotional intelligence. Busy leaders may prefer this 1-day fast-track *EI Leader* clinic... Otherwise our full 2-day clinic *Personal Mastery: Leading with Emotional Intelligence* is more in-depth with more tools and more practice. EI is as essential for your team as for leaders, so send your team along to our 1-day staff seminar *EI at Work*. For a school orientation *Teaching with EI* includes classroom applications and for an extension to your current EI leadership practice *Compassionate Leadership* is a 1-day master class that explores how to use resonance, empathy to create more vibrant work relationships and relieve leadership stress.

## **Other Services**

The programs in this flyer are only part of what we do. We also assist with a range of change management, organisation learning, coaching, teamworking and facilitation services and invite you to contact us any time to discuss your needs, how we can help and arrange a quote. Our current suite of scheduled learning programs also includes: *[Follow links to brochures.]*

- Leading through Conversations
- Dealing w. Difficult Discussions
- Leading through Teams
- Learning to Lead
- Learning to Lead Change
- Learning to be Coaching Leader
- Leading Learning Schools

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An advanced emotional intelligence clinic for connective leaders

Designed and delivered by

**Bill Cropper**

**Extend your EI practice through mindfulness, connectivity and compassion**

► **Compassion – the missing link in leadership**

The public profile of a powerful leader is someone who's tough, decisive, hard-nosed and results-driven – who puts business before benevolence. We convince ourselves we can't make space for compassion and connection, yet that's what truly great leaders do make time for.

They have the conviction, confidence and courage to cultivate connectivity and compassion. They see connectivity as the conduit for almost everything else they do. And compassion is the key – human kindness but also practical business sense too. People can't focus and do good work if they're distracted by strong negative emotions.

If you want people to take committed action and put in a superior performance, you have to dissuade dissonance by connecting with their feelings first. Connectivity is *compassion in action*. Compassionate leaders inspire people with purpose, hope, optimism and energy because they resonate, empathise and connect. And in doing so build resilience for their own well-being as well.

*“Research shows that positive emotions such as compassion have a decidedly constructive effect on neurological functioning, psychological well-being, physical health and personal relationships. Consciously engaging emotions such as hope and compassion, counters the physiological and psychological harm done by stress.”* McKee, Boyatzis & Johnston *Becoming a Resonant Leader* pp.38 & 154

► **What is this EI Master Class about?**

This insightful 1-day clinic shows how to take the next step to raise your level of EI by mindfully cultivating connectivity, compassion and empathy – all telling social and emotional factors in creating vibrant work relationships, maintaining your emotional balance, building resilience to combat toxic emotions, relieving leadership stress and building up well-being. It deepens basic EI leadership practices by exploring ways to integrate compassion into your leadership mix through resonance, enhanced self-awareness and active self-reflection. Topics we touch on include:

- ☑ Compassion in a practical leadership context
- ☑ Empathy – not an optional extra for leadership
- ☑ Unpacking the components of compassion
- ☑ Mindfulness – why connective moments matter
- ☑ Diagnosing dissonance – reinforcing resonance
- ☑ Renewal: stress, burn-out and wake up calls
- ☑ Compassion – role in stress relief and well-being
- ☑ Hope, happiness and the health connection
- ☑ Foundations: understanding, empathy, curiosity
- ☑ Even-mindedness - maintaining mental balance
- ☑ The positive psychology of compassion.
- ☑ Mental exercises for cultivating compassion
- ☑ Using compassion to combat toxic emotions
- ☑ Emotional skill-package of compassionate leaders

► **Who is this Clinic for?**

This clinic assumes you have already undertaken some foundational learning on EI practices for leaders and have been actively developing EI leadership. If you are not conversant with EI leader fundamentals, we would recommend attending our *Personal Mastery: Leading with EI* program first.

This program can benefit people from all walks of leadership life: executives, counsellors, clinicians, teachers, principals, directors, administrators, learning advisors, public sector professionals, change agents, facilitators and trainers – anyone interested in taking the next steps to lift their level of emotional intelligence, mindfulness and connective leadership practice.

**Do you want to:**

- Energise, inspire and connect more with people you lead?
- Cope better with the stress of leading & combat toxic emotions
- Cultivate a more compassionate, calm and connective approach
- Be more present, optimistic, open and approachable?
- Be emotionally balanced and even-minded dealing with others
- Develop strategies to revitalise, restore and renew yourself?

**Try this:** How do you know if this clinic is for you? Have you...

- Reached the point where you know how much emotions really do matter for good leadership, good work, good relationships and good living?
- Realised that whatever leadership tasks you have, connecting with people comes first?
- Been looking for ways to lift or revitalise your leadership approach?
- Had any wake-up calls lately that alert you to the need to handle your stress differently?
- Been feeling burnt-out, fatigued, fed-up or been behaving in ways that leave you wondering?
- Felt restless, self-questioning – that there's just something missing in your leadership mix?

