

# Conversational Intelligence®

Connect, Navigate, and Collaborate in a Changing World.

*Everything happens in conversation!*

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**We make, or break,  
connection in conversation.**

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“ 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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# TRUST

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TRUST



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## The Primitive Brain vs. The Prefrontal Cortex

### DID YOU KNOW??

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

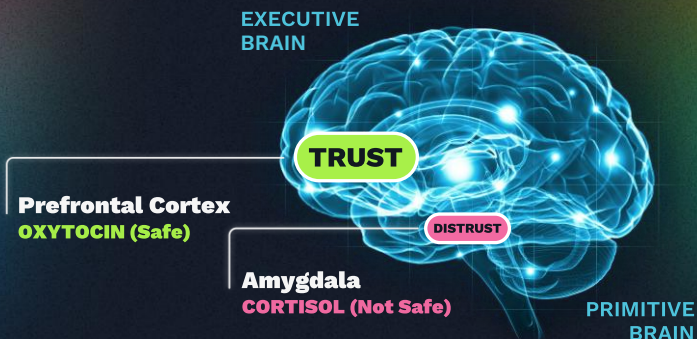
*And this is before you're even consciously aware of the other person!*



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## The Neuroscience of **TRUST**



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# 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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# When We Get Triggered...



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# Amygdala Hijack

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

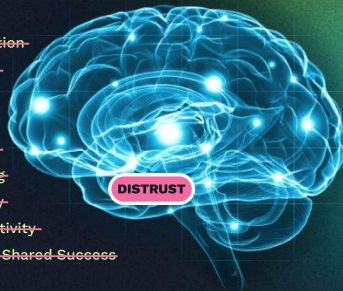
- The brain returns a **NOT SAFE, NO TRUST** result
- **CORTISOL** is released
- The **PFC disengages**
- We **fight, flight, freeze, or appease**
- We can't think objectively, and our **perception is skewed to the negative**

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

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This is your brain on **CORTISOL**

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

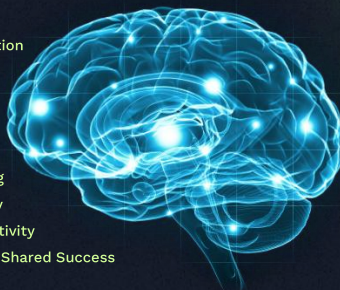


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
# Connected and Collaborative

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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## Three Levels of Conversation



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## LEVEL I Transactional



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



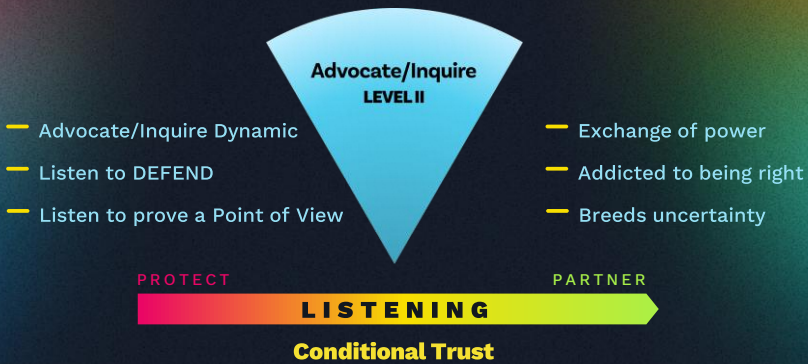
**Low/No Trust**

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## LEVEL II Positional



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## LEVEL III Transformational



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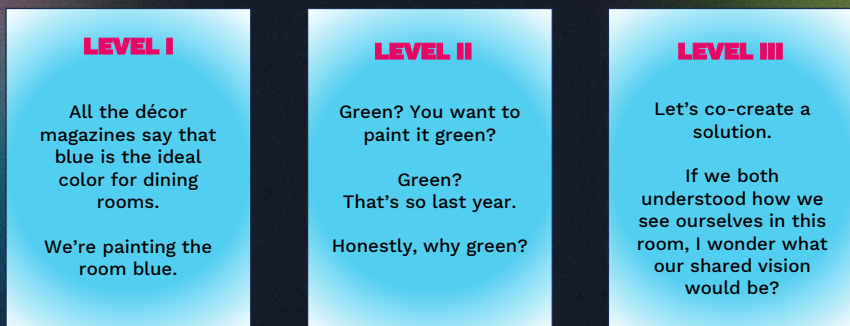
## Three Levels of Conversation



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## Painting The Dining Room



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## 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.

