



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 2-day program, this 1-day seminar 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
- ▣ Find ways to develop a personal self-coaching plan and 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?



Your Presenter:

Bill Cropper is Director of *The Change Forum*.

He has a wealth of practical leadership learning, coaching and organisational change experience.

His work centres on helping leaders build conversational, emotional, relational and team-working capabilities they need to create vibrant, supportive work cultures and high-performing teams.

Bill is keenly interested in the benefits of conversational coaching and EI 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 and regularly provides facilitation, coaching and other change support services to senior executives, managers, work teams and community groups around leadership and team capacity-building.

He has a down-to-earth, relaxed and outgoing style and works comfortably with people from all levels, occupations and backgrounds.

"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

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, groups, schools and not-for-profit community organisations subject to payment in advance of attendance on receipt of a Tax Invoice that's provided on registration. Fees are not refundable but are transferable up to 10 days prior to an event. Substitute welcome. Groups to be from the same organisation division or unit (defined by cost centre), must register together and attend the same event. Max 20 places per event – discount places limited. Current **Discounts opposite >>>**

Timing: 8.30am Arrival – 4.30pm Close (unless otherwise advised).

Registration Form included below – return by Fax or Email –OR– register **On-line** at www.thechangeforum.com/Registration.htm. Contacts below.

Other Emotional Intelligence Clinics from the Change Forum

The **EI Leader Fast-Track Seminar** is a condensed version of our popular 2-day coaching clinic: *Personal Mastery: Leading with Emotional Intelligence*. It is offered publicly in selected locations only and can be accessed as an in-house option if a 1-day event is preferred.

We also run a lively and interactive 1-day EI seminar for non-supervisory Staff called **EI at Work** and for educationists, **Teaching with EI** – an adaptation of our core EI program to leading, teaching and coaching for EI in classrooms.

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, a new addition to our EI suite is **Compassionate Leadership** – a 1-day clinic that 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.

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 >>>

Registration Discounts...

1-day events

Up to 21 days prior: **\$473 p.person**

Schools & NFP: **\$429 p.person**

Full FEE: **\$550 p.person**

Note: All Fees GST inc. Fees current at time of printing but subject to review at any time at the discretion of The Change Forum. EFT or credit card payments are preferred. Purchase Orders not accepted as payment. Places limited.

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.

Email: consult@thechangeforum.com

Other Services...

The events outlined in this flyer are only part of what we do. We offer a wide range of other 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. [Contact details follow...]

Our current suite of leadership clinics and 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**

➤ Download **2K10 Course Calendar**

Contact Us...

For individual program brochures or more information on how we might be able to assist you and/or your team, contact **The Change Forum** on:

TEL: 07-4068 7591

FAX: 07-4068 7555

EMAIL: consult@thechangeforum.com

WEB: www.thechangeforum.com

Bill Cropper – Principal

MOB: 0429-687513

Cecily Cropper – Administration

MOB: 0429-687591

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

Early Registration DISCOUNTS*: [Full fee \$550]	General	21+ Days prior	Then...
	NFP & Schools	\$473 per person	\$529 pp
		\$429 per person	\$473 pp

All Fees GST inc.; NFP = non-Govt Community-based organisations – number of places available may be limited;
Fees due on registration, payable within 14 days of Invoice and prior to attending;
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: **The EI Leader 1-Day Clinic**
(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:			
Last Name:			
Position Title:			
Unit/Div/Dept:			
Email:			
Tel BH:			
Mob:			
Catering or other Needs:			

Organisation:
Postal Address:
City: **State:** **PCode:**

▶ **Please Send Invoice to:** **Email:**
Contact Name: **Tel:**
Position: **Fax:**
Unit/Div: **Mob:**

▶ **For Payment by Credit Card (+ Fee 1.3%):** **Email:**
Name on Card: **Type:**
Card Number: **Expiry:**
Signature: **Tel:**

▶ **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**
 📧 **EMAIL: register@thechangeforum.com** 📠 **FAX: 07-4068 7555**