



# Handling Toxic Emotions at Work



## Coping with caustic conversations

A 1-day seminar on learning stress-survival skills in hazardous work cultures

### ► The Cost of Caustic Conversations and Toxic Emotions...

Office, factory or school, caustic conversations and toxic emotions infect most workplaces. They're the by-product of people who can't handle their emotional hijacks, who let their bad feelings and mad outbursts control them.

They're embedded in heated arguments, critical comments, cantankerous colleagues, over-bearing bosses, the stress of work-pressures and deadlines, and the insidious patterns of blame, bullying, despondency, despair, rage and resentment that seethe below the surface in most organisations.

The cost of toxic emotions at work is often invisible but they're like toxic time bombs. They kill-off trust, ruin relationships, undermine work cultures, cripple teams and corrode connectivity. Apart from resentments, resignations and absenteeism, toxic emotions poison our sense of purpose, rob us of resilience, drain our energy, distract us and disrupt our focus and flow at work.

As well as leaving us stressed, emotionally exhausted or plain frustrated, they also pose a serious health threat, just as if they were real, physical bio-hazards. All this translates into debilitating costs you won't see on the balance sheet.

Even if some level of toxicity is an unavoidable fact of workplace life, those who want to stay healthy need to learn how to handle it better – and contain outbreaks in the first place. And this seminar will show you how...

### ► What is Handling Toxic Emotions at Work about?

Unless we learn how to emotionally insulate ourselves from the effects of toxic emotions and caustic conversations, they play havoc with our health, our stress levels, our behaviour and our sense of well-being.

**Handling Toxic Emotions at Work** is a 1-day extension to our *Dealing with Difficult Discussions* clinic (though that is not a pre-requisite). It looks at:

- ▣ Strategies to better cope with caustic conversations and toxic workmates
- ▣ How to handle your own hijacks and deal with your own disruptive feelings
- ▣ Insulating yourself from toxic effects and boost your reserves of resilience
- ▣ Maintaining emotional balance and managing your stress levels

### ► Topics we Touch on during the Day...

- ▣ What are toxic emotions and where do they come from?
- ▣ Hidden costs of toxic emotions – personal and work impacts
- ▣ Types of toxic behaviour – who's in your cast of caustic characters?
- ▣ Emotional contagion – attack of the Amygdalas
- ▣ Toxic emotions – health and the EI connection
- ▣ Containment strategies – isolation, insulation or immunity?
- ▣ Coping with caustic conversations and poisonous people
- ▣ Handling hostility, hijacks and other types of toxic behaviour
- ▣ Revitalising yourself – emotional insulation and resilience-building
- ▣ 3 C's to combat toxic emotions: caring, connecting, compassion
- ▣ Conducting an emotional health check – stress and how to neutralise it
- ▣ Creating healthier cultures – emotional balancing and well-being at work.

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

Course Fee (GST inc) covers program participation, all day catering and a comprehensive self-coaching Toolkit designed to support your ongoing learning after the facilitated event. **Discounts opposite >>>**

**Registration Form** attached – return by Fax or Email OR register **ON-LINE** at [www.thechangeforum.com/Registration.htm](http://www.thechangeforum.com/Registration.htm). **Venue:** confirmed on registration. **Timing:** 8.30am Arrival – 4.30pm Close (unless otherwise advised).

### Toxic Emotions Facts:

Research shows toxic emotions can be as deadly as any physical disease – that prolonged exposure to them is literally poisonous.

*“People who experience chronic anxiety, pessimism, unremitting tension or incessant hostility or cynicism were found to have double the risk of disease. This makes distressing emotions as toxic a risk factor as smoking or high cholesterol.”* Daniel Goleman *EI: Why it Matters more than IQ* p. 167

Because emotions are catchy, we can automatically contract bad moods and bad behaviours from others – unless we have ways to insulate ourselves.

*“When someone dumps their toxic feelings on us – explodes in anger or threats, shows disgust or contempt – they activate in us circuitry for those very same distressing emotions”,* says Daniel Goleman in his book *Social Intelligence*.

Toxic emotions transfer is an insidious contagion because it happens so gradually you don't notice. Whether you generate them yourself or pick them up from others, they leave residuals of noxious chemicals that slowly penetrate our body's defences, draining our immune system and resulting in physical and mental ill-health.

*“Strong negative emotions such as anger, sadness, frustration, or despair can be particularly toxic to the human body and affect the immune system's ability to protect it... In effect, handling emotional toxins can be as hazardous as working with physical toxins. (We) can burn out and become very sick as a result of this toxic contamination.”* Peter Frost, *Toxic Emotions at Work*

### Registration Discounts...

Up to 21 days prior:

\$396 single Group of 3\* \$1155

Up to 10 days prior:

\$440 single Group of 3\* \$1254

Schools & NFP: \$363 pp

**Note:** All Fees GST inc. Advance payment required. Invoice provided on registration. Fee transferable but not refundable. Substitute welcome. \*Groups to be from same unit/branch cost centre, must register and attend together. Places limited. EFT or Card payment preferred.



