



FIRE UP
COACHING

RTO 22458

C-IQ®
**AN INTRODUCTION TO
CONVERSATIONAL
INTELLIGENCE**



WHAT IS CONVERSATIONAL INTELLIGENCE®

Conversational Intelligence® (C-IQ) is the hardwired and learnable ability to connect, navigate and grow with others – a necessity in building healthier and more resilient organisations and client rapport in the face of change.



CONVERSATIONAL INTELLIGENCE WORKSHOP

Conversational Intelligence is the work of Judith E. Glaser and goes deeper into how to recognise ways in which we prime a conversation for trust and avoid inadvertently getting others offside or feeling threatened. This works in any conversation, personal or professional.

This workshop is designed for leaders and managers who want to role model effective communication and develop their own emotional intelligence.

The learning outcomes of the C-IQ® Workshop are:

- Exploring Conversational Intelligence® (the work of the late Judith Glaser)
- Why in this world of pandemics and virtual realities is C-IQ® so relevant
- Recognise interaction dynamics in conversations and learn the TRUST® model
- Developing our ability to understand the impact we have on others in conversations
- Expanding your ability to listen, to connect, adapt on the run and deepen rapport with anyone
- Planning for a conversation utilising transformational questioning techniques and listening to connect with others
- Activities to understand how to create trust in relationships and minimise threat
- Tools to take back to your workplace and consciously create a stronger positive culture.

Places are limited so book now to avoid disappointment.

If you would like an in-house session for your team contact Kathy for availability.

Kathy McKenzie is a certified C-IQ® Practitioner and was fortunate to be in one of Judith's last Certification Programs.



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