

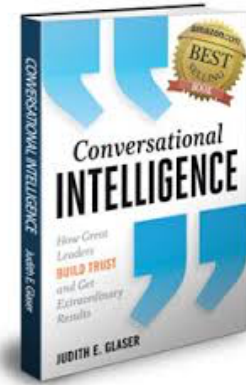
ORGANIZATIONAL LEADERSHIP COACHING®

PRESENTS...

The Organizational Leadership Coaching® Institute
Introduction to...
Conversational Intelligence



Facilitator: Dr. G. C. Patterson, M. Div., Th. M., D.D., CCUCG, PCC



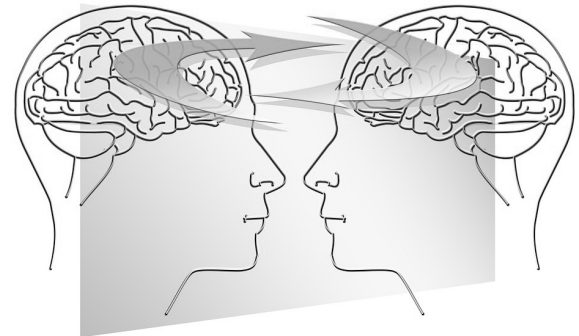
The Neuroscience of Conversational Intelligence:™ *Why Every Word Matters*



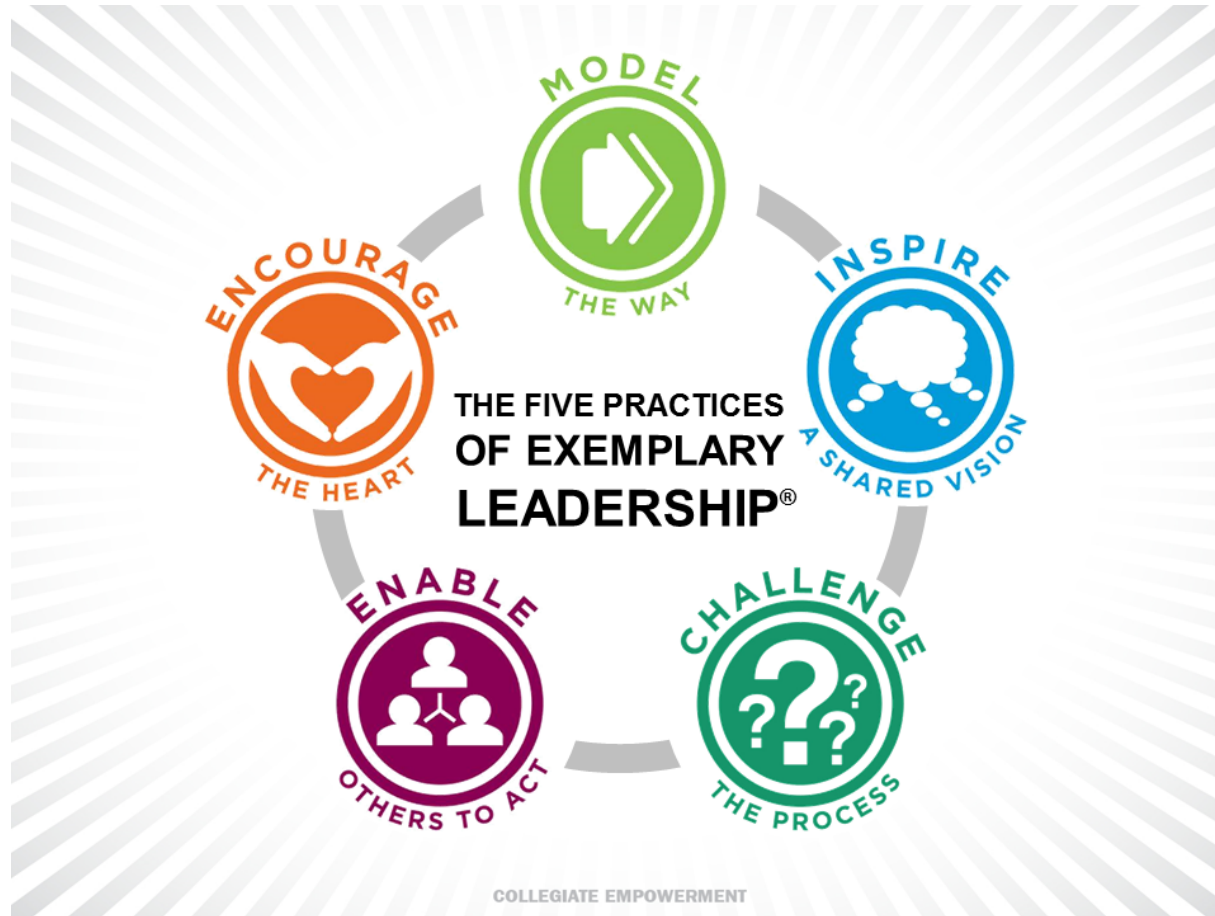
Conversational Intelligence: How You Communicate as a Leader

