



Inspyr

LEADING CULTURAL CHANGE

INSPYR PUBLIC PROGRAMS REGIONAL QUEENSLAND 2022

CONFIDENT CONVERSATIONS - a key component of resilience

(Thursday 12th May, 8.45am – 4.00pm)

CAIRNS

12 May

\$345 + GST

The ability to express what is important to us and resolve conflict actually supports our resilience and emotional wellbeing. Whether you are leading a team or a member of a team, this is a highly practical program to strengthen confidence in having important conversations in workplace and life relevant contexts. Acquire tools, techniques and resources to:

- Lead with presence to be more resourceful in your emotional response and respond in the moment.
- Apply language with precision to start and frame a conversation to minimise defensive responses and resistance in others.
- Apply the language of collaboration to make requests of others in a range of contexts including managing upwards and across, dealing with inappropriate behaviours, resolving conflict and providing feedback.
- Apply empathy to lower another person's emotional barometer and create a space for listening.

“ The group discussions and opportunity to learn and develop skills in framing and confident conversations will greatly support me in the workplace.”

Leigh Cantrell, Clinical Nurse Consultant, Darling Downs Hospital and Health Service

“ This one day course imparts a lot of information in a short time. I acquired multiple tools to use immediately.”

Tracey Irwin, Registered Nurse, Sunshine Coast Hospital and Health Service

“ This training will be of benefit in working with my team and having a great resource for confident conversations.”

Hayley Finger, Youth Team Leader, Anglicare

“ This training will change how you see and manage difficult situations. I highly recommend anyone at any level to attend.”

Tanya Sheldrick, Director of Nursing, Karingul Residential Aged Care Facility

“ I have attended a fair amount of communication related training. I found this program made me think about my approach and I feel more empowered to have more productive conversations.”

Scott Lahey, Human Resources Advisor, Department of Transport and Main Roads

“ I love that I have been able to add more tools to my toolkit and hand them down to our staff through ongoing coaching.”

Lisa Berquist, Customer Relations Lead, Local Search

“ The training has helped me to be more reflective about my communication style and reinforced the importance of seeing everyone's perspective, especially when conversations are difficult.”

Hayley Finger, Youth Team Leader, Anglicare

STRENGTHENING RESILIENCE – TO SUPPORT EMOTIONAL WELLBEING AND FLEXIBILITY WITH CHANGE

(Thursday 19 May, 8.45am – 4.00pm)

GOLD COAST
19 May

\$345 + GST

While each of us has resilience, we are experiencing a time of constant change and unexpected events accompanied by the busy-ness and wear and tear of modern work and life. This can deplete our resilience and, like a muscle, we need to continually strengthen it. This popular and long standing program supports participants in:

- Applying a contemporary model of resilience to understand the structure and stages of resilience and its multiple components.
- Understanding the components that support the core of our resilience and provide the bounce of our resilience.
- Applying these components in workplace and life relevant contexts to strengthen and energize their resilience.
- Recognising how to support resilience in others including in a team context.
- Acquiring tools and techniques to strengthen mindfulness and emotional wellbeing.

“ Both Adam and Tammy were engaging and explained resilience in a different language that I had expected. I intend to apply the practical tools to support me both inside and outside the workplace.”

Raelene Dunlop, Victoria State Emergency Services

“ I can't thank you enough. This course is a must for any line manager to be truly effective at work and as a person. Thanks for making a real difference!”

Michael Cooke, ICT Project Services Manager Brisbane City Council

“ I truly find your workshops so transferrable and informative. I really enjoyed the practical content as my team is going through a lot of change at the moment.”

Jasmine Nelson, Team Leader, Youth Justice Services

“ This training is a great learning opportunity. I would recommend it to all staff.”

Clinical Nurse, Queensland Health

“ After completing this training, I feel better equipped to tackle my role as a manager.”

Manager, Wesley Mission Sydney

“ I tend to put others first, including taking on their emotions. This course reminded me how much of a toll that takes.”

Sarah Russo, Local Search

VENUES

CAIRNS – Boland’s Centre

GOLD COAST – Gold Coast University Hospital

ABOUT **INSPYR**

Established in 2003, **Inspyr** has a focus on inspiring different thinking through building resilience, self-leadership and engagement, particularly in organisations experiencing pervasive and on-going organisational change, high expectations of stakeholders and accompanying levels of workplace stress.

Inspyr provides customised training and coaching programs and has delivered its services to Queensland Health (including to health services at Cairns, Townsville, Mackay, Sunshine Coast, Metro North, Metro South, and Darling Downs), Brisbane City Council, Cairns Regional Council, Mackay Regional Council, Gympie Regional Council, Redland City Council, Ipswich City Council, Office of State Revenue, Youth Justice Services, Department of Housing and Public Works, Queensland Rail, St Andrew’s Hospital Toowoomba, Mercy Health and Aged Care Central Queensland, Anglicare Central Queensland, Uniting Care Community, Victoria SES, ANZPAA, AUSTAR, Alphapharm, Cromwell, Local Search, Austrade, Hunter and Central Coast Development Corporation, Wesfarmers Insurance and Tamex Transport.

Our principal facilitators, Adam Scott and Tammy Somerwil are internationally certified and benchmarked trainers and coaches in Neuro-Semantics and NLP and bring graduate and post-graduate qualifications in business, education and leadership. Adam and Tammy not only draw on extensive experience in training and coaching but also a wealth of practical experience working as leaders, managers and team members in a range of fields in the public, private and non for profit sectors including government, health practice management, transport, finance, international trade, recruitment & HR, education, IT and sales.

Register Today!

Please complete the registration details below or visit www.inspyr.com.au to register via our Events page.

Title:		First Name:		Surname:	
Organisation:					
Position:					
Phone Number:		Mobile:			
Address:					
Email:					
Program Attending:					
Please advise if you have any special requirements (e.g. mobility etc.):					

Please return your registration to adamscott@inspyr.com.au.

A tax invoice and further program details will then be forwarded to you. For queries contact Adam Scott on **0421 935 950**.

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