




Deep Connections

Fostering Conversational Cocktail Experiences That Develop Trust And Purpose

An illustration featuring three stylized human figures sitting on light blue, rounded rectangular platforms that appear to be floating in a blue sky. The top platform has a person with dark hair wearing a white long-sleeved shirt and dark pants, sitting cross-legged and using a laptop. The middle platform has a person with long brown hair wearing a white sleeveless top and brown pants, sitting and using a laptop. The bottom platform has a person with dark hair wearing a white long-sleeved shirt and yellow pants, sitting and using a laptop. The background is a solid blue color with several light blue, rounded cloud shapes scattered across it.

Where are you right now & where would you like to be?

THANK YOU





PRESENTER ATTENDEE AGREEMENT



Law of the Click

A photograph of two smartphones resting on a wooden surface. The phone in the foreground is an iPhone with its home screen visible, showing various app icons like Phone, Mail, Safari, Messages, Facebook, and Evernote. The phone in the background is a black smartphone with a full QWERTY keyboard. The text "VIBRATE PLEASE" is overlaid in large, bold, white capital letters across the center of the image.

VIBRATE PLEASE



TEXTING, TYPING

SOCIAL SHARING WELCOME

A vibrant blue and orange kingfisher bird is perched on a weathered, light-brown log. The bird is facing left, with its long, sharp beak pointing towards the left edge of the frame. The background is a soft, out-of-focus green. A semi-transparent dark grey horizontal band is overlaid across the middle of the image, containing white text.

TWEET UNTO OTHERS

AS YOU WOULD HAVE THEM TWEET UNTO YOU



TWEET SOMETHING GOOD
BEFORE YOU TWEET SOMETHING BAD

SEEK FIRST TO UNDERSTAND



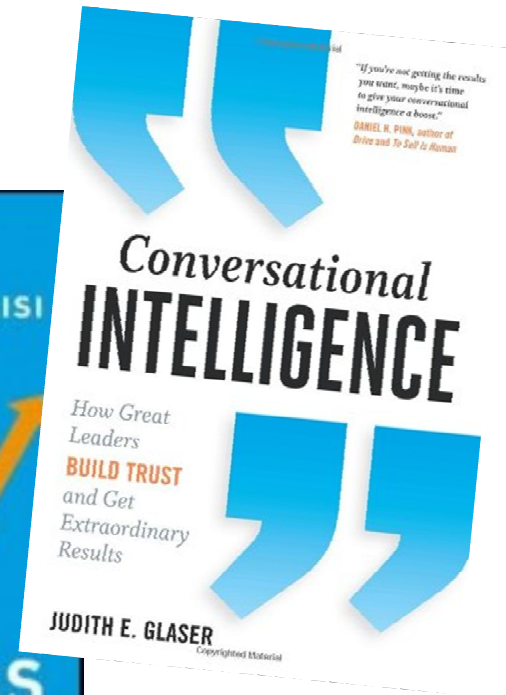
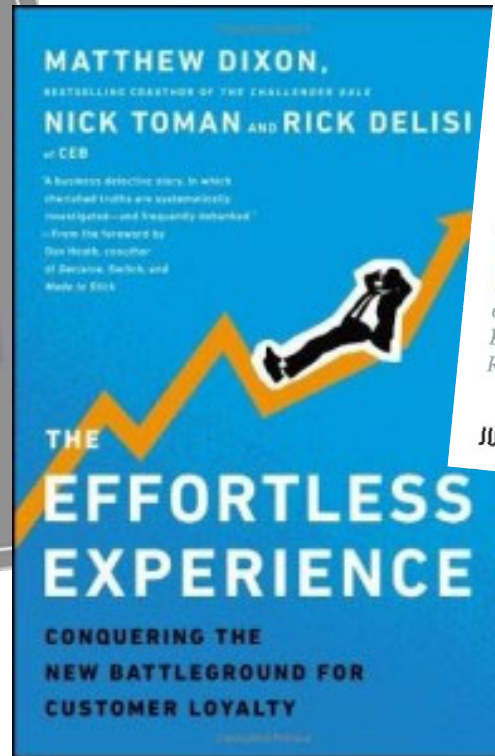
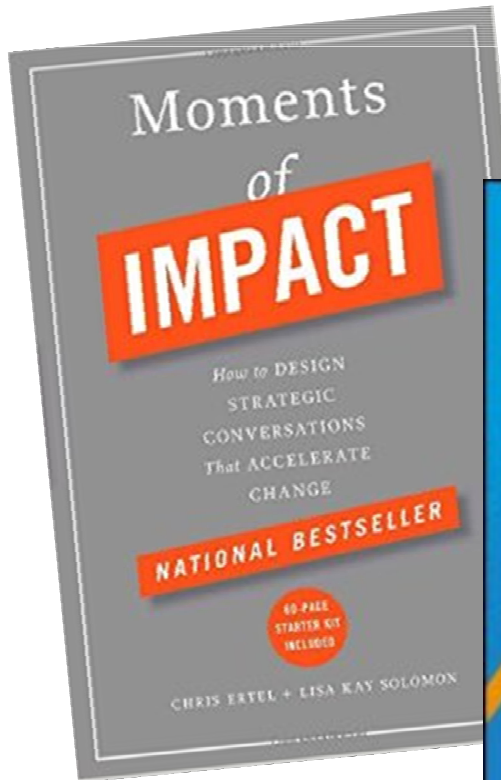
52 Week:
[v



Safe space to agree,
disagree, ponder and
question.







About You



About You

My favorite Halloween costume was...