“To get to the 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 conversations!**”

--Judith Glaser



Leadership Practices: How You Act as a Leader



James Kouzes & Barry Posner

The Beatitudes:

(Blessed Are)

| | | |
|---|---|---|
| the poor in spirit, for theirs is the kingdom of heaven. | ~ | they who mourn, for they shall be comforted. |
| the meek, for they shall inherit the earth. | ~ | they who hunger and thirst for righteousness, for they shall be satisfied. |
| the merciful, for they shall obtain mercy. | ~ | the pure of heart, for they shall see God. |
| the peacemakers, for they shall be called children of God. | ~ | they who are persecuted for the sake of righteousness, for theirs is the kingdom of heaven." |

Exploring the Energy of Conversations

- **Recall a recent unpleasant ministry conversation**
 - Who said what to whom?
 - What emotions did you feel?
 - Where did this show up in your body?
- **Recall a fantastic ministry conversation**
 - Who said what to whom?
 - What emotions did you feel?
 - Where did this show up in your body?

Your Words Create Your World



Is your world
I-centric or
We-centric?

What is Conversational Intelligence?

C-IQ is a replicable methodology to:

- **Connect, navigate, grow with others**
- **Understand how conversations impact our relationships with others**
- **Activate parts of the brain triggering trust & innovation**
- **Initiate profound shifts in communication**
- **Increase impact & effectiveness**



Judith E. Glaser

C-IQ makes the invisible visible

Objectives

- Understand Essentials of Conversational Intelligence™
- Experience the power of a C-IQ shift
- Practice ways to improve the effectiveness of your work conversations
- Practice key C-IQ principles

Double Click on Our Assumption!

Conversations are not what we think they are. We've grown up thinking they are about talking, sharing, information, telling people what to do, or telling others what's on our minds. We are now learning, through neurological and cognitive research, that a "conversation" goes deeper and is more robust than simple information. Judith Glaser



