

When Differences Make Us Stronger

Leveraging the Power of Conversational Intelligence®

October 19, 2022





15 years in corporate Human Resources

Opened private practice in 2011

PCC certified through the International Coach Federation

Certified Conversational Intelligence® Coach

What I am not: DEI specialist or expert.

What I am: a coach and trainer who knows how to use our brain chemistry to increase the capacity of individuals to “be with” diversity of beliefs, approaches, opinions, etc. in conversations...which improves the performance (and quality of work) of teams, groups and organizations.

When you are able to welcome, hang with, not shy away from the differences that arise in all of our lives...you have a superpower that changes everything for the better, both professionally and personally.



What do you want to get out of today?

How will you get it?

Welcome!

Where we'll go today:

Get a glimpse into how your brain is designed to work against your commitment to diversity of all kinds

Learn a handy dandy tool for self-managing your biases, opinions, etc.

Learn some (easy) techniques to use when you get stuck pushing against diversity of thought, opinions, etc.

Have some laughs, learn some things, change your world (just another day at the office!)

At the end of the day, welcoming diversity into your conversations is about moving from "I" to "We"



What is Conversational Intelligence®?

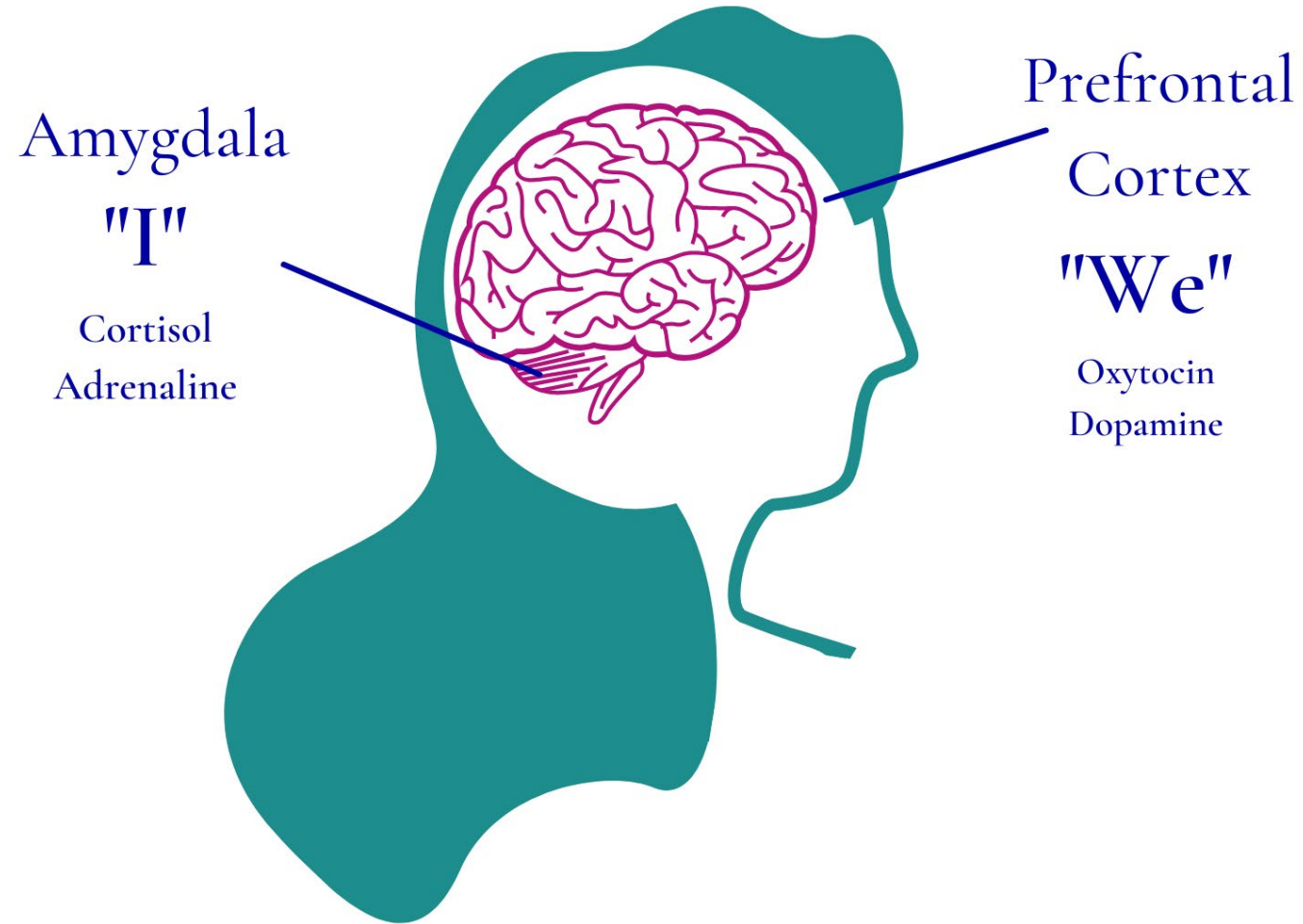
Created by Judith E. Glaser, Conversational Intelligence® (C-IQ) is a framework that makes the invisible visible. C-IQ provides a way to understand why we are (or are not) successful in creating the results that we want as individuals, teams and organizations.