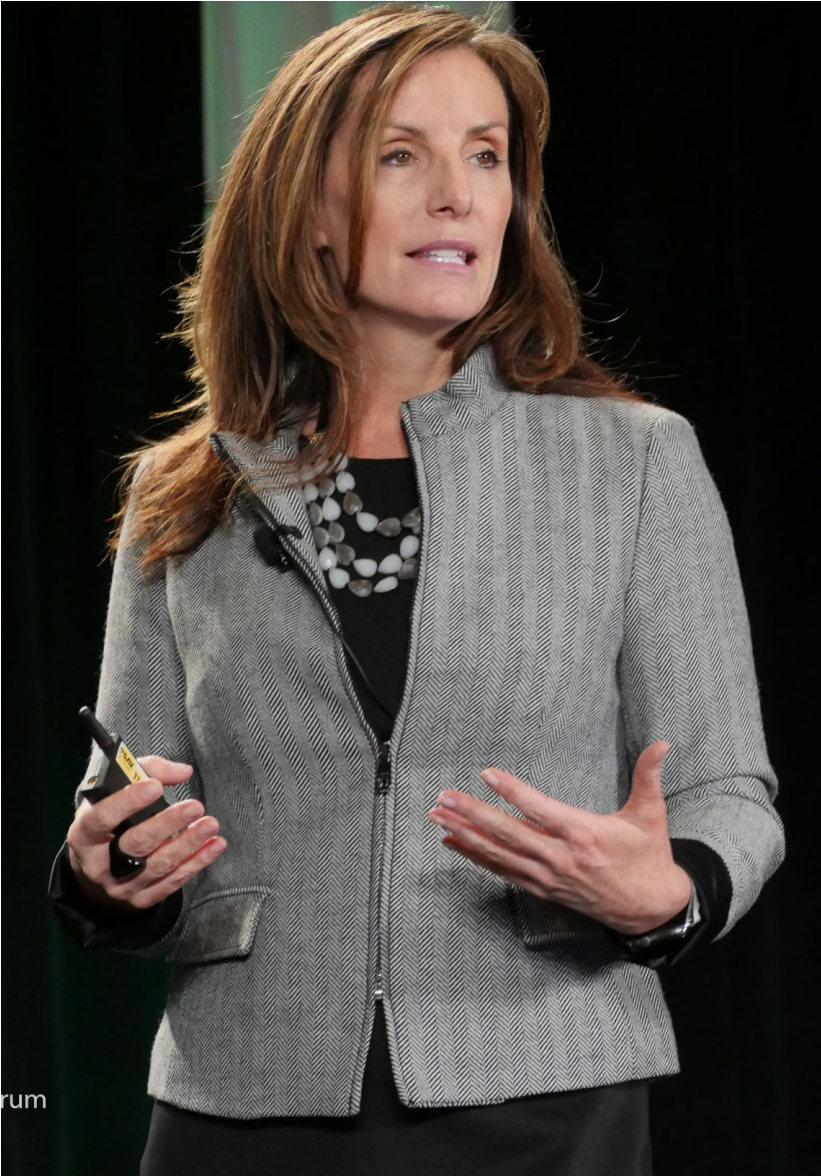


- **Avid Reader**
- **Life Long Learner**
- **Lover of all things related to the Brain**
- **Embrace Curiosity**

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Empoweredepiphanies.com

@JeffHurt




I am a dog lover: Laloni and Boomer.

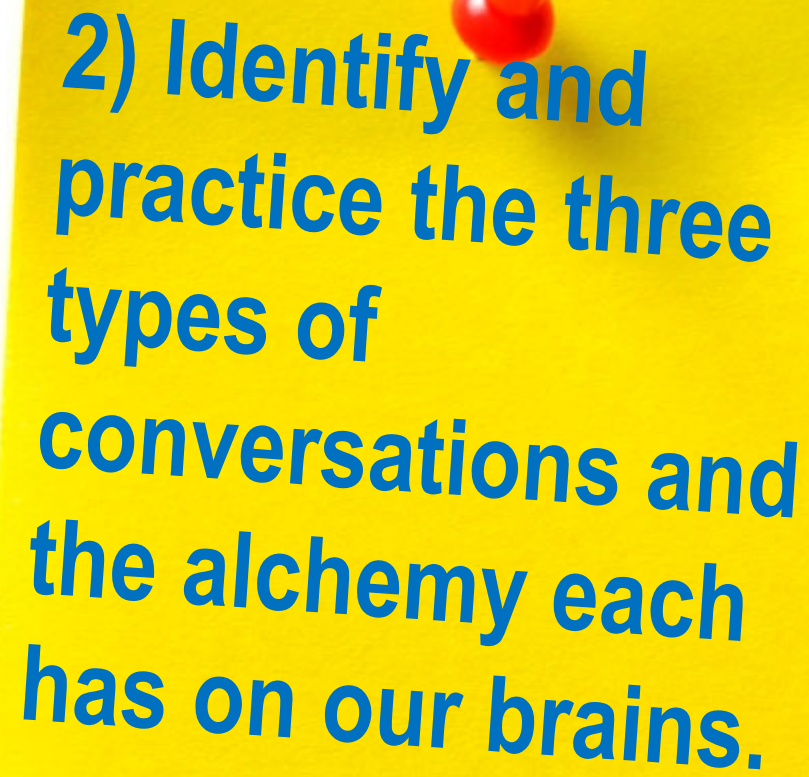


I help people drive their brains effectively and efficiently.


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.



WIIFM



9 out of 10 conversations miss the mark!



Make the Invisible Visible

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Conversational
INTELLIGENCE[®]
for Coaches

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





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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

*Depends on the quality of
the*

Culture

*Which depends on
the quality of the*

Relationships

*Which depends on the quality
of the*

Conversations

Everything Happens Through Conversations!

- Judith E. Glaser

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Why Conversational Intelligence?

EQ

Self-Regulation

C-IQ

Co-Regulation

INTERACTION DYNAMICS.....



YOUR TURN

Describe some of the typical conversations you have.

3 Levels Of



Conversations



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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



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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



A photograph of two women in a hallway. The woman on the left has short white hair and is wearing a light-colored jacket. She is holding a folder and looking towards the other woman. The woman on the right has brown hair, wears glasses, and a teal button-down shirt. She is holding a large, patterned bag and looking back at the first woman. The hallway has light-colored walls and a window in the background.

Level 3

Transformational



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Transformational

- Collaborative



Transformational

- Collaborative
- Co-Creation to a shared future




Transformational

A photograph of two women in business attire standing in a meeting. The woman on the left is wearing a light-colored blazer and glasses, holding a folder. The woman on the right is wearing a blue blazer and glasses, also holding a folder. They appear to be in a collaborative discussion. The background is a simple office setting with a window.

- Collaborative
- Co-Creation to a shared future
- This is a strategic conversation with impact!





