Deep Connections
Fostering Conversational Cocktail Experiences That Develop Trust And Purpose
Where are you right now & where would you like to be?
THANK YOU
PRESENTER ATTENDEE AGREEMENT
Law of the Click
VIBRATE PLEASE
TEXTING, TYPING
SOCIAL SHARING WELCOME
TWEET UNTO OTHERS
AS YOU WOULD HAVE THEM TWEET UNTO YOU
TWEET SOMETHING GOOD
BEFORE YOU TWEET SOMETHING BAD
SEEK FIRST TO UNDERSTAND

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Created with Haiku Deck
Safe space to agree, disagree, ponder and question.
About You
About You

My favorite Halloween costume was...
• Avid Reader
• Life Long Learner
• Lover of all things related to the Brain
• Embrace Curiosity

jeffLhurt@gmail.com
Empowereddepiphanies.com
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I am a dog lover: Laloni and Boomer.

I help people drive their brains effectively and efficiently.

dee@neurofitnow.com
1) Discuss the chemistry of conversation cocktails and how to create experiences that lead to deep connections.
2) Identify and practice the three types of conversations and the alchemy each has on our brains.
3) Elaborate on why Level 3 big blue, sky-high altitude dreaming conversations can foster community connections and ignite the executive functions of your brain.
Your Turn

Which of these LOs important to you?
1. Discuss the chemistry of conversation cocktails and how to create experiences that lead to deep connections.

2. Identify and practice the three types of conversations and the alchemy each has on our brains.

3. Elaborate on why Level 3 big blue, sky-high altitude dreaming conversations can foster community connections and ignite the executive functions of your brain.
9 out of 10 conversations miss the mark!

Make the Invisible Visible
WHY Conversational Intelligence?

“I know that you believe you understand what you think I said, but I’m not sure you realize that what you heard is not what I meant.”

- Pentagon Spokesman Robert McCloskey

9/10 Conversations Miss the Mark
Seeing through a new lens…

““I-WE””
Conversational Intelligence – What?

**Conversational Intelligence** is the hardwired, *and* learnable ability, to **connect**, **navigate** and **grow** with others – a necessity in building healthier and more resilient organizations in the face of change.

**Conversational Intelligence** begins with elevating the level of *trust* that you create with your clients – and ends with the *quality of interactions and conversations* that result.

– Judith E. Glaser

INTERACTION DYNAMICS……..
Getting To The Next Level of Greatness

Everything Happens Through Conversations!

- Judith E. Glaser
Why Conversational Intelligence?

EQ  C-IQ

Self-Regulation  Co-Regulation

INTERACTION DYNAMICS
YOUR TURN
Describe some of the typical conversations you have.
Level 1

Transactional
Transactional

- delivery and exchange of information and data
Transactional

- delivery and exchange of information and data
- one-way
- most conversations
Level 1: Informational/Transactional
Level 1: Informational

- We talk past each other.
- Overused
Level 1: Informational

• Tell/Sell/Yell Method.
• Confirms what you know.
WHY Conversational Intelligence?

“I know that you believe you understand what you think I said, but I’m not sure you realize that what you heard is not what I meant.”

- Pentagon Spokesman Robert McCloskey

9/10 Conversations Miss the Mark
Level 2

Positional
Positional

• power and influence of our beliefs through conversations
Positional

- power and influence of our beliefs through conversations
- taking a position or stand
Level 2: Positional
Level 2: Positional

- Persuade others
- Defend what you believe
Level 2: Positional

• Addicted to being right
• Bang heads with others
• Overused with stating our positions and not moving to Level 3
Level 3

Transformational
Transformational
• Collaborative
Transformational

- Collaborative
- Co-Creation to a shared future
Transformational

- Collaborative
- Co-Creation to a shared future
- This is a strategic conversation with impact!
Level 3: Transformational
Level 3: Transformational

- Co-create together
- Where real learning and change occurs
Level 3: Transformational

- Discovering what you don't know
- Seek understanding and partnership
Level 3
Transformational is where real attitude, behavior and skill change occurs.
Conversational Dashboard
Making the Invisible Visible!
#2

The NEUROSCIENCE of CONVERSATIONS
DISTRUST & TRUST

“Distrust Or Trust”

TRUST

“Interaction Dynamics”

Cortisol & Oxytocin

Fight
Flight
Freeze
Appease

DISTRUST

Wisdom
Integrity
Strategy
Empathy/Compassion
Foresight
Insight
Trust
CONVERSATIONAL INTELLIGENCE®

Down-regulate

Up-regulate

Benchmark Communications, Inc.
At the Moment of Contact
THE ALCHEMY OF WORDS

CORTISOL:
Just do as you’re told.
What could be so hard about that?
It can’t be done...

