Upping Your Game with Conversational Intelligence

MAREE BURGESS
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PMI MELBOURNE
“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
CEO, Benchmark Communications, Inc.
Chairman, The CreatingWE Institute
CONVERSATIONAL DASHBOARD

Cortisol

Oxytocin

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Level I - Face Value

Interaction Dynamics
- Telling what is on our mind ('I' Centric)

IMPACT
- Influence through information sharing
- Confirm what we know
Level I

- Listen for facts
- Focus on ‘data’
- Miss emotional cues
Level II - Positional

Interaction Dynamics
- Influence others to our position

IMPACT
- Influence through personal or positional power
- Defend what we know
Level II

- Addicted to being right
- Focus on ‘influence’
- High levels of dopamine
I'M RIGHT
YOU'RE
WRONG,
ANY QUESTIONS?
Level III - Co-Creative

Interaction Dynamics
- Infinite and ‘We’ Centric
- Releasing energy to co-create influence

IMPACT
- Transformational influence
- Influence through energy shifting
- Discover what we don’t know
Level III

- Listen to connect, not judge or reject
- Focus ‘Others & We’
- High levels of oxytocin
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NEUROTRANSMITTERS

Healthy Connections

- Oxytocin

Unhealthy Connections

- Cortisol
Conversational Essentials
Building a Foundation
Ask Questions for Which You Have No Answers
Listen to Connect
Conversational Agility
Double Clicking
Up-Regulate

Transparency

Relationship building

Understanding

Shared vision of success

Truth & empathy
Feelings change our reality

I hear you, but I'm not listening!
Down-Regulate

Fear

Power

Uncertainty

Being right

Groupthink
Becoming We-centric and Co-creational
Action

1. Pick one of the conversational essentials and focus on practicing it for the next 21 days
2. Be aware of the conversations you are having
   – Are you operating from your pre-frontal cortex or your reptilian brain
3. Complete the form at the back of the room to receive a paper on Conversational Intelligence® ‘The Neurochemistry of Positive Conversations’.
About Maree

I calm culture through conversation.

By helping people understand more about themselves and more about others conversations improve, relationships improve and the culture improves.

I have a passion for improving diversity of thinking and work with women to improve their confidence to step into more senior roles.

My book ‘The XX Project: Giving women the skills and confidence to step up in the corporate world’ was published in 2015.

www.mareeburgess.com