*Kiss me and I'll
become your Prince*

Level 3: Transformational



Level 3: Transformational

*Kiss me and I'll
become your Prince*

- Co-create together
- Where real learning and change occurs




Level 3: Transformational

*Kiss me and I'll
become your Prince*

- Discovering what you don't know
- Seek understanding and partnership





*Kiss me and I'll
become your Prince*

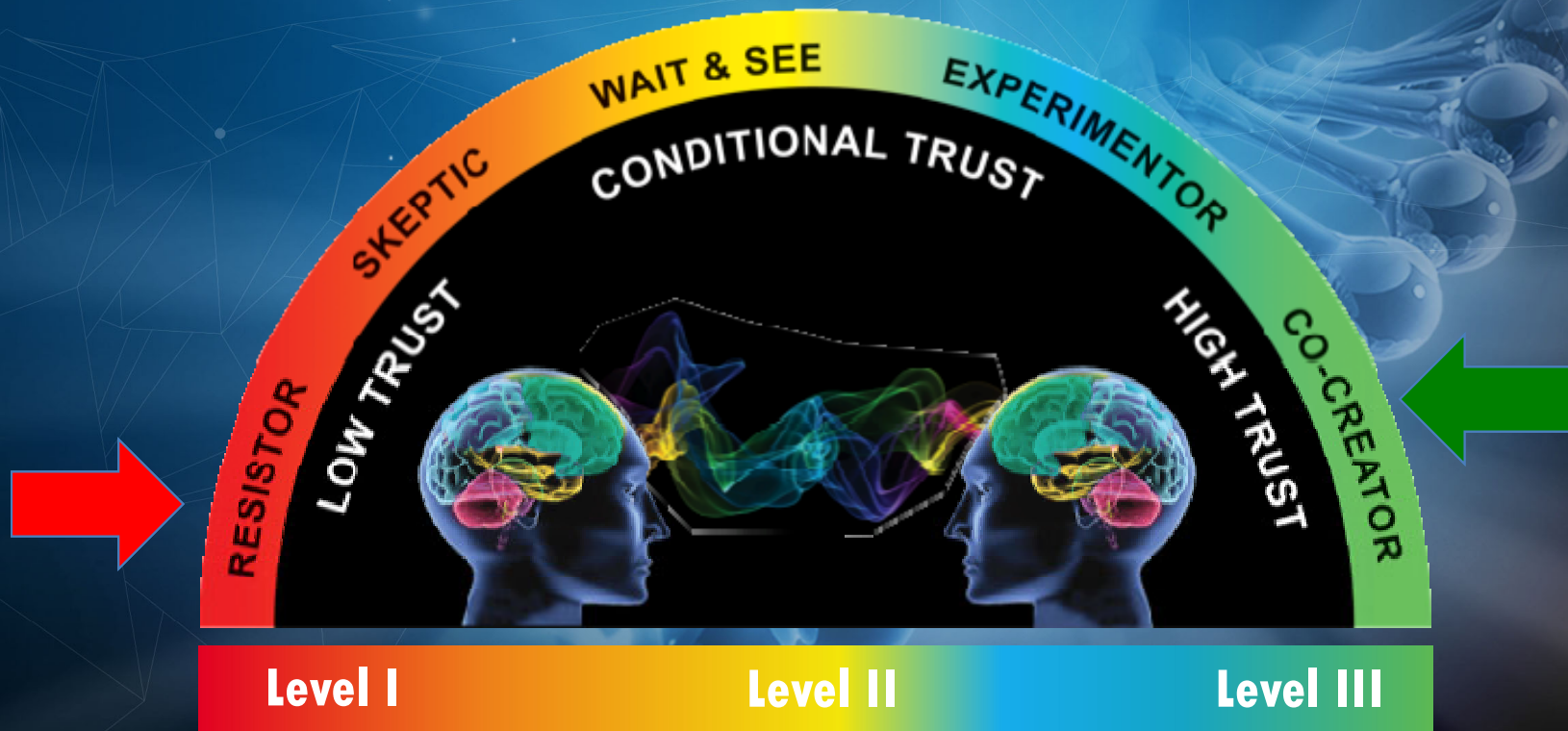
Level 3

Transformational is
where real attitude,
behavior and skill
change occurs.



Conversational Dashboard

Making the Invisible Visible!



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#2

The NEUROSCIENCE of CONVERSATIONS

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DISTRUST & TRUST

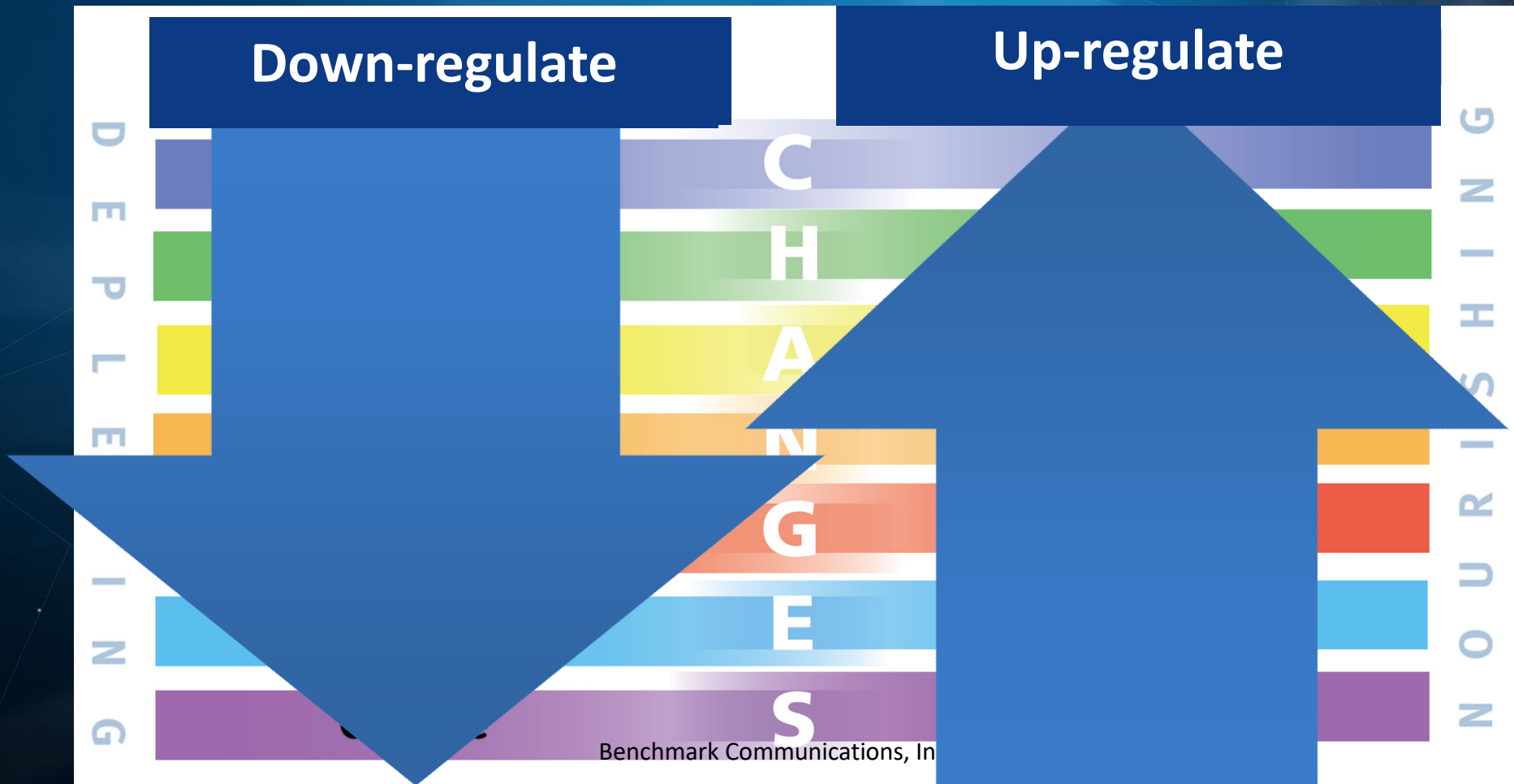
“Distrust Or Trust”



