|  |  |  |  |
| --- | --- | --- | --- |
|

|  |  |  |
| --- | --- | --- |
| **[Message looking muddled? Also read on-line](http://www.thechangeforum.com/Email/TTT-CNS0914.html)** | [**Subscribe**](http://www.thechangeforum.com/Subscribe.htm)**|  Follow**  | http://www.thechangeforum.com/Email/images/linkedin.png  |

 |
| **-- TACKLING TOUGH TALKS -- Presented by BILL CROPPER Director - The Change Forum Call, Email or Enquire On-line Tel: (07) 4068 7591 Mob: 0429-687 513 Email: billc@thechangeforum.com Web: www.thechangeforum.com**  |
| **…a 1-day fast-track on practical ways to tackle tough talks** **and deal with troublesome topics...** |
| CAIRNS Oct 15MACKAY Nov 4  ~  TOWNSVILLE Nov 18Special 1-day difficult discussions clinic for busy leaders*“A great day with useful tools. Even the pre-read was of value.”***Michael M, Dept Transport & Main Roads**Call 07-4068 7591 NOW or Register [on-line](http://www.thechangeforum.com/Registration.htm)Other programs coming up: see our on-line [Course Calendar](http://thechangeforum.com/Schedule-Summary.htm) |
|  |
| cid:image006.png@01CE83C6.AFB8A500 |
| **“Tackling TOUGH TALKS” is a special 1-day *fast-track* version of our long-running 2-day “**[**Dealing with DIFFICULT DISCUSSIONS**](http://www.thechangeforum.com/Schedule-DD.htm)**” clinic – especially for those keen to get better at handling tough conversational moments but finding it difficult to take 2-days away from work or school…   Take the heat out of hard talks with the help of a** **unique 7-stage model** and **set of easy-to-use conversation tools that can make a real difference to every challenging situation you face.  Course outline** **follows**, [**Register On-line**](http://www.thechangeforum.com/Registration.htm) or **CALL** **07-4068 7591 NOW – all CAIRNS places OCTOBER 15 just $396 (GST inc).**--- |
| …Also coming up in FNQ…[Mindful Leadership in Action](http://www.thechangeforum.com/Schedule-ML.htm) – Cairns Oct 14, Townsville Oct 16[Positive Performance Conversations](http://www.thechangeforum.com/Schedule-PfC.htm) – Townsville Oct 17, Cairns Nov 21 …and our regular 2-day program…[Dealing with Difficult Discussions](http://www.thechangeforum.com/Schedule-DD.htm) – Cairns Dec 9-10--- |
| **All teams have difficult moments.** People ‘cross lines’. Overstep boundaries. Don’t seem to do what was agreed or they disagree over priorities or approaches. Confrontation over behaviour or other contentious issues becomes necessary. It’s how leaders and teams deal with these moments that makes the difference. *“I wanted to increase my skill levels in dealing with difficult discussions both at work and personally and this was a very good, very informative workshop with some very good and useful tips. Bill presented the topic very well and kept everyone engaged and focused.”* **Helen McKenzie Mackay Hospital  and Health Service****This intensive 1-day program provides** an overview of the unique [**7-stage model**](http://www.thechangeforum.com/videos/DD-ROADMAP-vid.wmv) we introduce in more detail in our long-established 2-day *Dealing with Difficult Discussions* program. It  paces you through practical, step-by-step actions you can take to prepare yourself better to tackle those conversations you find most contentious, confronting or conflict-filled. You’ll take-away our full 100-page self-coaching guide loaded with easy-to-use tools and tips to help you work out what’s really going on when talks get tense and feelings get fractious, so you can tackle troublesome topics more confidently.  In a safe environment, **you’ll learn how to:*** **Start** a difficult discussion and raise hard topics more easily
* **Use** a 7-stage model to plan and structure difficult discussions
* **Identify** and correct handling mistakes we make in them
* **Dissect** differences, comparing stories & defuse difficulties
* **Handle** hostility and deal with disruptive emotions
* **Adopt** a less confrontational way to resolve difficult issues
* **Reduce** tension & take the heat out of difficult moments
* **Practice** selected tools to handle difficult discussions better