C-IQ provides an understanding of how our brain chemistry determines how we interact (or don't interact) with others, and how to re-engage when we find that productive conversation has stopped.

In other words: Conversational Intelligence® allows us to work with our brain chemistry to allow our differences to make us stronger.

Conversational Intelligence® shows us how to move from "I" to "We"...and that is a game changer...and the way to allow our differences to make us stronger.





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It All Starts (and ends) With Your Brain

- Truth #1: Your brain one job, and one job only....
 - To keep you safe
- What does this mean?
 - We search for those who are “like us”
 - In looks
 - In thinking
 - In opinions
 - In beliefs
 - In speaking
 - What have I missed...?
- Your brain trusts who/what it knows...and trust changes reality and perspective.
- Your brain’s first commitment is to you...to “I”.



Fast Brain, For The Win! (Not really)

It takes your brain .07 seconds to make a judgment/assessment of a person, situation or information

857 times per minute

8570 times in a 10 minute conversation

In an hour-long meeting? Even better! 5,142 snap judgments

3 conversations + 2 1-hour meetings in a day = 30,852 assessments made, each in .07 seconds

Now add in: Each .07 second judgment is based ONLY on whether you feel safe

These judgments and assessments are overwhelmingly based on “I” (not “We”)

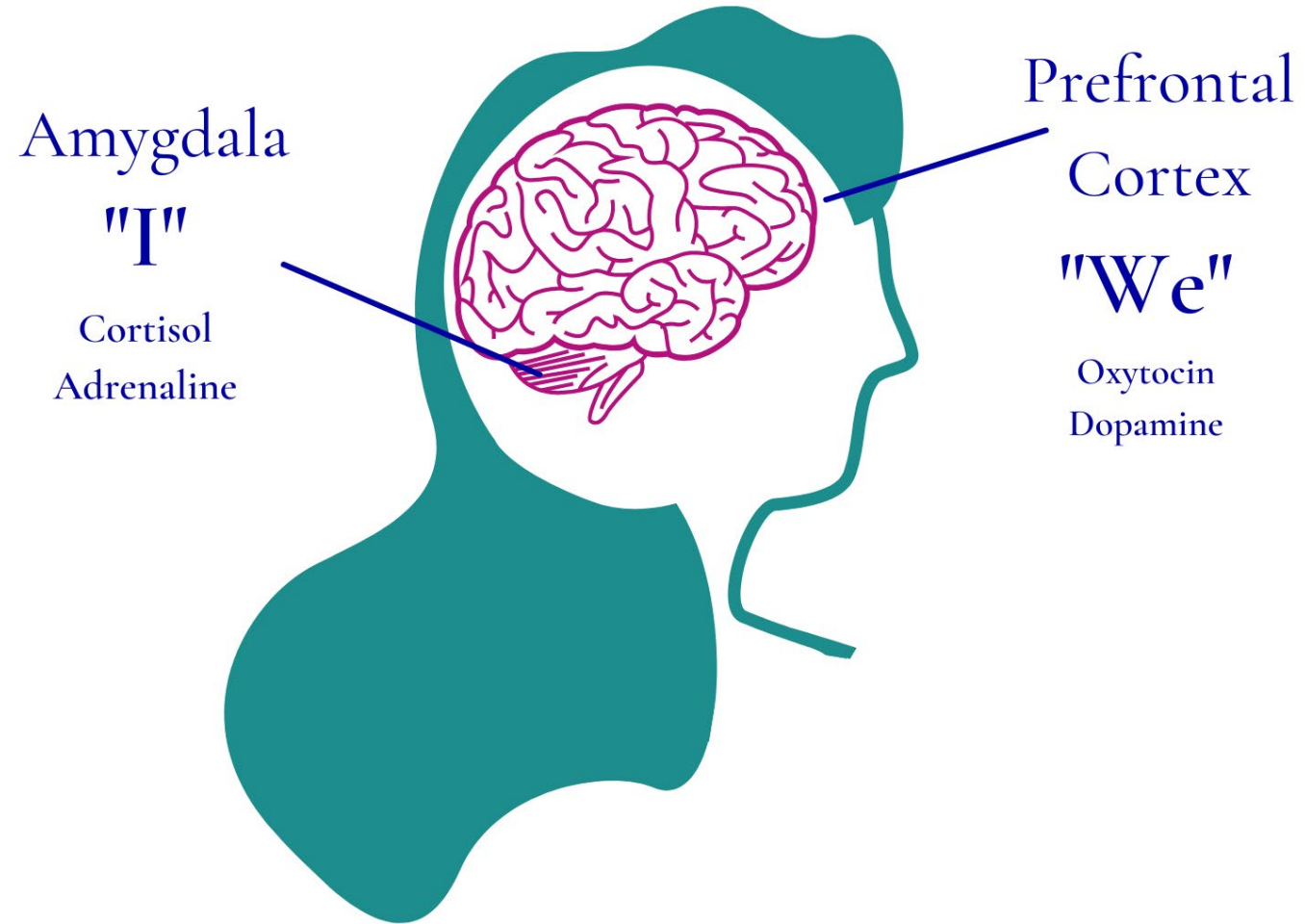


Your Brain, Part Two

- **Truth #2: Your brain loooooooves being right**
- We get a hit of dopamine, which our brain craves
- This means that we are addicted to....
 - Getting “one up” on others
 - Being funny/clever
 - Answering quickly
 - Getting praise
 - Being the expert
 - Not making mistakes (like, EVER)
 - What have I missed...?
- This is what your fast brain lives for: being right, being first, being a winner