“Interaction Dynamics”

Cortisol & Oxytocin

CONVERSATIONAL INTELLIGENCE®





**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...

.07 sec.

OXYTOCIN:

- You decide!
- You continue to amaze me!
- Let's get some excitement going and see what we can do.

What did you give my boss to drink?

Dopamine / Adrenalin



**Adrenalin /
Cortisol**



**Conversational
Cocktails**



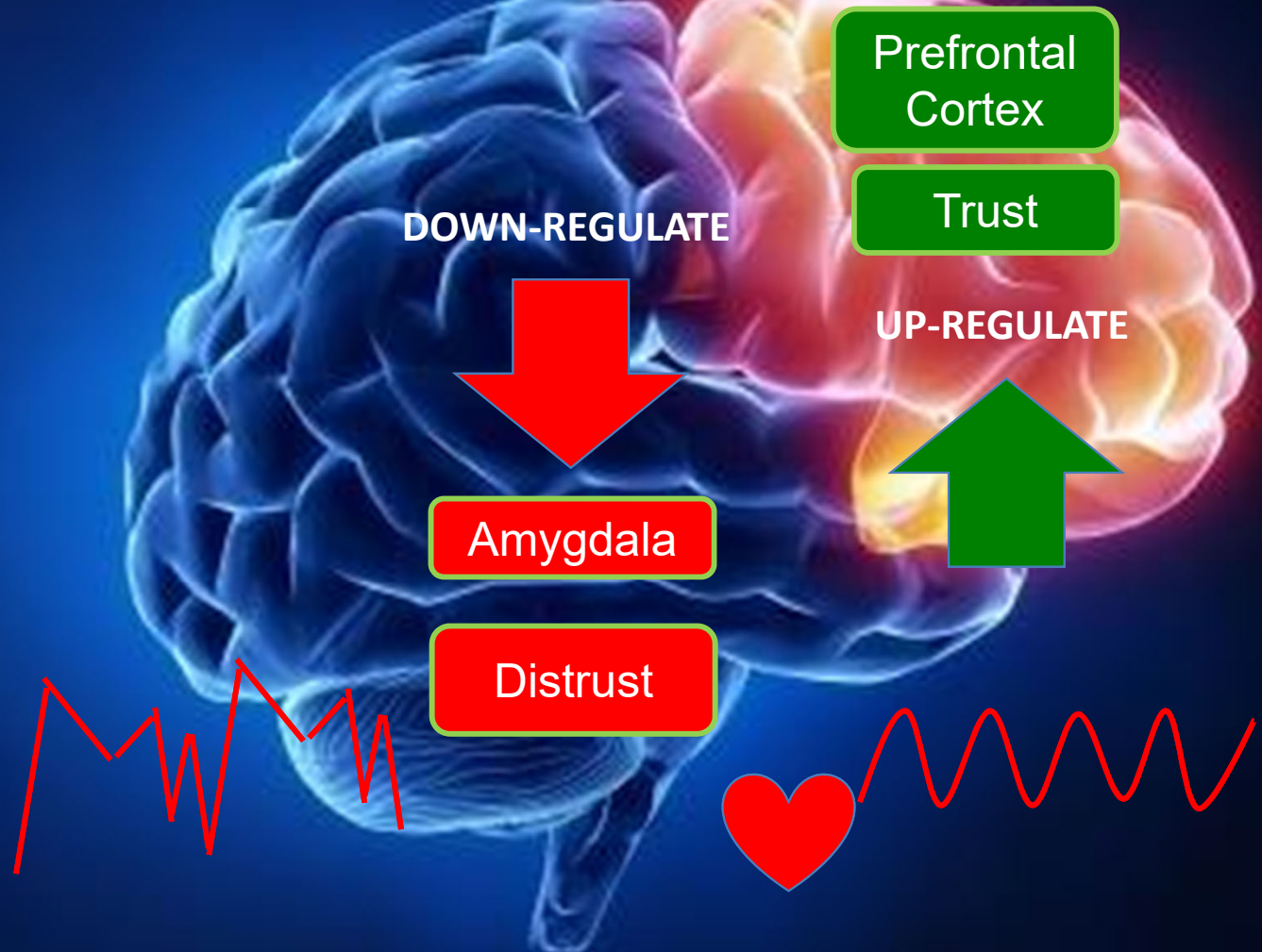
NEUROTRANSMITTERS

Healthy Conversations

- Oxytocin
- Dopamine
- Serotonin

Unhealthy Conversations

- Cortisol
- Testosterone
- Norepinephrine



