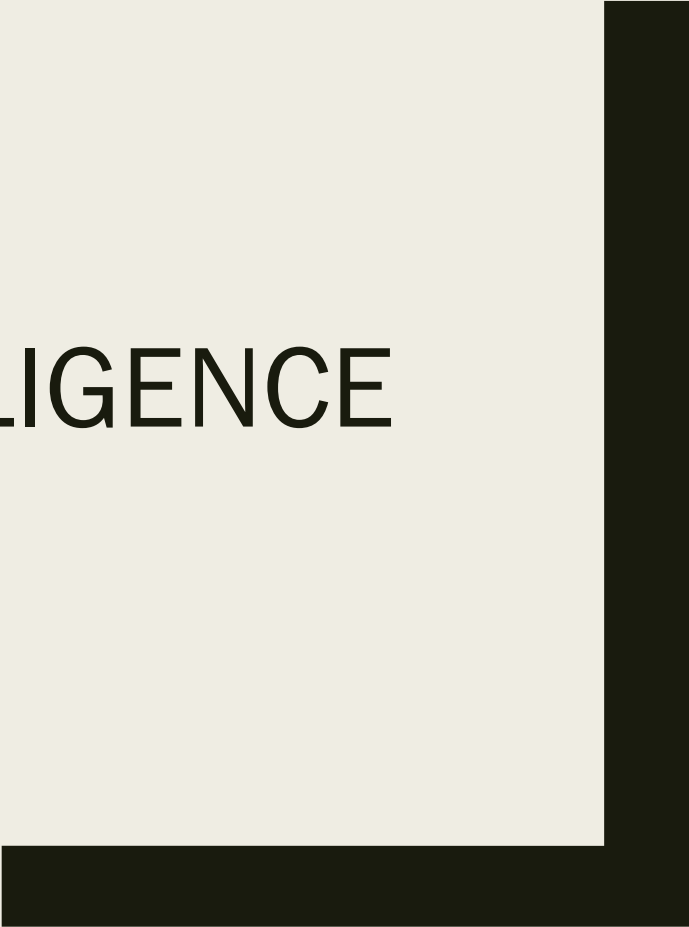




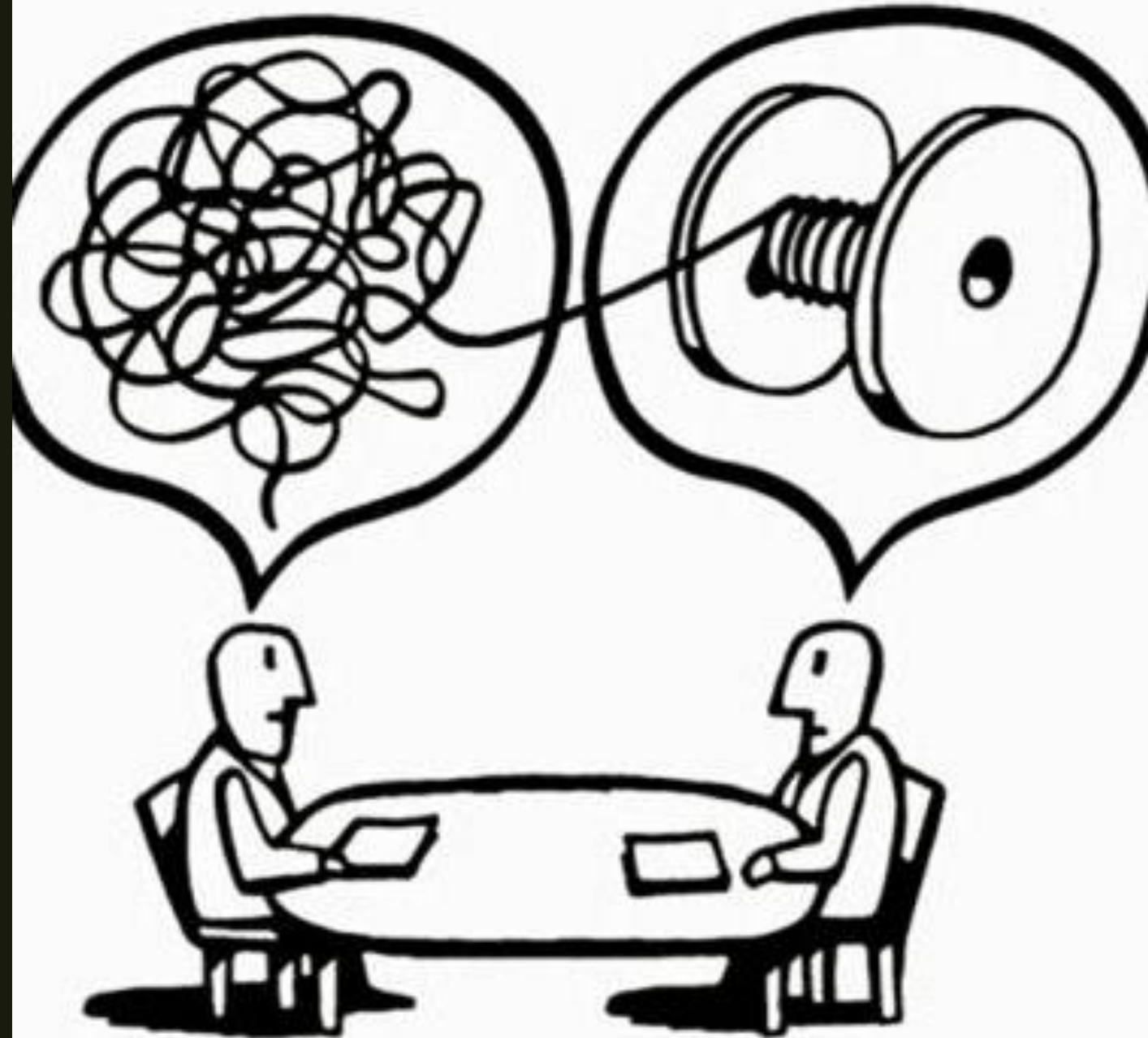
# CONVERSATIONAL INTELLIGENCE

March 2021



What makes an impactful conversation?