YOUR BRAIN IS ADDICTED TO BEING RIGHT





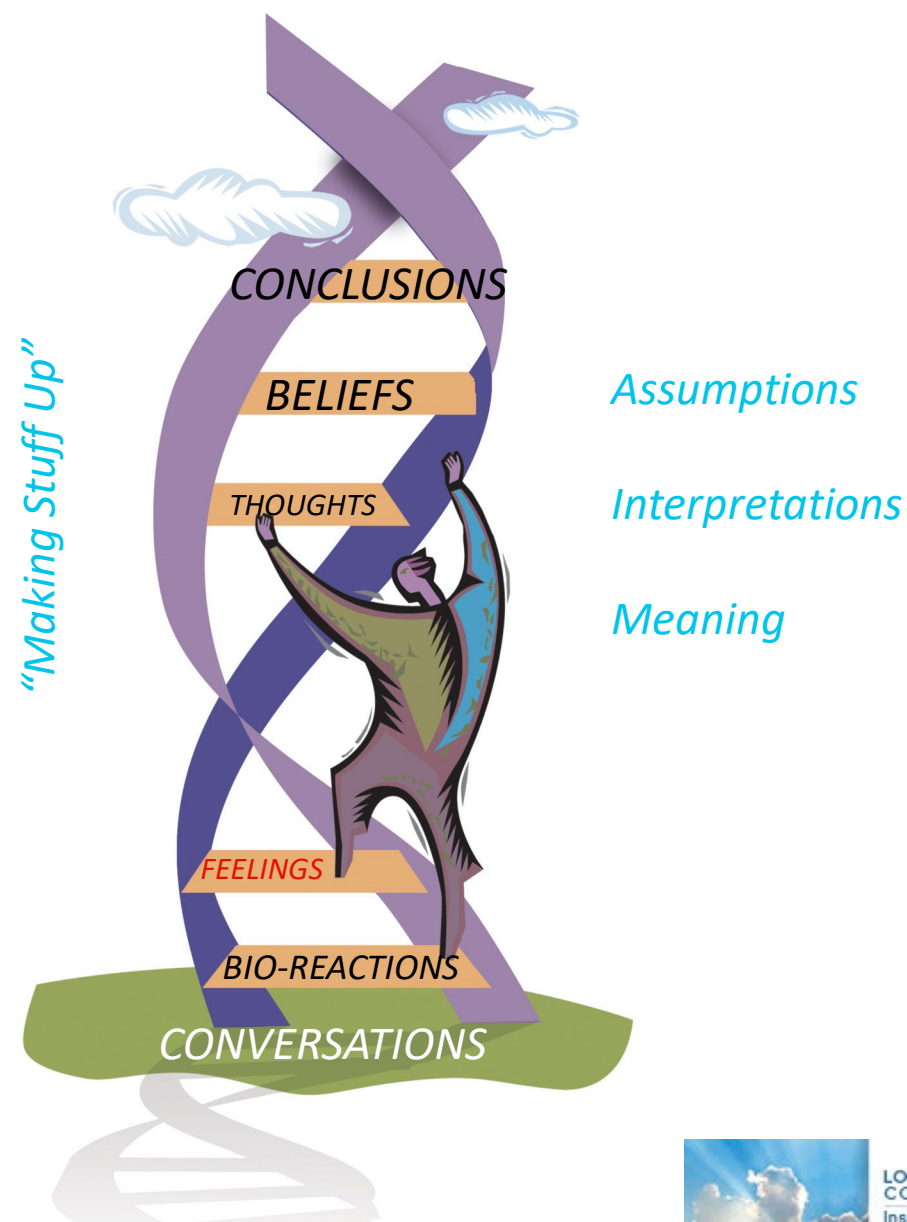
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Your Brain + Diversity

- Your fast brain senses this as unsafe.
- Your fast brain wants to shut this nonsense down and go back to what it knows.
- Your fast brain changes how you perceive reality.
- Your fast brain pulls you back to “I”...moves away from “We”
- The antidote to this? Use your slow brain to change perspectives and **let go of being right.**



The Ladder of Conclusion



How **TRUST** Changes Reality

Reveal Less
Expect Mistakes
Assume the Worst
Look with Caution
Interpret with Fear
Tell Secrets
Yes People