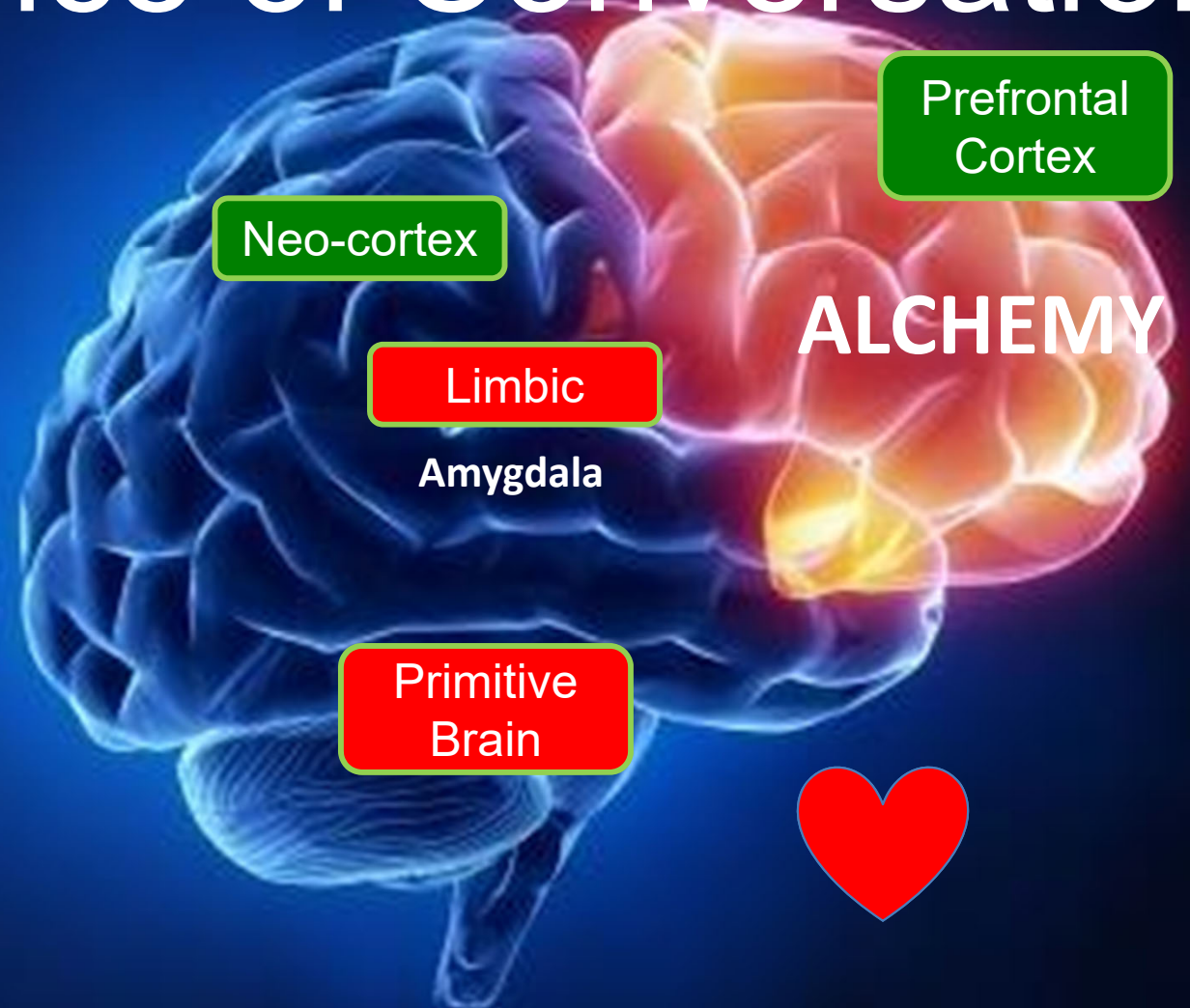
Neuroscience of Conversations

Healthy Conversations

- Oxytocin
- Dopamine
- Serotonin

Unhealthy Conversations

- Cortisol
- Testosterone
- Norepinephrine



CONVERSATIONAL INTELLIGENCE



Levels of Conversation

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Level Setting Conversations



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





Three Chemistry Lessons About Our Conversations



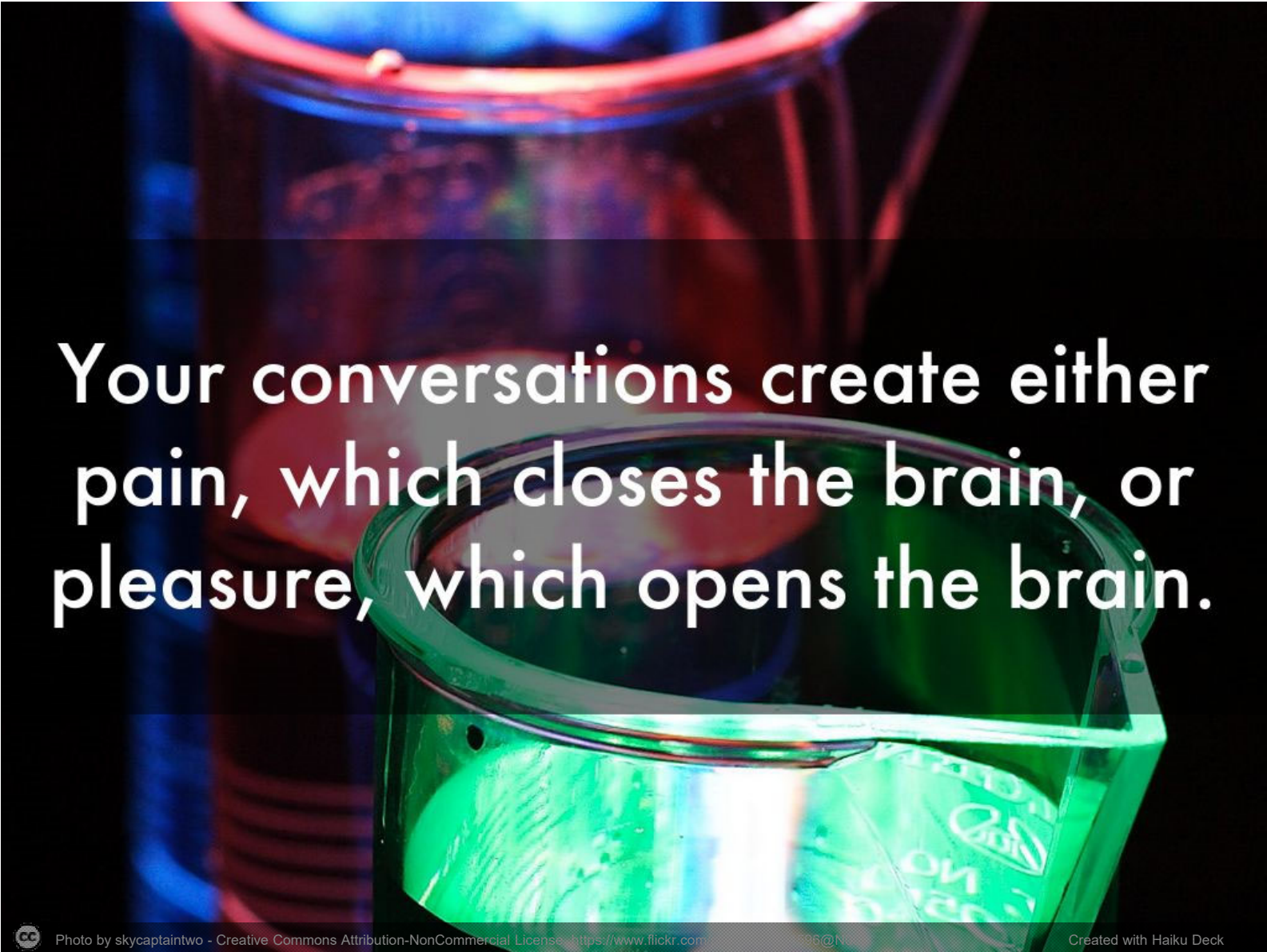
Photo by skycaptaintwo - Creative Commons Attribution-NonCommercial License - <https://www.flickr.com/photos/27304596@N00>

