




*Conversational Intelligence
For School Leaders*

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Key Learnings

Healthy conversations

Improve results


Enhance Relationships





What do we already know?





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

Judith E. Glaser, Author of Conversational Intelligence for Leaders





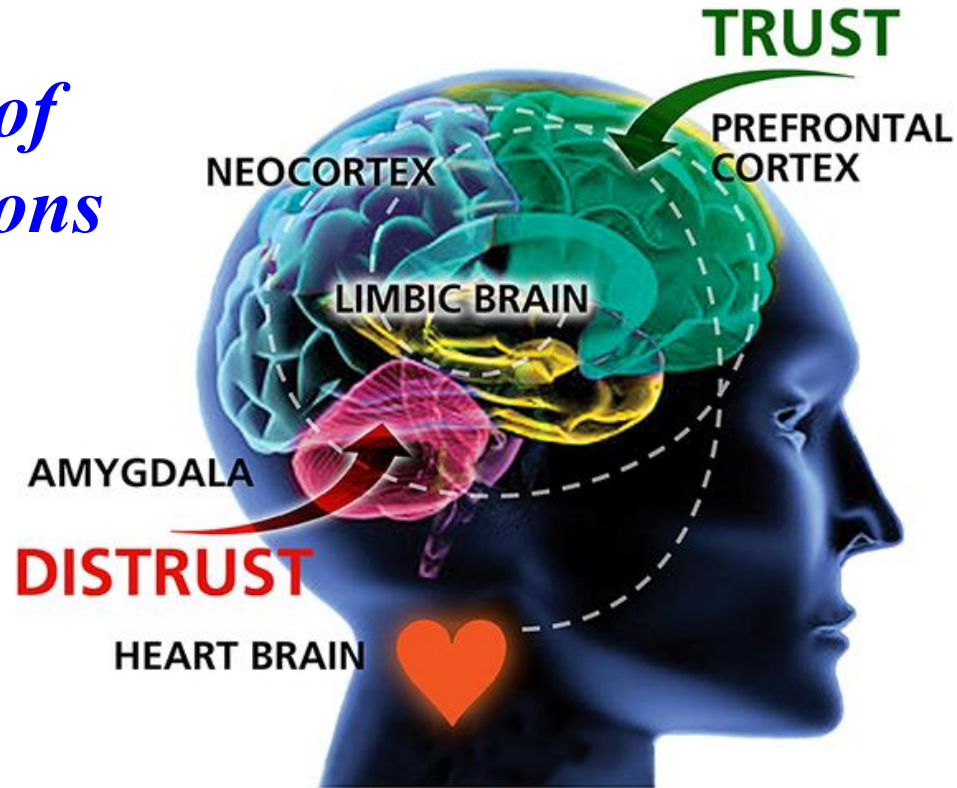
What is Conversational Intelligence?



What Happens in Our Brain?



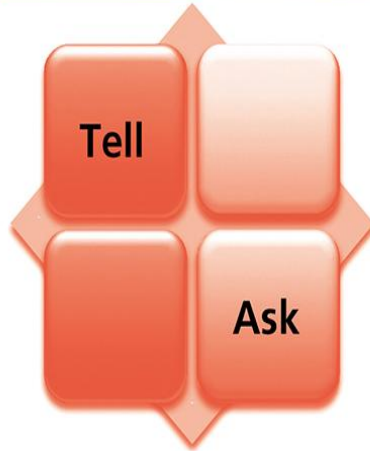
Chemistry of Conversations



Co-creating Conversations®
Conversational Intelligence®

3 Levels of Conversations

LEVEL I



LEVEL II



LEVEL III



AMYGDALA

PREFRONTAL CORTEX



Co-creating Conversations®
Conversational Intelligence®

Establishing a Foundation of Trust

T-*Transparency*

R-*Relationship*

U-*Understanding*

S-*Shared Success*

T-*Test Assumptions & Tell the Truth*

Down-Regulate

Fear

Power

Uncertainty

Being right

Groupthink

Up-Regulate

Transparency

Relationship building

Understanding

Shared vision of success

Truth & empathy



Co-creating Conversational Intelligence

"WE-Centric" Behaviors

Five Practices that Raise C-IQ (Influence)

BE OPEN TO INFLUENCE

- 1** Listen to Connect
- 2** Ask questions for which you have no answers
- 3** Prime for Trust
- 4** Sustain conversational agility – refocus, reframe, redirect




5 Double-click


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Conversational
INTELLIGENCE[™]
for Coaches



*What are your biggest takeaways?
What would you like to do more of?
What are your aspirations for your
organization, team, and your
relationships?*





"If you're not getting the results you want, maybe it's time to give your conversational intelligence a boost."

DANIEL H. PINK, author of Drive and To Sell Is Human



Conversational **INTELLIGENCE**

How Great Leaders
BUILD TRUST
and Get Extraordinary Results



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