OXYTOCIN:
• You decide!
• You continue to amaze me!
• Let’s get some excitement going and see what we can do.

.07 sec.
What did you give my boss to drink?

Dopamine / Adrenalin

Adrenalin / Cortisol

Conversational Cocktails

Happy

Upbeat

Engaged

Positive

Defensive

Upset

Rigid

Worried
NEUROTRANSMITTERS

Healthy Conversations
- Oxytocin
- Dopamine
- Serotonin

Unhealthy Conversations
- Cortisol
- Testosterone
- Norepinephrine

DOWN-REGULATE
- Amygdala

UP-REGULATE
- Prefrontal Cortex
- Trust

Distrust

Heartbeat
Neuroscience of Conversations

Healthy Conversations
- Oxytocin
- Dopamine
- Serotonin

Unhealthy Conversations
- Cortisol
- Testosterone
- Norepinephrine

ALCHEMY
- Prefrontal Cortex
- Neo-cortex
- Limbic
- Amygdala
- Primitive Brain
Levels of Conversation
Level Setting Conversations

Level I: Confirm what we know

Level II: Defend what we know

Level III: Discover what we don't know...
Level Setting Conversations

Level I

Level II

Level III

TELL

ASK

ADVOCATE

INQUIRE

SHARE

DISCOVER
Three Chemistry Lessons About Our Conversations
1. Be mindful of your conversations & the emotional content you bring.
Your conversations create either pain, which closes the brain, or pleasure, which opens the brain.
Are you sending friend or foe messages?
Are you sending the message: "You can trust me to have your best interest at heart" or "I want to persuade you to think about things my way?"
Awareness of your meta-messages can lead you to create a safe culture.
This allows all parties to interact collaboratively, sharing perspectives, feelings, and aspirations and elevating insights and wisdom.
1. Be mindful of your conversations & the emotional content you bring.
2. Conversations trigger emotional reactions.
Conversations carry meaning!
And meaning is embedded in the listener, even more than in the speaker.
Words cause us either to bond and trust more fully, thinking of others as friends and colleagues.
Or words cause us to break rapport and think of others as enemies.
As you see the connection to your words and your organization's health and success, you open your mind to that health and success.
Then you'll begin to create conversational rituals that will lead to stronger, healthier and more successful organizations!
2. Conversations trigger emotional reactions.
3. Remember, the words we use in our conversations are rarely neutral.
Words have histories informed by years of use.
Each time a new experience overlays another meaning on a word, the information is collected in our brains and then activated during conversations.
Knowing how you project meaning into your conversations, will enable you to connect with others.
3. Remember, the words we use in our conversations are rarely neutral.
Three Chemistry Lessons About Our Conversations
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3. Remember, the words we use in our conversations are rarely neutral.
Tips for Strategic Conversations
Tips for Strategic Conversations

1. Listen to connect, not reject!
Your Turn: How do you know if someone is really listening to you.
Listen non-judgmentally
Listening to connect is felt as ‘positive’ and stimulates more oxytocin, which is the bonding hormone.
Tips for Strategic Conversations

1. Listen to connect, not reject!
2. Ask questions for which you have no answers.
Too often we ask leading questions, where we want them to go.
Causes defensiveness, feeling of manipulation, putting others on guard.
3. Prime for trust.
Prime For Trust

Build rapport with others.
Make time for others to get to know each other as people first. Gives them the opportunity to feel each other out.
The conversation is radically different when you allow for relationship building first.
3. Prime for trust.

4. Reinforce success.
Focus on us seeing and validating what success looks like for both people
Then you eliminate uncertainty and move people into action through greater connectivity and coherence.