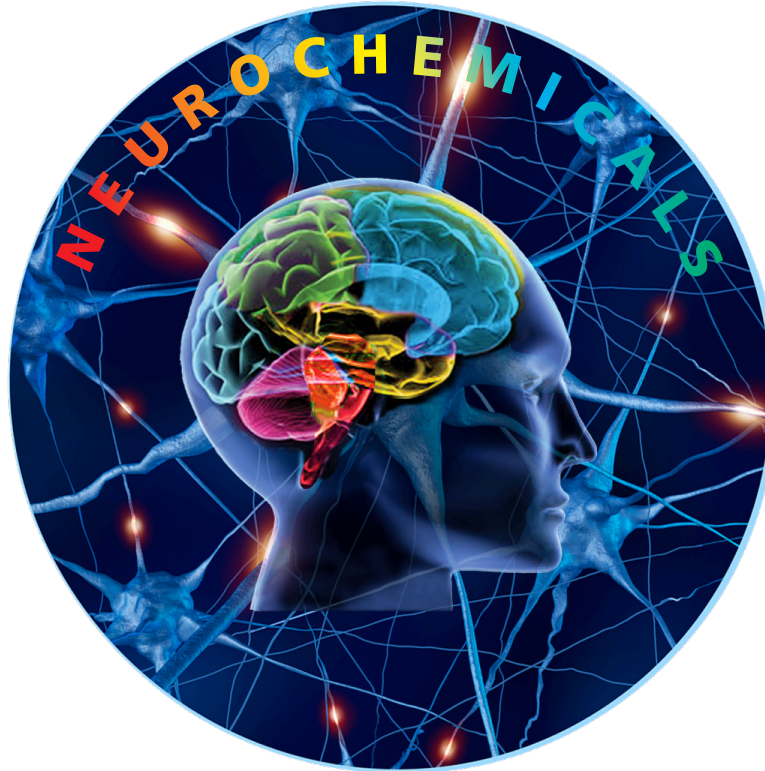
Chemistry of Conversations

Arousal & Stress

Noradrenaline

Adrenaline

Cortisol



Oxytocin

Dopamine

Serotonin

GABA

Connection, Pleasure & Calm

Logan Reed

Time to talk?

To: Logan Reed

Inbox - Loganreedcoaching 6:16 PM

LR

1 event found in this email: Tomorrow from 2:00 PM - 4:00 PM

[add...](#)