Protect
Resist

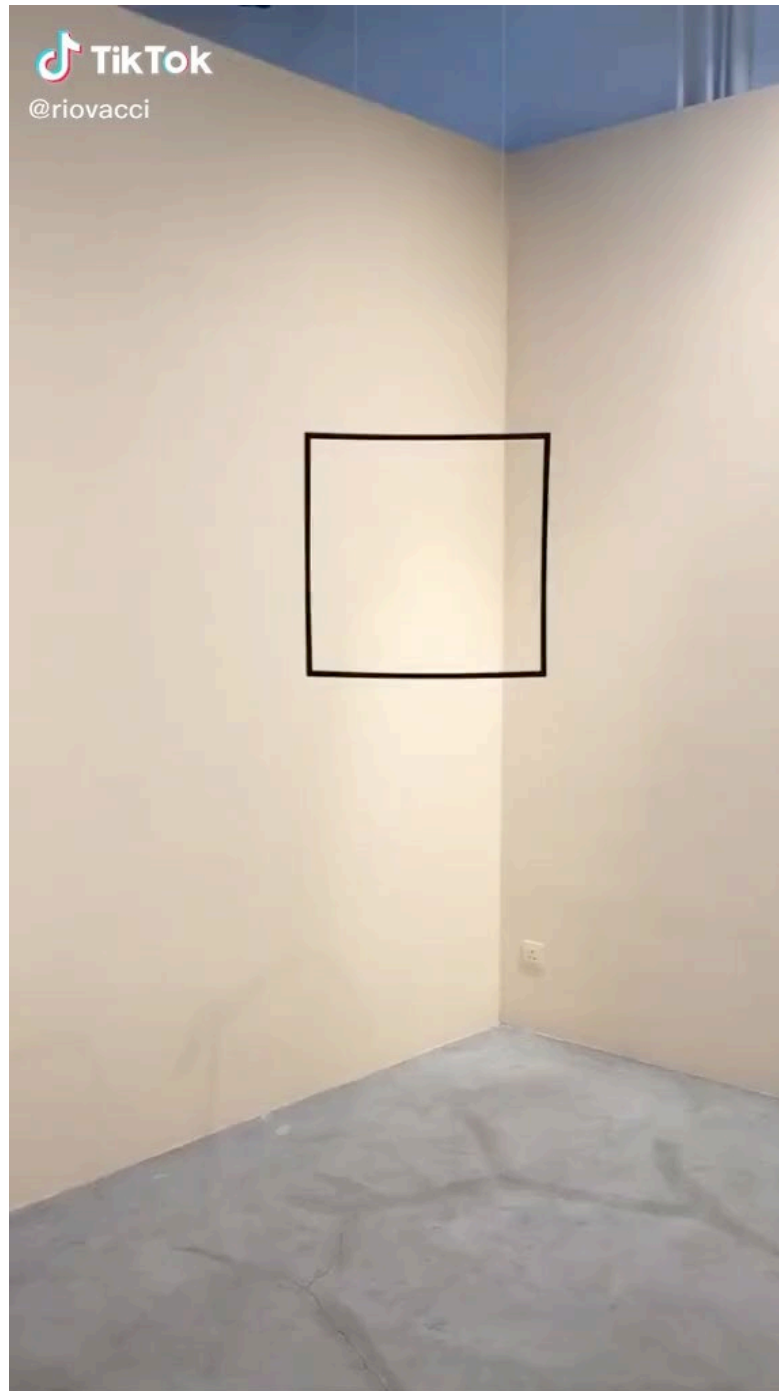
Reveal More
Expect the Unexpected
Assume the Best
Look with Open Heart
Interpret with Facts
Tell the Truth
Yes to Truth-telling



Partner
Co-create

I to WE

TikTok
@riovacci

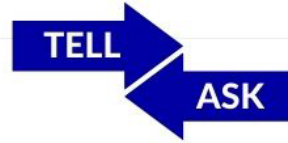


Use C-IQ To Invite Diversity

- Conversational Intelligence® works with the 3 Levels of Conversation
- We are going to focus on how to leverage Level 1 conversations to minimize the need to be right
- Level 1 conversations are a great way to move out of your need to be right, and engage your slow brain
- This changes your reality, opening up the possibility of moving forward when stuck
- And, ultimately, invite diversity into your conversations, work, etc. to move to “We”