## » Dealing with Difficult Discussions...

The **Handling Toxic Emotions** seminar expands on aspects of our 2-day conversational coaching clinic on **Dealing with Difficult Discussions**.

### Dealing with Difficult Discussions

Difficult discussions cause a good deal of conflict, anxiety and stress at work, eroding relationships and ultimately detracting from performance. This clinic 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 offered in selected locations and available for delivery in-house.

## » Other EI Clinics from The Change Forum...

The **Handling Toxic Emotions** seminar also parallels our emotional intelligence coaching clinics by offering more in-depth coverage of destructive behaviours, workplace stress ways to create a healthier workplace culture.

### PERSONAL MASTERY LEADING WITH EI

**Personal Mastery: Leading with EI** is a 2-day practise-intensive clinic for people in leadership roles (at all levels). It explores tools and practices to apply the 7 key Principles of EI leaders. For non-managerial staff, we run a lively and interactive 1-day seminar called **EI at Work: Working with Emotional Intelligence**. Both programs are regularly offered publicly in selected locations and can also be delivered in-house and customised, if required, to address specific workplace issues and priorities.

If you've already been along to *Leading with Emotional Intelligence* and you're looking to take the next step in lifting your level of EI, our 1-day **Compassionate Leadership** clinic extends and builds on the connective practices covered in our other EI Leadership programs.

## » Teambuilding clinics for workteams

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.

### Working Better 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 improvement approach. 1, 2 or 3 day events – or perhaps a series of interventions over several weeks...

If you'd like more information on what a *Working Better Together* program can do for your team, please [contact us](#) any time for an outline of our approach.

## » Thinking about personalised Coaching?

As an adjunct to our Leadership Learning Programs we provide personalised coaching services for individuals or small groups at all levels – new leaders through to experienced executives. A typical coaching program consists of 5 x 2-3-hour coaching sessions every 4 weeks or so, with a blend (if you want) of individual/small-group face-to-face with on-line email and phone coaching. To find out what "all this coaching stuff is about" – download a copy of our **Coaching Prospectus**. It gives you some simple, straightforward answers to help you make up your mind whether our coaching approach might suit you. Or contact **Bill Cropper** on 0429-687513

### COACHING LEADERS

## » 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** to provide a snapshot of the sorts of things organisations typically ask us around workplace change. We think this profile might help you with some ideas and get you thinking about critical change management areas we can help you address. [Download on-line](#) or [Contact us](#) to discuss how 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](mailto:billc@thechangeforum.com)

*"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

## 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... 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 The Change Forum** on:

**TEL:** 07-4068 7591

**FAX:** 07-4068 7555

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

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

**MOB:** 0429-687513 (**Bill Cropper**)

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

**FEE DISCOUNTS\*:** 28 Days+ \$396 single... \$1,155 for 3\*

Full Fee \$473 each 10 Days+ \$440 single... \$1,254 for 3\*

Schools: \$363 each... **NFP: \$330 each...** (non-Govt Community organisations)

All Fees GST inc.; \*Discounts for advance-payment only; Places limited - priority given to paid reservations

Fees due on registration and payable no less than 10 days prior to event; EFT & Credit Card payment Preferred

\*Groups to be from same organisation division/unit cost centre - must register and attend together

Fee transferable up to 10 days prior but not refundable; Substitute welcome. See website for full terms & conditions

➔ **YES! Please Register me for [ ] place/s to attend**

**Event Title:**  
(Please mark YES)

**Toxic Emotions at Work**  
– 1 day seminar

**Other:**

**AT Location:** \_\_\_\_\_ **ON: Days:** \_\_\_\_\_ **Month:** \_\_\_\_\_

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

All events fully catered; Venue details provided on confirmation of booking.

 **Please come along by 8.30 am to meet others and be ready for a 9.00am session start**

(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
<b>Preferred Name:</b>			
<b>Last Name:</b>			
<b>Position Title:</b>			
<b>Unit/Branch:</b>			
<b>Email-BH:</b>			
<b>Email-AH:</b>			
<b>Tel BH:</b>			
<b>Mob:</b>			
<b>Catering or other Needs:</b>			
<b>Organisation:</b>			
<b>Address:</b>			
<b>Town:</b>		<b>State:</b>	<b>PCode:</b>
<b>Please Send Invoice to:</b>	<b>EMAIL:</b>		
<b>Contact Name:</b>		<b>Tel:</b>	
<b>Position:</b>		<b>Fax:</b>	
<b>Unit/Div:</b>		<b>Mob:</b>	

~ Please COPY or PRINT off this form and EMAIL or FAX back to secure your booking ~

➔ **More Information?**  07-4068 7591  0429-687 591 or **Bill Cropper: 0429-687513**

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

 **FAX:** 07-4068 7555

➔ **Payment (on Invoice) to:** TEAM Technologies Forum Pty Ltd Trading as The Change Forum  
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