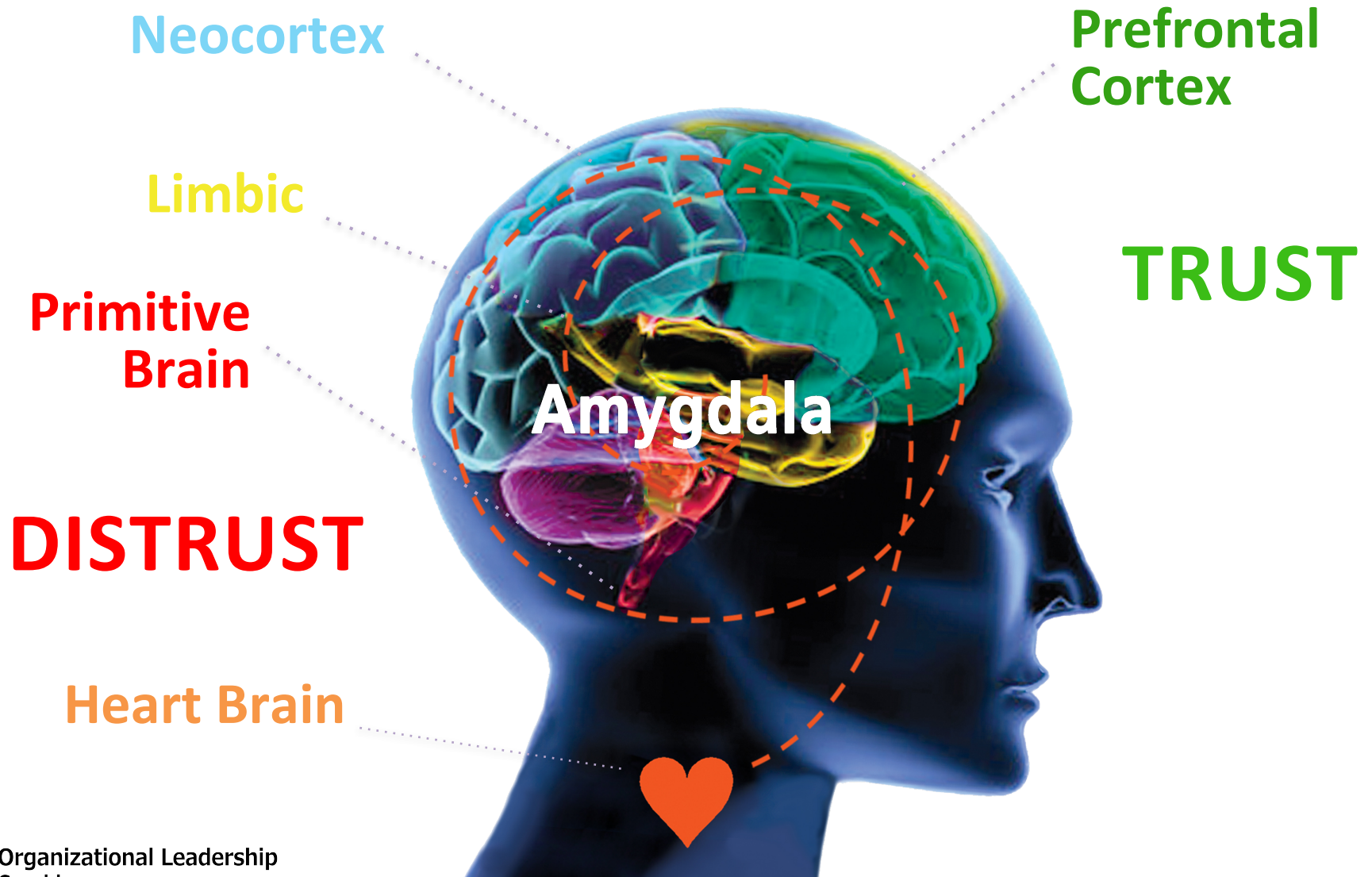
Hi Melissa,

Do you have time to come by my office tomorrow at 2pm? A couple of questions came up from the leadership team regarding the McMathis project when I briefed them on your progress, so we need to chat.