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1. Be mindful of your
conversations & the emotional
content you bring.





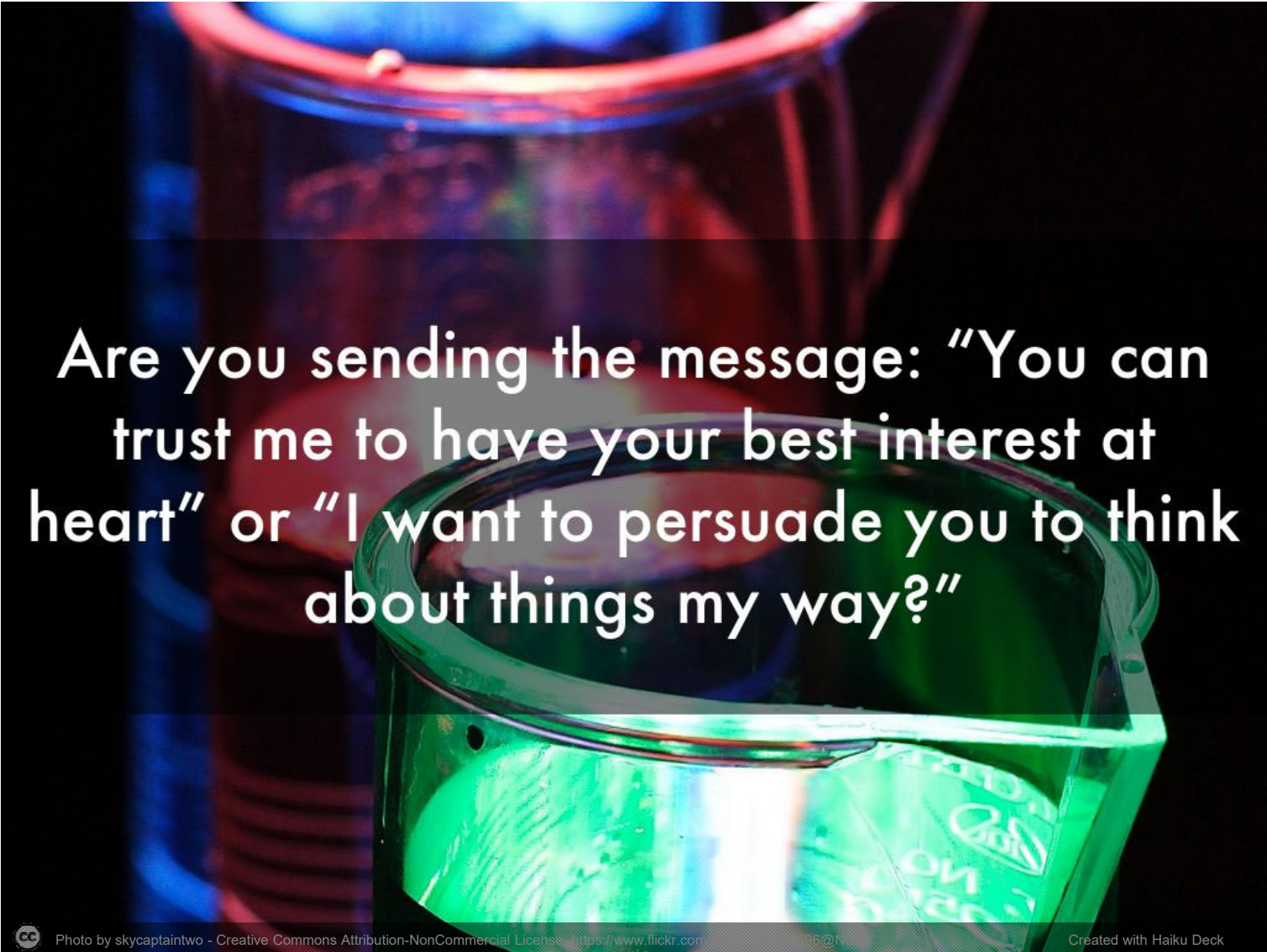
Your conversations create either
pain, which closes the brain, or
pleasure, which opens the brain.





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?"



A photograph of laboratory glassware, including a beaker and a flask, with a semi-transparent text overlay. The background is dark, and the glassware is illuminated with blue and red light. The text is white and centered.