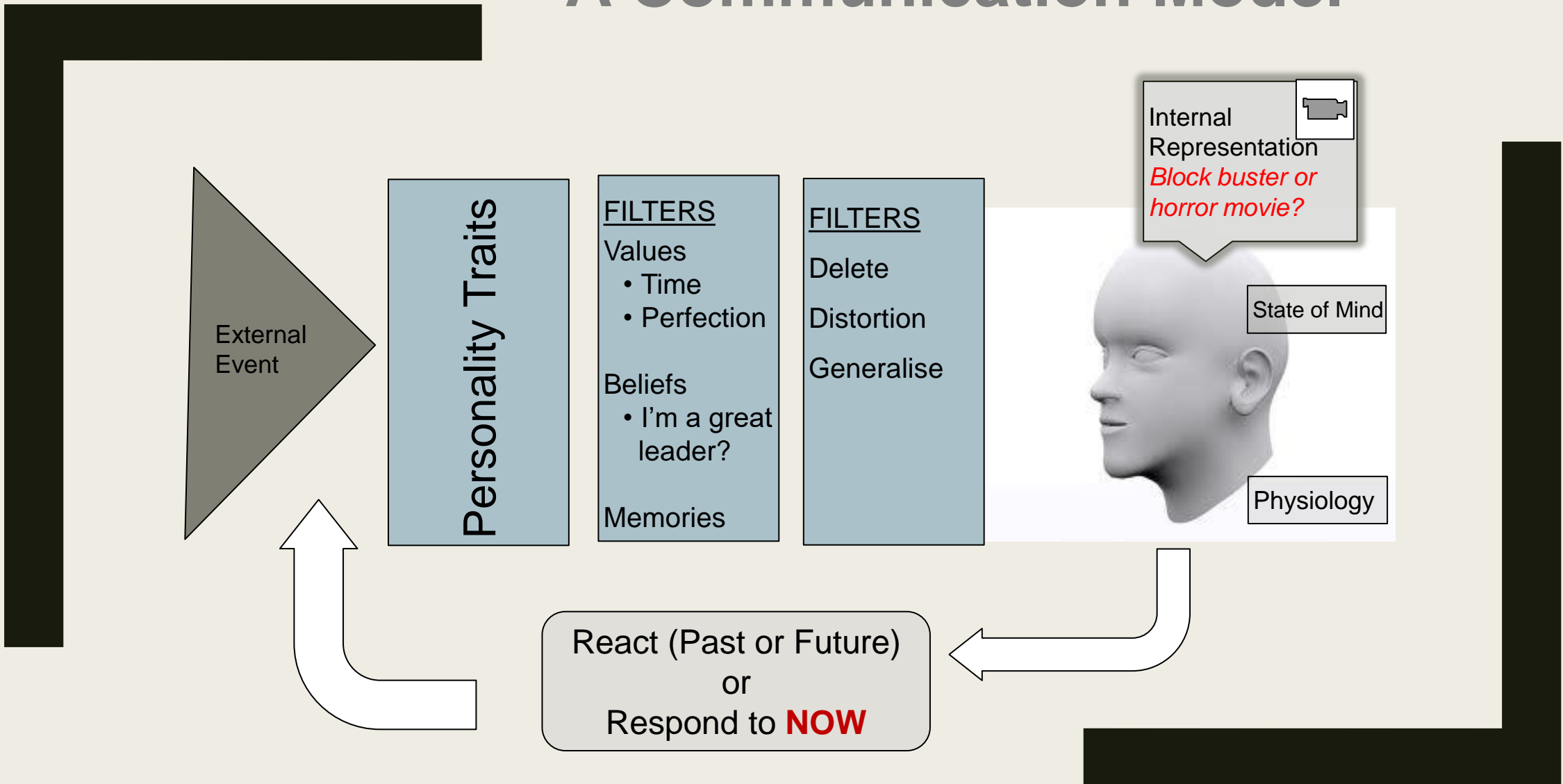
The ability to unravel a conversation and create an understanding between two people or more.