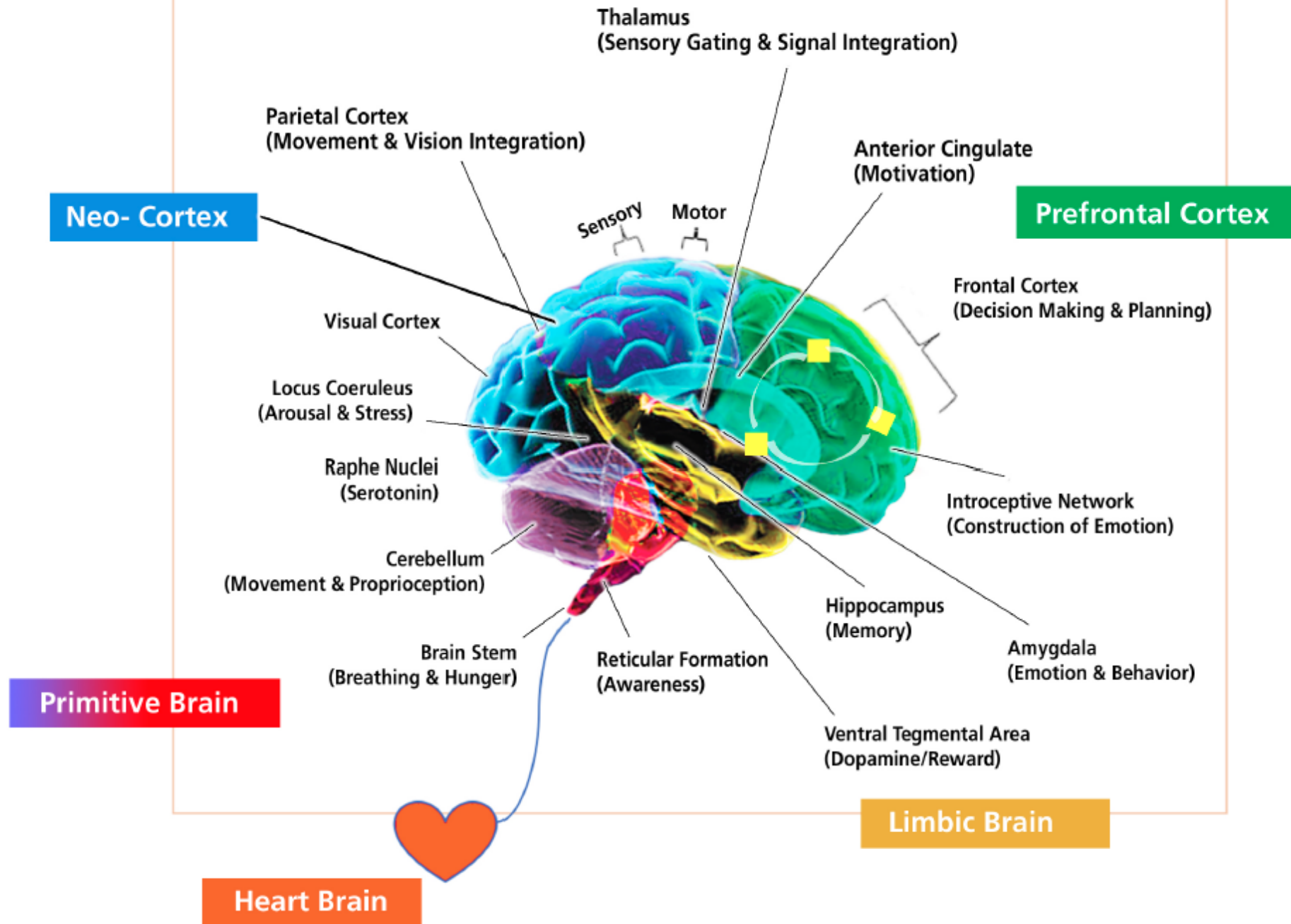
Thanks,
Mike

Champions keep playing until they get it right. - Billie Jean King

Where Fear & Trust Live In The Brain



WHOLE BRAIN



What are the 6-Brains?

- **Primitive Brain** (Reptilian Brain—sensor to threats) The most primitive part of the brain, hardwired to protect us from harm to our body/ego. Decides how we react to threat ('flight, fight, freeze and appease') & protects ourselves from harm.
- **Heart Brain** (The most basic of our hardwiring) Enables us to connect all our internal systems and also enables us to connect to others. We either sync or do not sync with others. When we sync we move towards others as friends. When we do not sync or feel apprehension, we move away & feel others may be foe.
- **Limbic Brain** - Stores a history of all emotional experiences. Nurtures and builds relationships, clans and tribes. Deciphers 'where do I fit' in the social order. Reads social context including loss and gain socially, and scans for inclusion and exclusion in the community. Provides us with the emotional palette for moving towards or away from others.
- **Neocortex** - Hardwired for language, storing information, basic thinking, reasoning, and cognitive skills that enable us to navigate every day. Holds our 'scripts,' our working memory & our stored memory. Newest research says that the left-brain is the 'steady state brain' & the right brain is the 'change brain'.
- **Prefrontal Cortex** (The youngest brain & is often called the 'Executive Brain') Hardwired for higher-level coordination of the whole brain. Provides us mastery with higher functions such as: ability to envision the future (create scenarios), step into others' shoes (empathy, mirror neurons), make judgments in difficult situations, live in trust & have integrity. Holds our most advanced capabilities: judging, dreaming, and envisioning possibilities.
- **Gut-Brain** - The gut brain is revolutionizing medicine's understanding of the links between digestion, mood, health and even the way you think. Scientists call this little brain the enteric nervous system (ENS). Stress is correlated to the lack of biodiversity in the gut flora. Gut flora singularity also heightens the stress response. 90% of the body's serotonin is located in the EC [enterochromaffin] cells of the GI tract, where they regulate intestinal movements. This neurotransmitter helps regulate mood, appetite, and sleep. Serotonin also plays a role in cognition, specifically in learning and memory.

WISDOM OF THE 6 BRAINS