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!



A close-up photograph of a hand holding three highlighters. The highlighters are green, red, and blue, each with a black cap. The hand is positioned in the upper right, with fingers gripping the highlighters. The background is a plain, light-colored surface. A semi-transparent dark grey rectangular box is overlaid on the image, containing white text.

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!





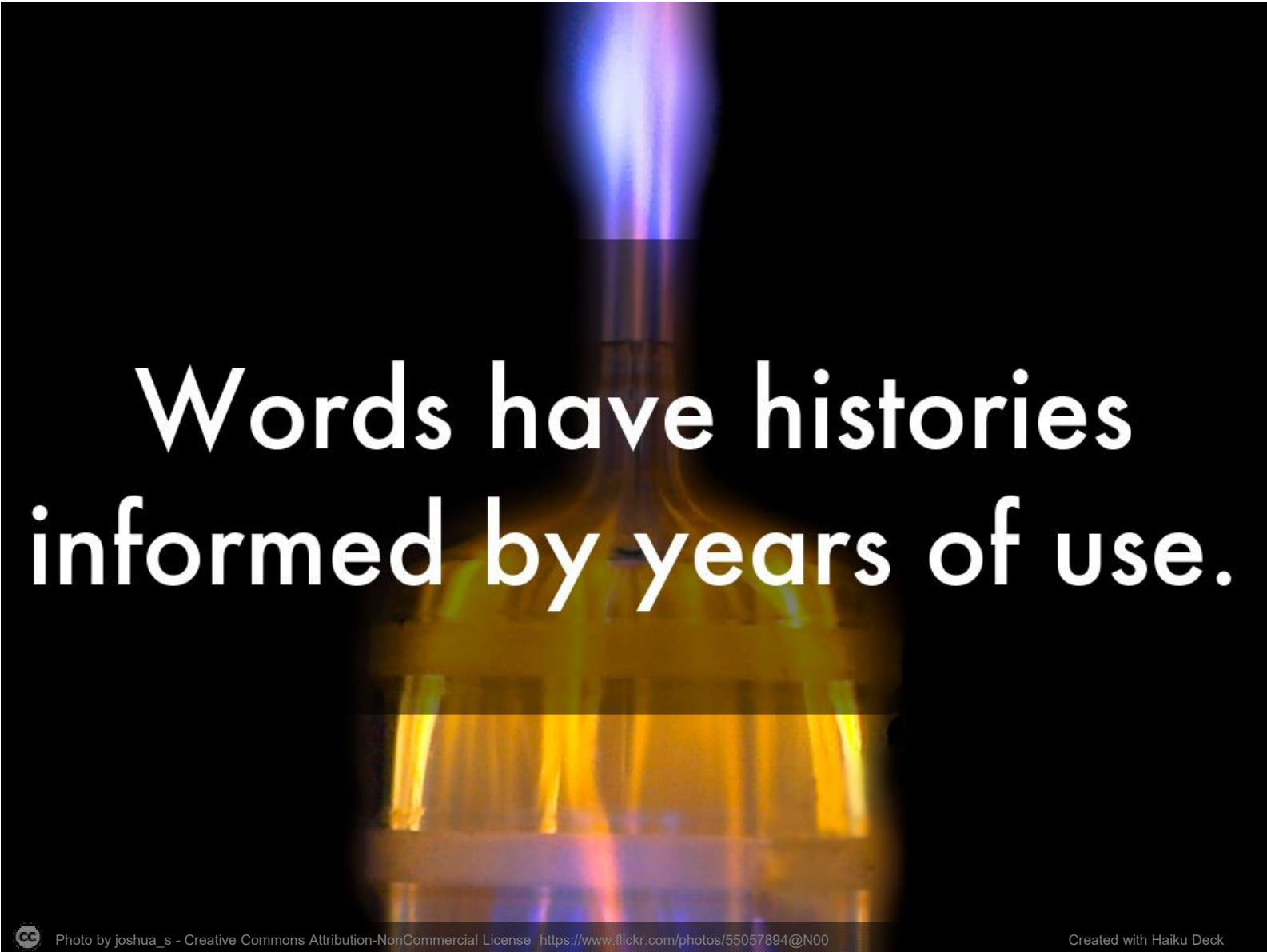
2. Conversations trigger emotional reactions.





**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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1. Be mindful of your
conversations & the emotional
content you bring.