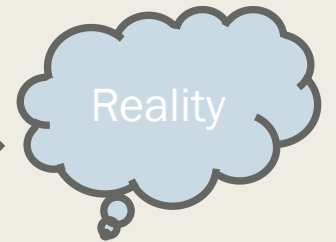
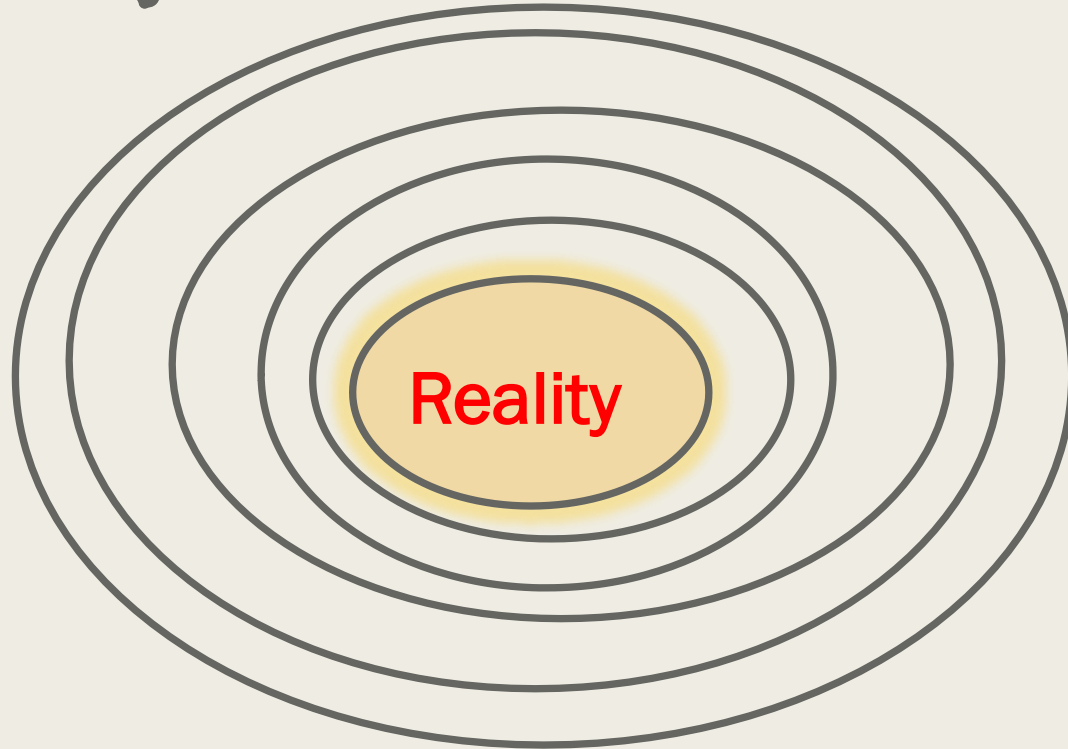


# Preparation

- Who are you going to have the conversation with?
- What kind of personality structure do they have?
- How do they take in their world (Visual, auditory, kinaesthetic?)
- Location
- Timing
- How much time do you need?
- What outcomes do you have in mind – what is the intent behind the conversation?
- Framing
- Developing a script

# A Communication Model





# 4 Levels of Listening

- Download
- Factual
- Empathic
- Presence-ing



# Filling in the Gaps (1)

**“Managers don’t care about us. They drop in when they like, swan around and only worry about covering their own butts.”**

# Precision Questions

- Which managers are you referring too?
- How do you know they don't care about you?
- What would they need to do to show you they care?
- What do you mean by 'swan around'?
- What do you expect from a manager?
- What are they covering their butts about?



# Filling in the Gaps (2)

**“We’ve raised 100’s of hazards and no-one seems to care because nothing ever gets fixed around here!”**

# Precision Questions

- Who is we?
- Who is no-one
- What would they have to do to show they did care
- Has anything been fixed in the past year?
- What specifically do they want to have fixed

# Connect with me

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You are also welcome to order your copy of my new book using this link.

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