*“The seminar worked for me and was really good for awareness-raising and interesting to think about what you are like in a Difficult Discussion and analyse this. Now I understand my own reaction to verbal attacks a lot better. Great work Bill - and your experience made it even better!”* Bergita Shannon QUT**Course Features:**  Take-away a 100-page self-coaching Guide with 20 tools and lots of tips. Practise our simple [**7-stage model**](http://www.thechangeforum.com/videos/DD-ROADMAP-vid.wmv) and do our *Difficult Discussions Scorecard* to set goals and develop a conversational improvement plan.  [*[Download* ***Brochure*** *for outline and registration]*](http://www.thechangeforum.com/brochures/Flyer-Conversations_Clinics.pdf)**Is this right for you?** This fast-track version of our 2-day *Dealing with Difficult Discussions* clinic will benefit leaders or team members who don’t have time or can’t get away to a 2-day program but still want to get a good grounding in the basics of handling difficult situations.  It will also benefit those who  want a refresher on the general principles of dealing with difficult discussions – managers, team leaders, committee members, project leaders, customer relations officers, community groups, teachers, facilitators, trainers...*“Extremely informative. I wanted to be able to construct and hold difficult discussions without offending or putting people offside and this clinic provided me with a high level of self-awareness in relation to my own behaviours I can apply to both professional and private life. The methods you use are great. Thanks again, the workshop was really helpful!* **Nicole Spencer, Community Housing organisation**---**REGISTER NOW** [**On-Line**](http://www.thechangeforum.com/Registration.htm)**, by** [**Email or Fax**](http://www.thechangeforum.com/brochures/Flyer-Conversations_Clinics.pdf)**…****SPECIAL 1-RATE FOR ALL for OCTOBER 15 – $396 (GST Inc)****SPRING RATES all Other Clinics… Attend with a Friend for Less…** **General (GST inc):  Single $440…  2 places $825… 3 or more $396 pp****NFP/Schools:  $396 single… 2 places $748… 3 or more $352 pp****Register first, pay on invoice**(Standard Fee $495 pp)* **Prices** **include GST…** Discount applies from date of registration
* **Payment on invoice** within 14 days and prior to attendance
* **Venue:** Rydges Tradewinds Hotel Cairns; ReefHQ Townsville; South’s Leagues Club Mackay
* **Inclusions:** Lunch, refreshments and comprehensive self-coaching Guide
* **Timing**: 8.30 am - 4.30 pm each day

**CALL 07-4068 7591… Register** [**on-line**](http://www.thechangeforum.com/Registration.htm) **or FAX/EMAIL completed** [**form**](http://www.thechangeforum.com/brochures/Registration_Form-The_Change_Forum.pdf)**Preview tips on difficult discussions, emotional intelligence and change** in our **FactFiles and e-zine Newsletters** on-line at [**thechangeforum.com**](http://www.thechangeforum.com/Subscribe.htm)… **Look forward to working with you on honing your tough-talk skills**  – and please pass this message on to colleagues and other contacts in your regional networks who might be keen to get better at handling hard talks more competently and confidently...  Of course, if you don’t want further updates about our range of  professional development offerings, please see the remove-me option at the bottom of this email. |

|  |
| --- |
|  |
| **Cheers…****Bill Cropper****Director - The Change Forum** |
|

|  |
| --- |
| Bill Cropper - Director |
| Mob:Tel:Fax: Email:Web: | **+61-(0)429-687 513****+61-(0)7-4068 7591****+61-(0)7-4068 7555****billc@thechangeforum.com**[**www.thechangeforum.com**](http://www.thechangeforum.com/) |

 | See our full [Course Directory](http://www.thechangeforum.com/brochures/2014_DIRECTORY_of_Public_Programs-The_Change_Forum.pdf)**for outlines of our current range of leadership & team learning programs**Call, Email or Enquire [On-line](http://www.thechangeforum.com/Enquiry.htm)**All Change Forum programs also available for delivery In-House.** | Course FEE Includes**• Self-Coaching Toolkit****• Lunch & refreshments**VENUE **Central location**REGISTER [ON-LINE](http://www.thechangeforum.com/Registration.htm) or Phone, Fax or Email |
| **>>> Why not let others know... Please forward to colleagues and friends                                 >>>** **Subscribe** **to our mail lists** |
| You're receiving this email from The Change Forum because either you or someone else you know attended one of our learning programs or referred us to you as someone who'd be interested; a part of your organisation or equivalent organisation interstate has used our services; or you made an inquiry about our learning or consulting services. If you want to continue to receive notices of upcoming learning events in your region, free FactFiles on various facets of organisational leadership and change, subscribe to our E-Newsletters or get the latest leadership tool updates and other information from us – please, if you haven't done so already, click to confirm your interest or unsubscribe to no longer receive our emails. We respect your [privacy](http://www.thechangeforum.com/privacy.htm) and will not rent, resell or intentionally distribute your email address without your permission.  |
| >>> Please **Confirm** your inclusion on our mailing list |
| >>> Please **Remove Me** from your mail list                                                                     >>> Please [**Update**](http://www.thechangeforum.com/Subscribe.htm) my contact details |
| >>> To ensure receipt of future mailings, please add billc@thechangeforum.com to your approved senders list <<<© The Change Forum 2014 | W: [www.thechangeforum.com](http://www.thechangeforum.com) | E: consult@thechangeforum.com | T: +61-(0)7-40687591 |
|  |