

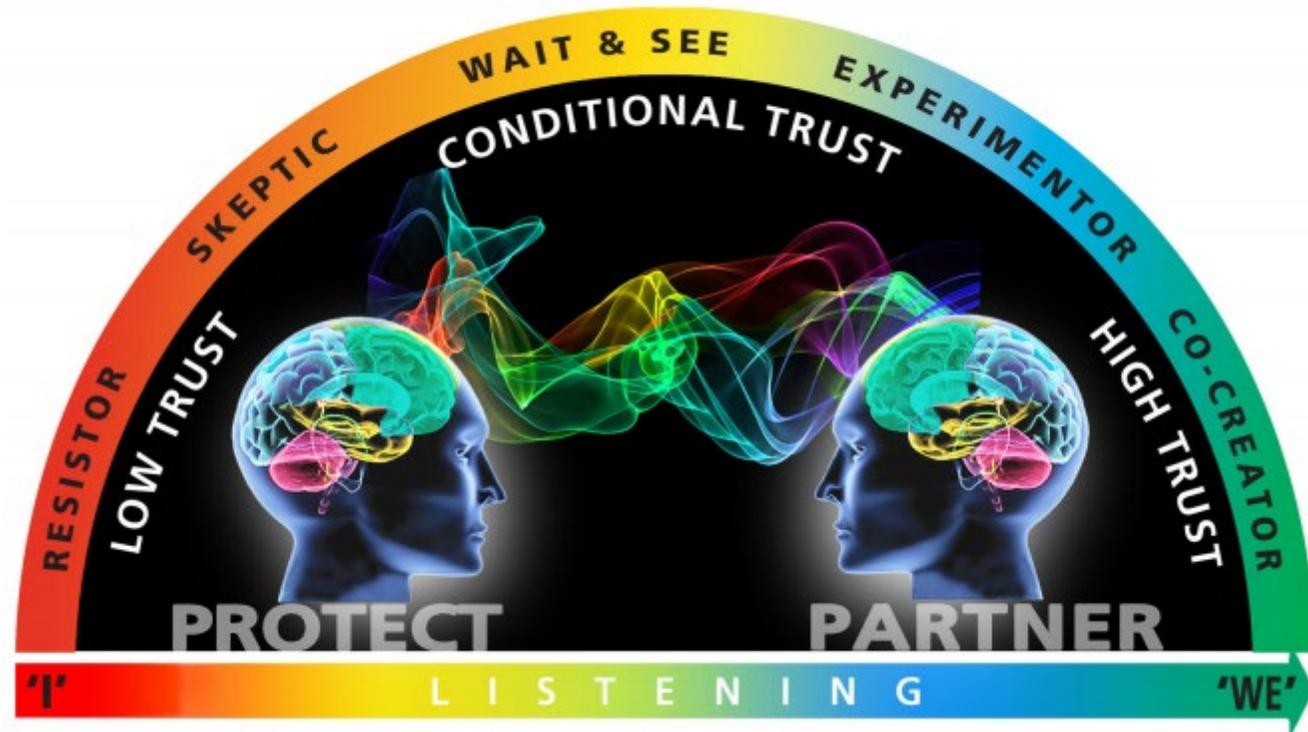
CONVERSATIONAL INTELLIGENCE

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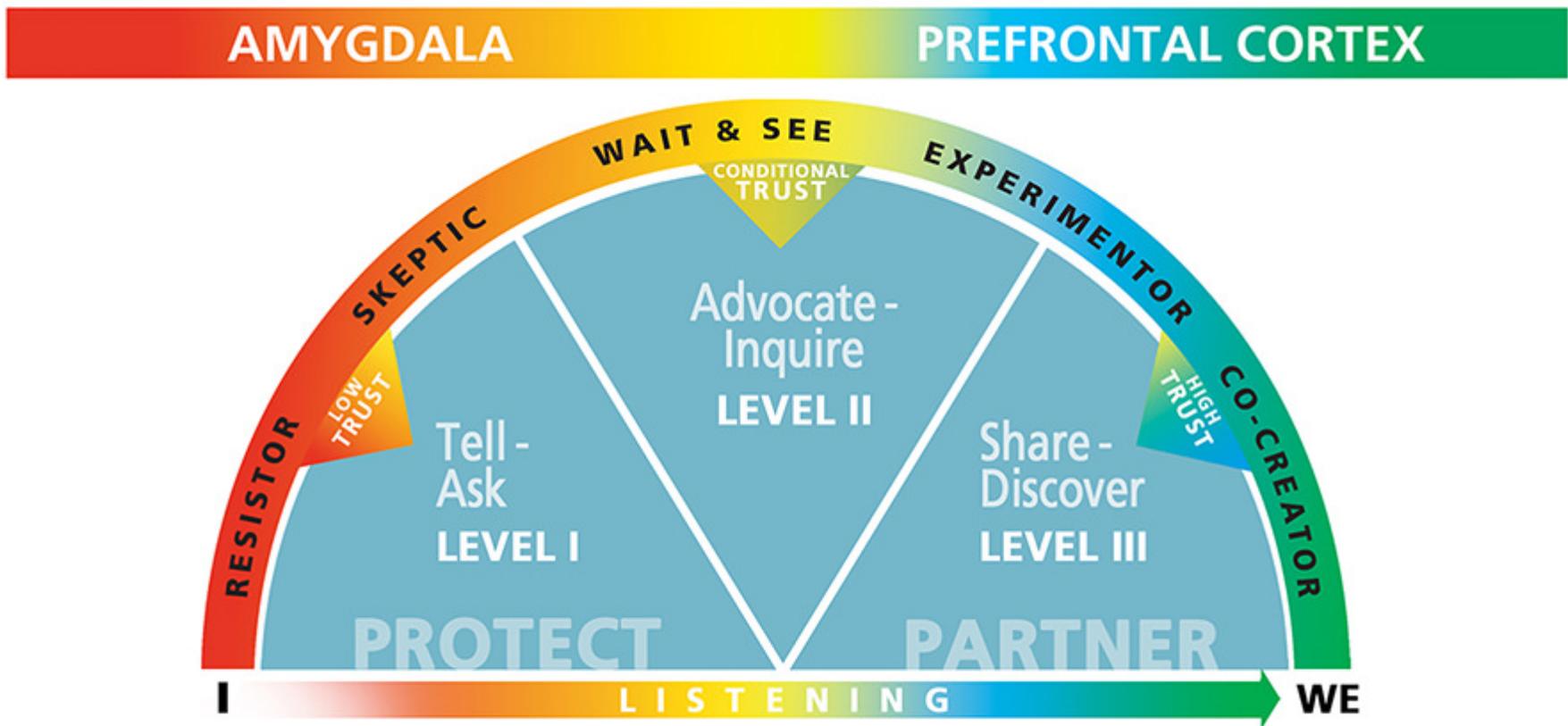
OBECTIVES

- Identify the 3 Levels of Conversation
- Learn what each level is, how it works and the impact it has
- Building TRUST
- Blending Emotional Intelligence, Positive Intelligence and Conversational Intelligence

CONVERSATIONAL INTELLIGENCE® DASHBOARD



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LEVELS OF CONVERSATIONS

- Transactional
- Positional
- Transformative

Transactional

- Little Trust
- Tell and ask
- Exchange information, updates and facts
- Focus is on what you need to get from each other to validate and confirm view of reality. Pass along information necessary to do your job and then move on to the next task

TRANSACTIONAL



Positional

- Advocate and Inquire
- Advocate for what I want
- Inquire about your beliefs so I can influence you to my way of thinking
- Work with power and influence
- Addicted to being right

SCARF MODEL

- **S**tatus---Our relative importance to others
- **C**ertainty—Our ability to predict the future
- **A**utonomy—Our sense of control over events
- **R**elatedness—How safe we feel with others
- **F**airness-How fair we perceive the exchanges between people to be

TELL, SELL, YELL



Transformational

- Share and Discover
- Exchange energy
- Others receive signal you are willing to be influenced, you care about them, they can trust you to experiment and innovate with them
- Stay open and nonjudgmental, be willing to be influenced, focus on listening with an open mind