Level One: Transactional - Exchange Information



Intention	Sidestep our biases, let go of the need to be right
Healthy Mindset	Validate what we know and what we don't know
Prefrontal Cortex/Slow Brain	Seeks to understand
Unhealthy Mindset	Tell-Sell-Yell Syndrome
Amygdala/Fast Brain	Addicted to being right
Watch For	Need to be right, not open to influence or input
Skill to Develop	Ability to invite open-ended questions, and foster 'give and take'
Neurochemistry	Lower Cortisol & Raise Oxytocin

Internal Questions = Engaging Slow Brain

Stuck? Aggravated? Frustrated?

Ask yourself an internal question, to engage your slow brain...

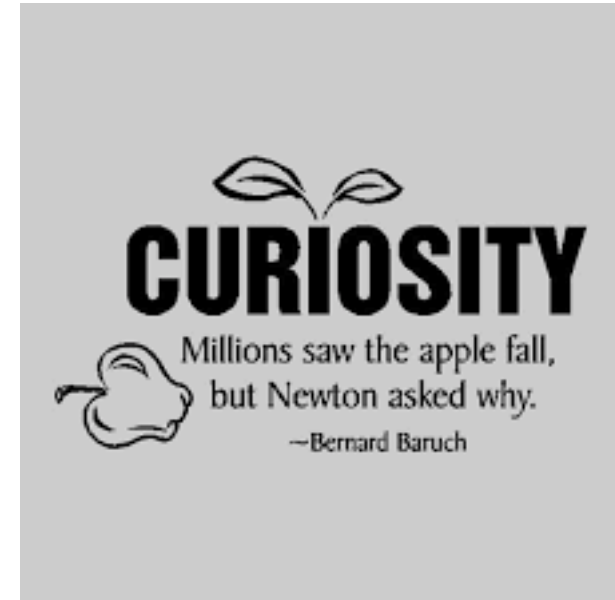
- What is there for me to learn here?
- What if I'm not right?
- What am I genuinely curious about?
- What other questions can you think of?



External Open Ended Questions = Understanding

Get curious! Ask, don't tell...

- Could you tell me more about XYZ?
- What led you to this idea?
- What are you seeing that I'm not?
- What do you know that I may not know?
- What other questions can you think of?



3 Steps To Move From “I” to “We”

Your new best friend for welcoming diversity into your conversations using C-IQ...

(Set yourself up for success by using a Reminder Without Effort for the Ladder of Conclusions)

3-Step Process (using Level 1 Conversation)

- Choose who/where you will practice
- Ask your internal question
- Ask your external question



