


Conversational Intelligence®

Connect, Navigate, and Collaborate in a Changing World

Words create worlds.

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1




2

“ To get to our next level of greatness depends on the quality of our culture, which depends on the quality of our relationships, which depends on the quality of our conversations...”


Everything happens through conversation!

- Judith E. Glaser
Founder of Conversational Intelligence

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3

**For what in life do you
feel most grateful?**

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4

If you were going to become a close friend with your partner, please share what would be important for them to know.

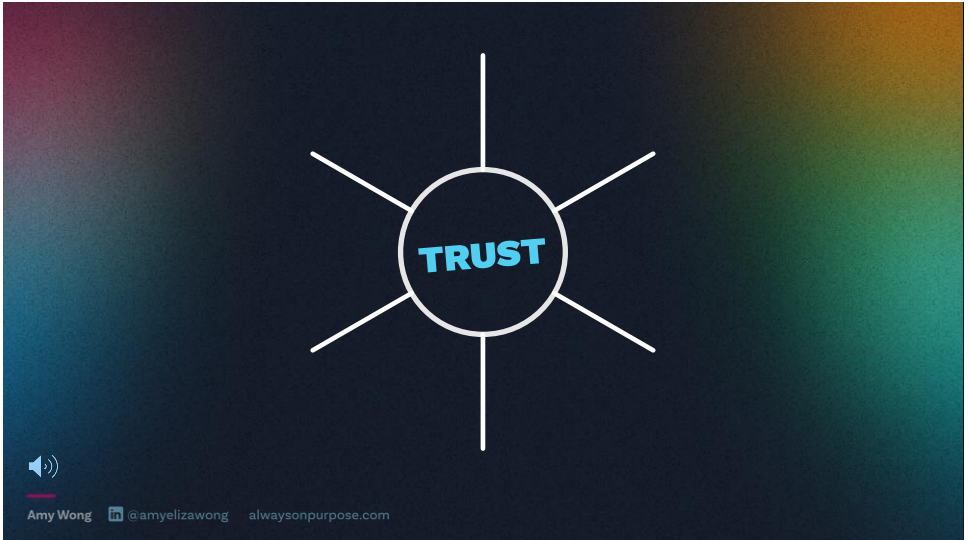
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5

TRUST

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6




7

The Primitive Brain vs. The Prefrontal Cortex

DID YOU KNOW??

The brain assigns the status of **friend** or **foe** in less than .07 seconds.

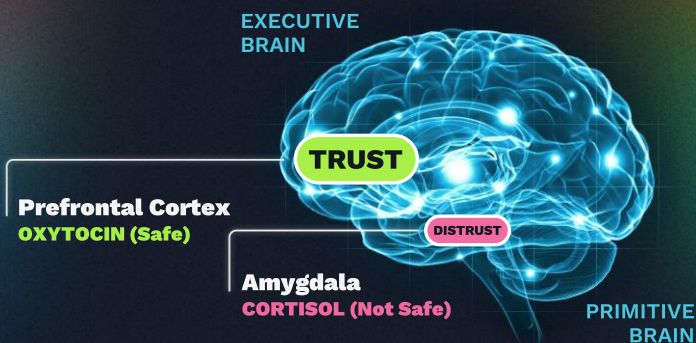
And this is before you're even consciously aware of the other person!



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8

The Neuroscience of **TRUST**



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9

Connected and Partnered

When we get **activated** positively...

- The brain returns a **TRUST, SAFE** result
- **OXYTOCIN** is released
- The **PFC** activates
- We **open up, share, innovate, take risks**
- We **see what's possible** instead of what's wrong

This is your brain on **OXYTOCIN**

Collaboration
Perspective
Empathy
Foresight
Transparency
Risk-taking
Curiosity
Creativity
Shared Success



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10

Amygdala Hijack



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11

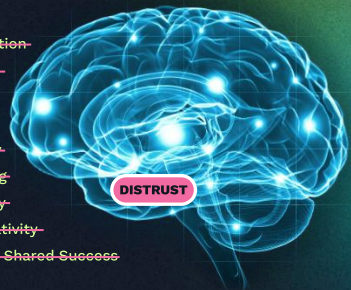
Amygdala Hijack

When we get **triggered** in conversation...

- The brain returns a **NOT SAFE, NO TRUST** result
- **CORTISOL** is released
- The **PFC disengages**
- We **fight, flight, freeze, or appease**
- We can't think objectively, and our **perception is skewed to the negative**

This is your brain on **CORTISOL**

~~-Collaboration-~~
~~-Perspective-~~
~~-Empathy-~~
~~-Foresight-~~
~~-Transparency-~~
~~-Risk-taking-~~
~~-Curiosity-~~
~~-Creativity-~~
~~-Shared Success-~~



Triggers are anything said/implied by another's body language and/or tone that elicits a protective response.