TRANSFORMATIONAL



Building Trust

- Be present
- Provide context in every communication
- Tell people where they stand
- Catalyze co-creation in every conversation
- Honesty at all times

TRUST

- Transparency
- Relationships
- Understanding
- Shared Success
- Truth, Testing assumptions

TRANSPARENCY

- BE OPEN ABOUT WHAT'S ON YOUR MIND, BREAK THE CODE OF SILENCE
 1. Focus on quelling threats through sharing information
 2. Request what you need from others
 3. Keep people in the loop

RELATIONSHIP

- **BUILD STRONG RELATIONSHIPS BEFORE WORKING ON TASKS**
 1. Determine what is important to others
 2. Step into others shoes
 3. Have open dialogues about what is important to others

UNDERSTANDING

- UNDERSTAND WHAT OTHERS MEAN, CREATE SHARED UNDERSTANDING
- 1. Set context for understanding
- 2. Listen actively—really hear what others are saying
- 3. Use people's feedback to gain understanding

SHARED SUCCESS

- FOCUS ON SHARED SUCCESS AND CREATING SHARED MEANING TO OTHERS
- 1. Determine what is important to others
- 2. Understand what success looks like in the other's mind
- 3. Align perspectives

TRUTH

- **FOCUS ON CLOSING REALITY GAPS WITH OTHERS**
- 1. Have both candor and caring in your approach with others
- 2. Providing insights to narrow misunderstandings
- 3. Letting others know where they stand with candor and caring

Conversational Blindspots

Assumptions

- Assume others: See what we see
- Think what we think
- Feel what we feel

Fail to Realize Fear

- Trust vs. Distrust
- Change how we see and interpret reality
- Fear—cortisol and catecholamines are released shutting down the PFC
- Feel threatened and move into protective behavior without realization

Inability to stand in each others shoes

- When we are fearful or upset emotions take over
- Listen deeply, turn off judgement, receive a view into what others feel, think and intend
- Have empathy

Assumptions

- Assume we remember what others say when we actually remember what we think about what they said
- Drop out of conversation every 12-18 seconds to process what people are saying
- Remember what we think about what people said
- Our internal listening and dialogue trumps the other person's speech

Assumptions

- Assume meaning resides in the speaker when it resides in the listener
- To make meaning I have to draw out what I think you are saying from my vault of experiences
- Brain pulls meaning from my experiences and I then bring them to the conversations to make sense of what I'm hearing
- “In my minds eye” can have totally different picture of what you are saying from what you mean

LISTENING

- **Level 1**—Hearing, but not listening. Thinking how you have had same experience and can share. Listen to respond
- **Level 2**—Focusing on the person who is speaking and what they are saying. Putting your own thoughts aside
- **Level 3**—Intense focus on person speaking. Hearing what isn't being said

REMOVING OBSTACLES

- How **YOU** show up in the room impacts the ability to have a transformational conversation

EMOTIONAL INTELLIGENCE

- FOUNDATION—What is your EI?
- Recognize, understand and manage our own emotions and recognize, understand and influence the emotions of others
- Being aware emotions can drive our behavior and impact people (positively and negatively), and learning how to manage those emotions, both our own and others, ESPECIALLY when we are under pressure

HIGH EMOTIONAL INTELLIGENCE

You think about feelings. Self and social awareness that begins with reflection.

- What are my emotional strengths? What are my emotional weaknesses?
- How does my current mood affect my thoughts and decision making?
- What's going on under the surface that influences what others say or do?