➔ **If you ticked 2 or more of these why not consider coming along?**

**Introductory Reading...**

For background to this clinic and our ideas on compassionate leadership, see **FactFile-29, Issue-10** of our **CC E-NEWS** and **Nov 2009 Keynote** presentation by Bill Cropper – all available for download from our website. [Download here](#)

**Contact Us...**

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## ▶▶ 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 Subscribers, schools and not-for-profit community organisations subject to payment in advance of attendance. Multiple place discounts may also be offered. Fees are not refundable but are transferable up to 15 days prior to an event. Substitute always welcome. Max 16 places per event. **Session Times:** 8.30am–4.30pm daily (unless otherwise advised). **Registration:** On-line at [www.thechangeforum.com/Registration.htm](http://www.thechangeforum.com/Registration.htm) OR use the attached Form and return by Email to [register@thechangeforum.com](mailto:register@thechangeforum.com).

## ▶▶ Conversations & EI go hand-in-hand...

To apply EI we use conversation, a critical capability area all too often overlooked. The Change Forum offers a foundational 2-day conversational coaching clinic for leaders at all levels [Leading through Conversations](#), and a number of conversational coaching extension clinics on particular conversation themes including: [Dealing with Difficult Discussions](#) (primarily a 2-day program but available also in 1-day format); [Positive Performance Conversations](#) a 1-day clinic to help leaders handle performance review situations more productively and [Handling Toxic Emotions](#) focusing on how to better manage caustic conversations at work. We also offer a 1-day emotional intelligence program for non-managerial staff: [EI at Work](#), a team-focussed clinic [EI in Teams](#) and classroom-oriented schools clinic [Teaching with EI](#).

## ▶▶ 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.

## ▶▶ 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 profiles of our [Change Management Services](#) and [Culture Change Services](#) which provide a snapshot of the sorts of things organisations typically ask us around workplace change, culture 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...

The Change Forum's principal, **Bill Cropper**, has an extensive background in organisation change and learning and provides 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.

## Registration Fees...

	2-day event	1-day event
<b>Full FEE:</b>	<b>\$1100 pp</b>	<b>\$660 pp</b>
<b>Subscriber:</b>	<b>\$990 pp</b>	<b>\$550 pp</b>
<b>Schools/NFP:</b>	<b>\$825 pp</b>	<b>\$495 pp</b>

**Note:** All Fees GST inc. Fees current at time of printing but subject to review at The Change Forum's discretion. 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.

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*"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:

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# Registration Request

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

	<b>1 Day Event</b>	<b>2 Day Event</b>
<b>REGULAR FEES in the range of...</b>	<b>General</b> #550-660 per person	<b>#990-1100 per person</b>
<b>#SUBSCRIBE for Discounts to apply</b>	<b>NFP &amp; Schools</b> #495-550 per person	<b>#825-990 per person</b>

All Fees GST inc. NFP = non-Govt Community-based organisations; #Multiple Place Discounts may be available – call to enquire  
 Fees due on registration, payable within 14 days of Invoice and prior to attending; Fee transferable up to 15 days prior but not refundable;  
 Substitute welcome up to commencement; Minimum participation required at discretion of The Change Forum; 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 [ ] place/s to attend**

**Event Title:**  
(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

**🕒 Arrival for 2-day clinic 8:45am Day 1, 8.15am Day 2; 1-Day clinic arrive 8.15am; approx 4.30pm finish**  
 (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)

	<b>Participant 1</b>		<b>Participant 2</b>		<b>Participant 3</b>	
<b>SUBSCRIBE ME:</b>	YES:	NO (Pay Full Fee):	YES:	NO Pay Full Fee:	YES:	NO (Pay Full Fee)
<b>Preferred Name:</b>						
<b>Last Name:</b>						
<b>Position Title:</b>						
<b>Unit/Div/Dept:</b>						
<b>Email:</b>						
<b>Tel BH:</b>						
<b>Mob:</b>						
<b>Special Diet:</b>						

**Organisation:**

**Postal Address:**

**City:**  **State:**  **PCode:**

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

**Contact Name:**  **Tel:**

**Position:**  **Unit/Div:**

▶▶ **For Payment by Credit Card (+ Fee 1.25%):** **Number:**

<b>Name on Card:</b> <input style="width: 95%;" type="text"/>	<b>CVV:</b>	<input style="width: 95%;" type="text"/>
<b>Email:</b> <input style="width: 95%;" type="text"/>	<b>Expiry:</b>	<input style="width: 95%;" type="text"/>
<b>Signature:</b> <input style="width: 95%;" type="text"/>	<b>Tel:</b>	<input style="width: 95%;" 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 back to secure your booking ~

▶▶ **More Information?** 📞: 07-4068 7591 📠: 0429-687 591 📧: [register@thechangeforum.com](mailto:register@thechangeforum.com)