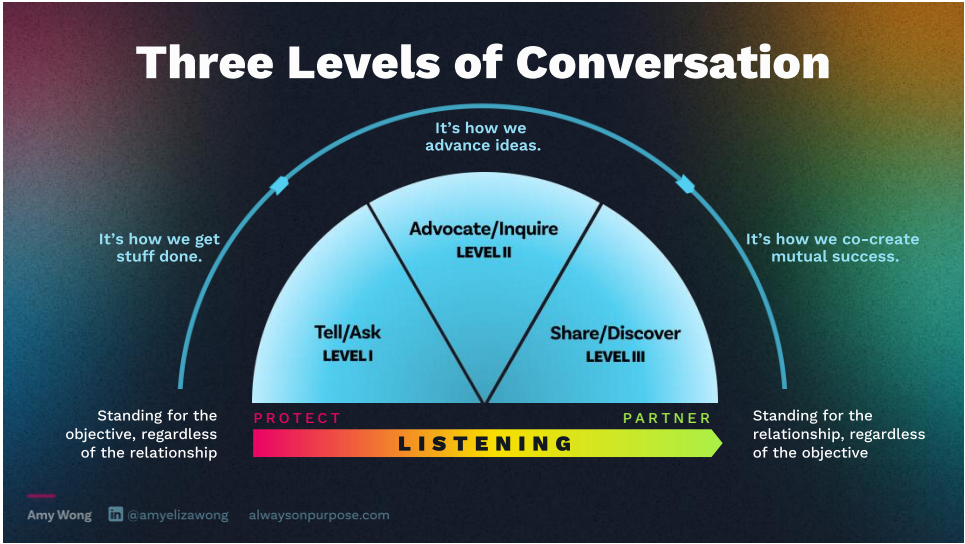
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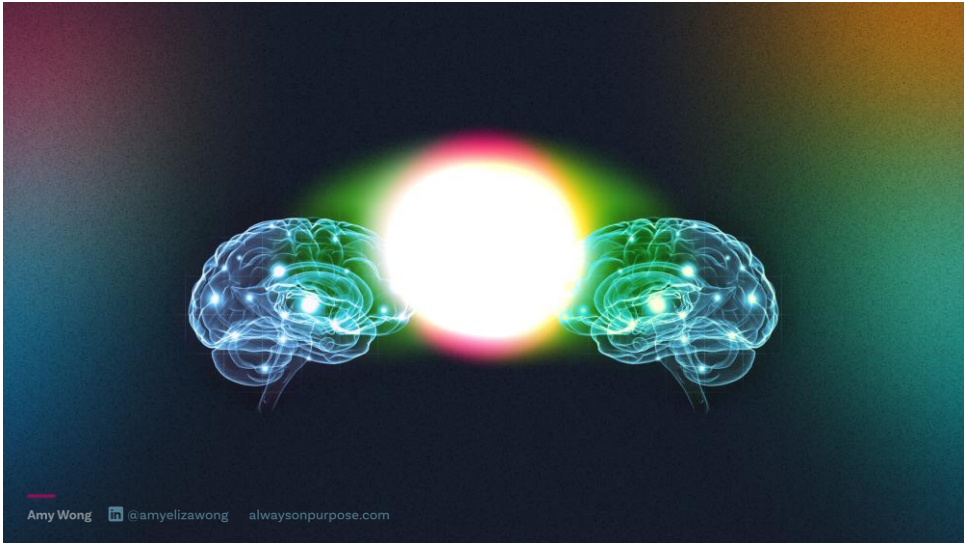
## What's Your Stance?

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## Take it Further!

Download the Conversational Intelligence Playbook



[amyelizawong.kit.com/c-iq-playbook](https://amyelizawong.kit.com/c-iq-playbook)

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