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-pressure 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 El 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 incl) 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. Venue: confirmed on registration. Timing: 8.30am Arrival – 4.30pm Close (unless otherwise advised).
Dealing with Difficult Discussions...

The Handling Toxic Emotions seminar expands on aspects of our 2-day conversational coaching clinic on 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 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

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 >>>
Handling Toxic Emotions at Work

Outline

I. EMAIL (for 3*)

- Other Needs:

  - Position Title:

  - Last Name:

  - Position:

  - Contact Name:

  - Please Send Invoice to:

    - EMAIL:

    - Tel:

    - Fax:

    - Mob:

II. FEE DISCOUNTS:

- 28 Days+ $396 single... $1,155 for 3*
- 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

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

Use THIS FORM

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

Event Title: ☐ 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 9.00 am 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

Preferred Name: __________________________

Last Name: __________________________

Position Title: __________________________

Unit/Branch: __________________________

Email-BH: __________________________

Email-AH: __________________________

Tel BH: __________________________

Mob: __________________________

Catering or other Needs: __________________________

Organisation: __________________________

Address: __________________________

Town: __________________________

State: __________________________

PCode: __________________________

Please Send Invoice to: __________________________________________


EMAIL: 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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