Level One: Transactional - Exchange Information

TELL

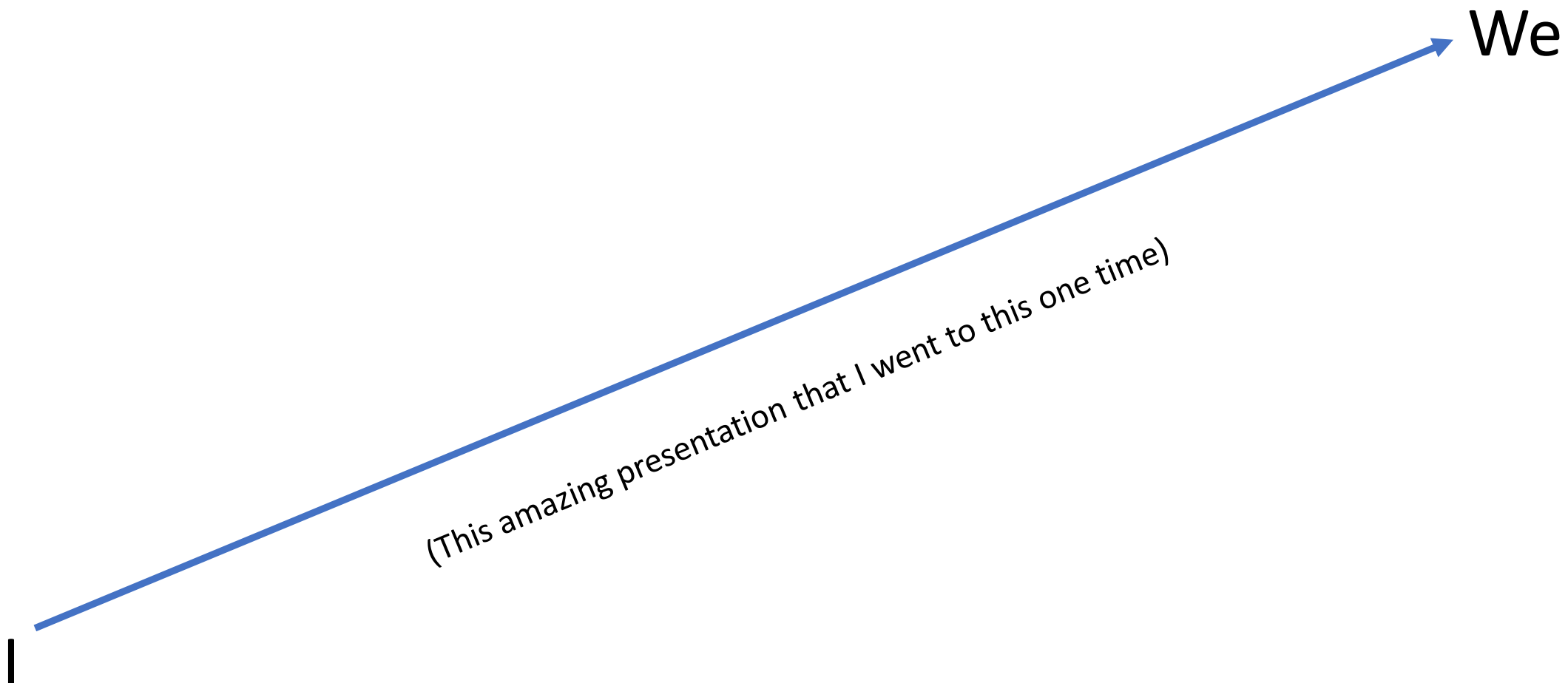
ASK

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I will practice Level 1 with _____