HIGH EMOTIONAL INTELLIGENCE

- **You pause.** Take a moment to stop and think before you speak or act. Helps you refrain from making a permanent decision based on a temporary emotion.
- **You strive to control your thoughts.** Don't have much control over the emotion you experience in a given moment, but you can control your reaction by focusing on your thoughts. By striving to control your thoughts, you resist becoming a slave to your emotions

HIGH EMOTIONAL INTELLIGENCE

- **You show authenticity.** You say what you mean, meaning what you say and sticking to your values and principles above all else
- **You demonstrate empathy.** Ability to show empathy, which includes understanding other's thoughts and feelings, helps you connect with others. Instead of judging or labeling others, you work hard to see things through their eyes.
- **You praise others.** Everyone craves acknowledgement and appreciation. When you commend others, you satisfy that craving and build trust

HIGH EMOTIONAL INTELLIGENCE

- **You give helpful feedback.** Negative feedback has great potential to hurt the feelings of others. Realizing this, you reframe criticism as constructive feedback, so received as helpful instead of hurtful.
- **You forgive and forget.** Hanging on to resentment is like leaving a knife inside a wound. While the offending party moves on with their life, you never give yourself a chance to heal. When you forgive and forget, you prevent others from holding your emotions hostage—allowing you to move forward.

HIGH EMOTIONAL INTELLIGENCE

- **You keep your commitments.** When you make a habit of keeping your word—in things big and small—you develop a strong reputation for reliability and trustworthiness.
- **You help others.** Most people don't really care where you graduated from or even about previous accomplishments. But what about the hours you are willing to take out of your schedule to listen or help out? Your readiness to get down in the trenches and work alongside them? Actions like these build trust and inspire others to follow your lead when it counts

HIGH EMOTIONAL INTELLIGENCE

- Does this need to be said?
- Does this need to be said by me?
- Does this need to be said by me now?

POSITIVE INTELLIGENCE

The mind is your best friend and worst enemy

Positive Intelligence Quotient is percentage of time your mind is serving you as opposed to sabotaging you

POSITIVE INTELLIGENCE

- Awareness of judging thoughts
- Where is this perspective coming from
- How can I manage my judges thinking

POSITIVE INTELLIGENCE



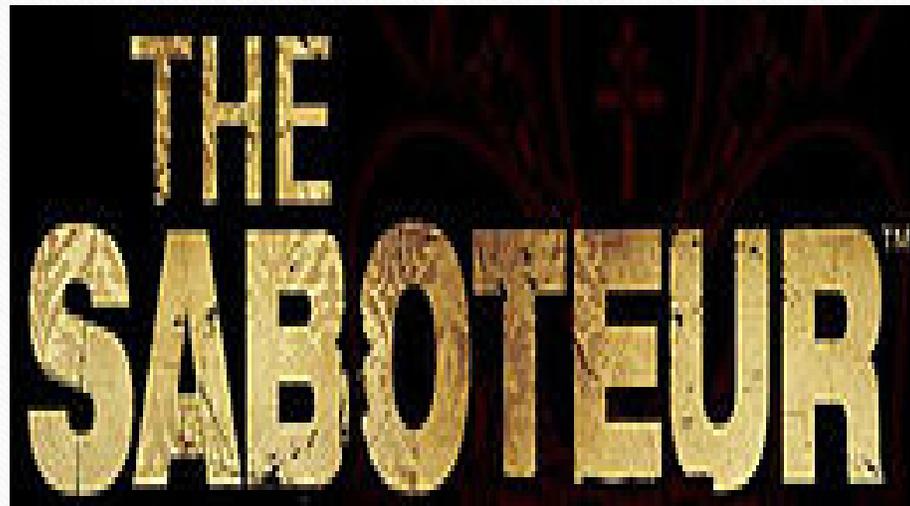
Level Setting Your Conversation

"How to influence with intention & impact"

LEVEL I	LEVEL II	LEVEL III
Transactional Inform	Positional Persuade	Transformational Co-create
		
<i>Confirm what you know</i>	<i>Defend what you believe</i>	<i>Discover what you don't know ...</i>
<i>Overuse... Talk past each other Tell-Sell-Yell - compliance</i>	<i>Overuse... Bang Heads Addicted to Being Right</i>	<i>Overuse... Talk in circles All Talk No Action</i>
<i>Seek ... give & take</i>	<i>Seek ... win/win</i>	<i>Seek ... partner</i>



POSITIVE INTELLIGENCE



SUMMARY

- Combine EQ, PQ and CQ
- Levels of Conversation
- Building Trust