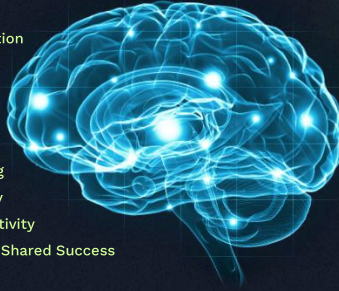
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12

Connected and Collaborative

When we feel safe and connected with one another, we share, innovate, take risks.

Collaboration
Perspective
Empathy
Foresight
Transparency
Risk-taking
Curiosity
Creativity
Shared Success



We create a culture of collaboration and growth.

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13

The Three Subcognitive Questions

(Our brains are continuously asking...)

PROTECT

Am I safe?
Do I need to protect myself?

(Image, status, reputation, certainty, autonomy)

BELONG

Do I belong / fit in?
Am I being included or excluded?

(Am I a part of a "we"?)

PARTNER

Am I being seen, acknowledged, or appreciated?

(Is the "I" that contributes to the "we" valued?)

How might your conversational behaviors be influencing other people's neurochemistry?

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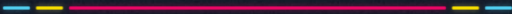
14

Partner A:

Talk for 45 seconds about anything that matters to you.
(Work, home, life, anything.)

Partner B:

Act disinterested. Closed body language. Little eye contact. No smiles.




15

SWITCH!**Partner B:**

Talk for 45 seconds about anything that matters to you.
(Work, home, life, anything.)

Partner A:

Act disinterested. Closed body language. Little eye contact. No smiles.



16

Partner A:

Share a different story, anything that matters to you.
45 seconds.

Partner B:

Fully engage – warm, open body language,
affirming nods.

17

SWITCH!**Partner B:**

Share a different story, anything that matters to you.
45 seconds.

Partner A:

Fully engage – warm, open body language,
affirming nods.

18

The Three Subcognitive Questions

(Our brains are continuously asking...)

PROTECT

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acknowledged, or
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Every conversation you have—every glance, every tone,
every pause—is answering those three questions.

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19

Three Levels of Conversation



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20

LEVEL I Transactional



- Tell / Ask Dynamic
- Exchange of Information
- Listen to CONFIRM what I know
- Tell/Sell/Yell Syndrome
- I-Centric/Protect behavior

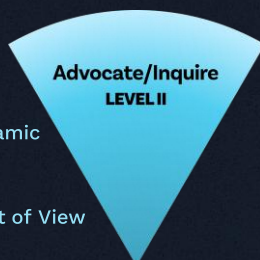


Low/No Trust

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21

LEVEL II Positional



- Advocate/Inquire Dynamic
- Listen to DEFEND
- Listen to prove a Point of View

- Exchange of power
- Addicted to being right
- Breeds uncertainty



Conditional Trust

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22

LEVEL III Transformational

- Share/Discover Dynamic
- Synergistic exchange of energy + ideas
- Listen to CONNECT
- Ask ?s for which we've no answers
- We-centric/Partner behavior



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23

Three Levels of Conversation



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24

Painting The Dining Room

LEVEL I

All the décor magazines say that blue is the ideal color for dining rooms.

We're painting the room blue.

LEVEL II

Green? You want to paint it green?

Green?
That's so last year.

Honestly, why green?

LEVEL III

Let's design something together.

If we both understood how we see ourselves in this room, what would our shared vision be?

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25

Giving Constructive Feedback

A conversation between you and a teammate after a tense exchange with a member.

LEVEL I

"The way you responded to that member's feedback on the webinar left them frustrated. Next time, just thank them and forward the comment to comms."

Transactional. Rule-focused.
One-way.

LEVEL II

"Did you not hear the tone shift when you pushed back?"

We've talked about this - members need to feel heard, not corrected."

Judging. Defending. Protecting
status or turf.

LEVEL III

"How do you feel that exchange went?"

Would you be open to exploring how we could navigate moments like that with both candor and connection—especially when tensions are high??"

Co-creating. Shared purpose.
Bigger than self.

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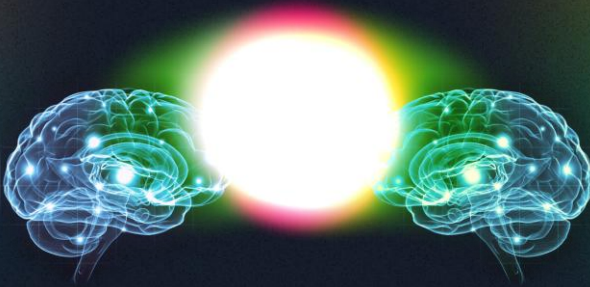
26

Three Levels of Conversation



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27



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28



Take it Further!

Download the Conversational
Intelligence Playbook



amyelizawong.kit.com/c-iq-playbook

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