My internal question will be _____

My external question will be _____

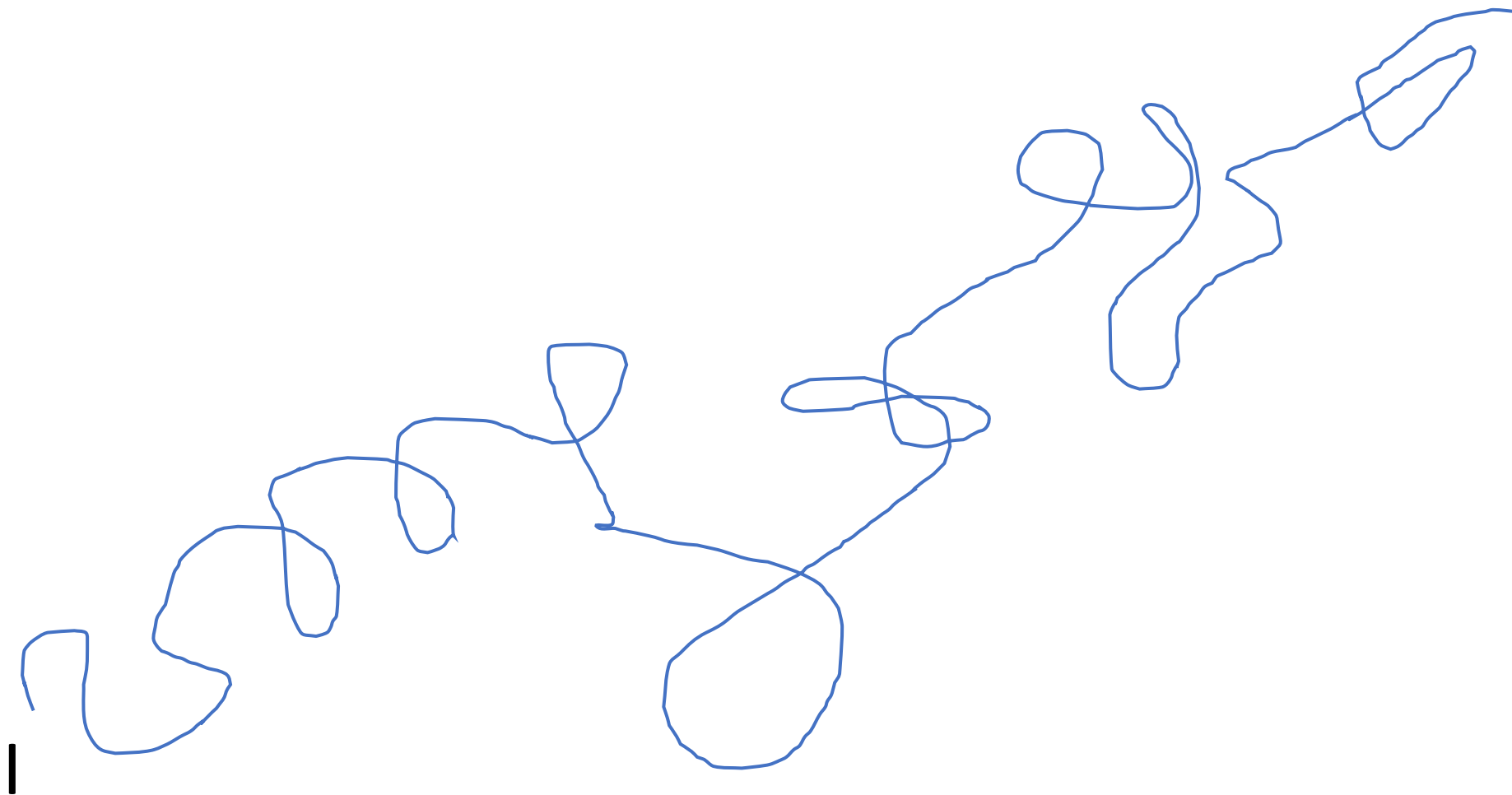


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We

I



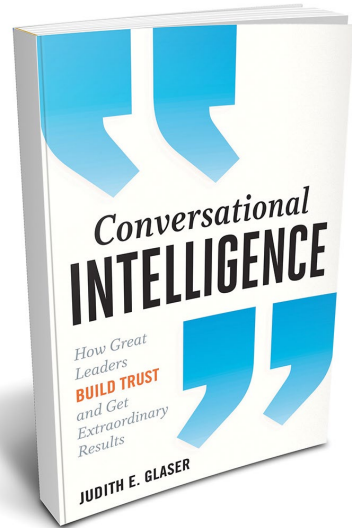
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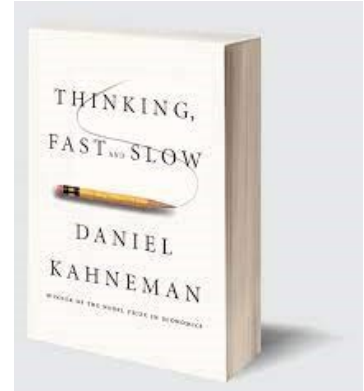
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Want to learn more?



Conversational Intelligence: How Great Leaders Build Trust and Get Extraordinary Results by Judith E. Glaser

Thinking, Fast and Slow by Daniel Kahneman



Schedule time with me at: <https://calendly.com/callmeunstoppable/connect>

Go old school and call: 360-529-1848

Email me at: logan@loganreedcoaching.com



Q&A



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