2. Conversations trigger emotional reactions.





**3. Remember, the words we
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rarely neutral.**





Tips for Strategic Conversations



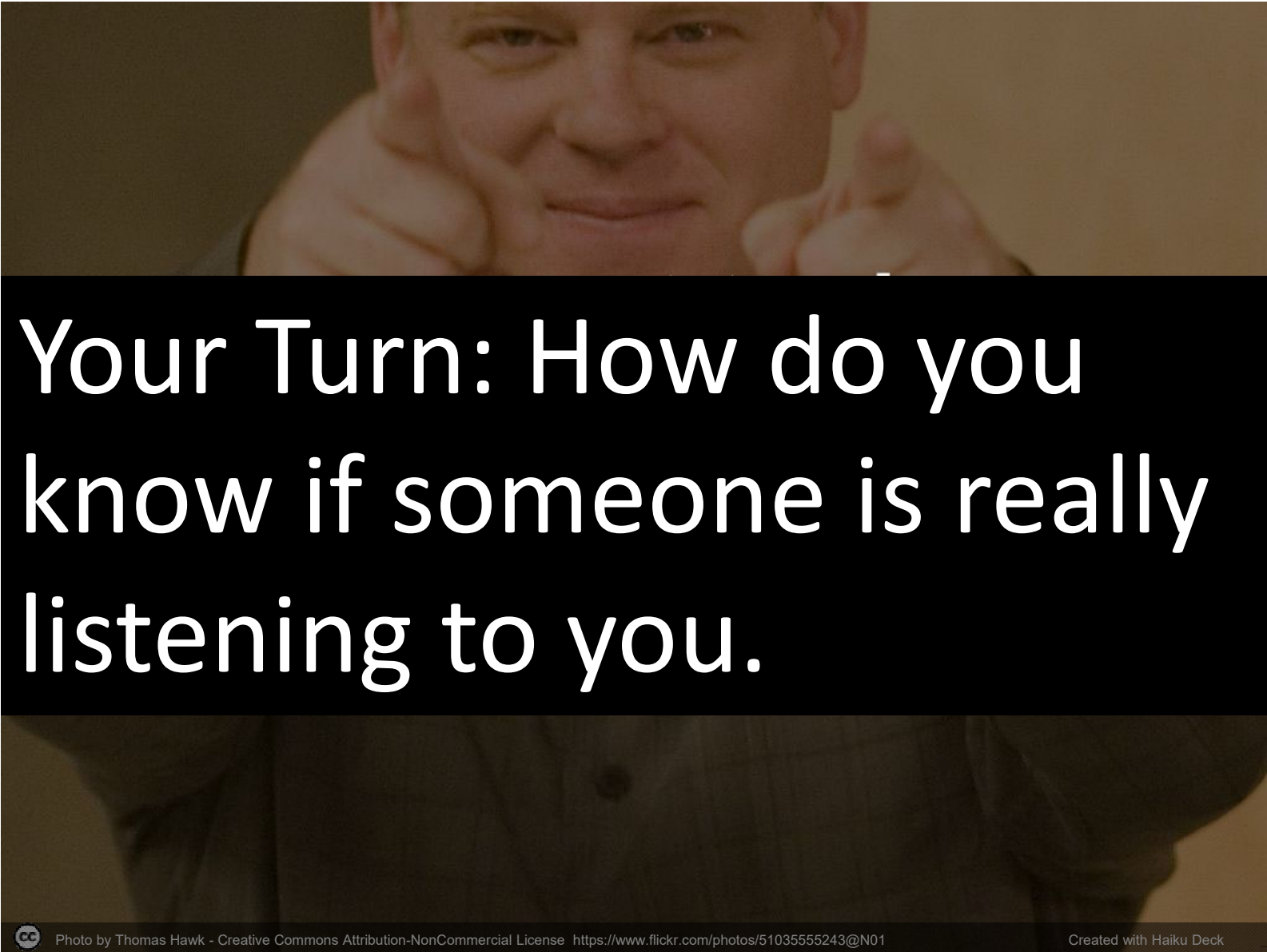
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Tips for Strategic Conversations

1. Listen to connect, not reject!



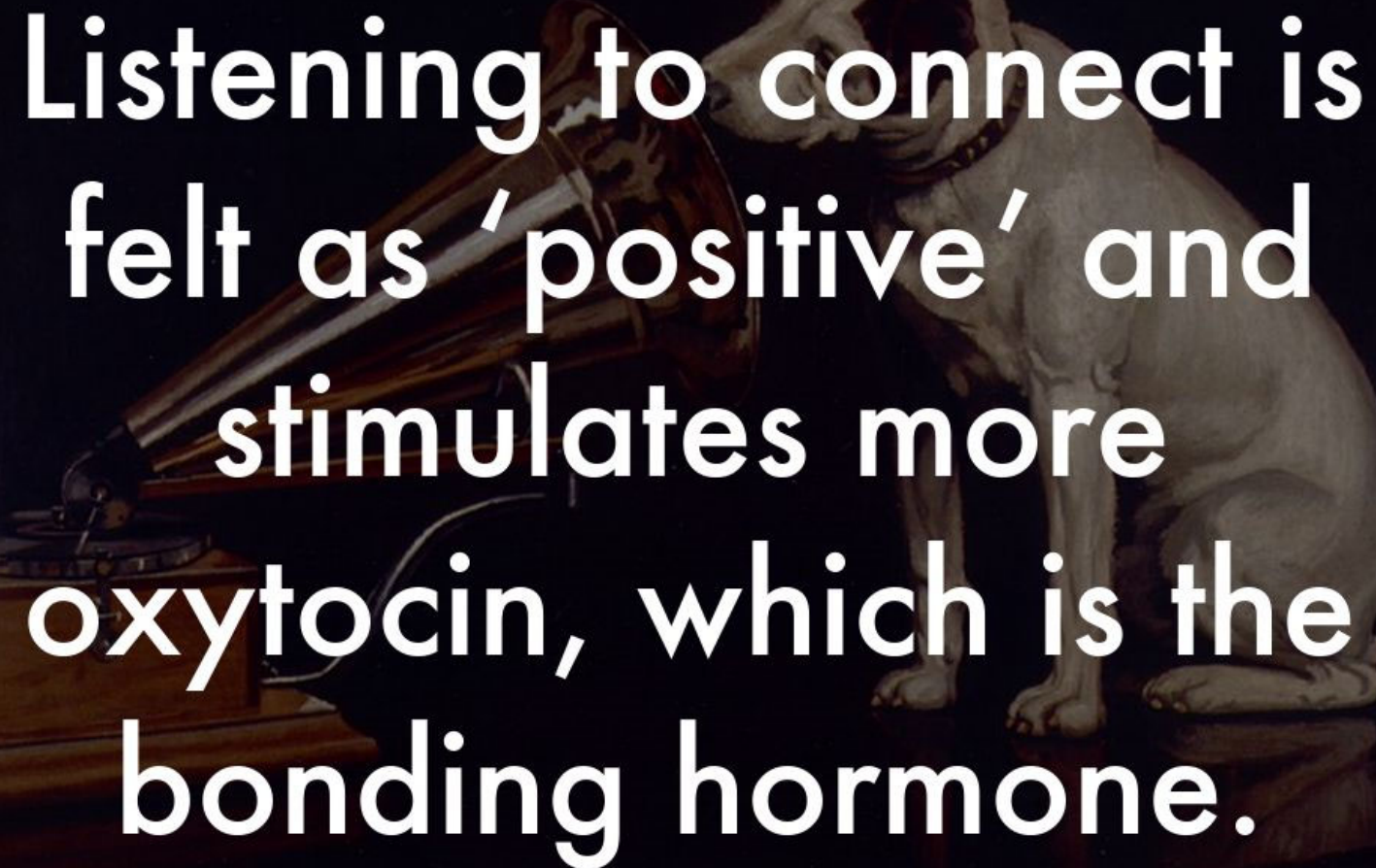


Your Turn: How do you
know if someone is really
listening to you.





Listen non-judgmentally

A white dog is sitting on a dark surface next to a gramophone. The dog's head is turned towards the gramophone's horn. The background is dark. Overlaid on the image is white text.

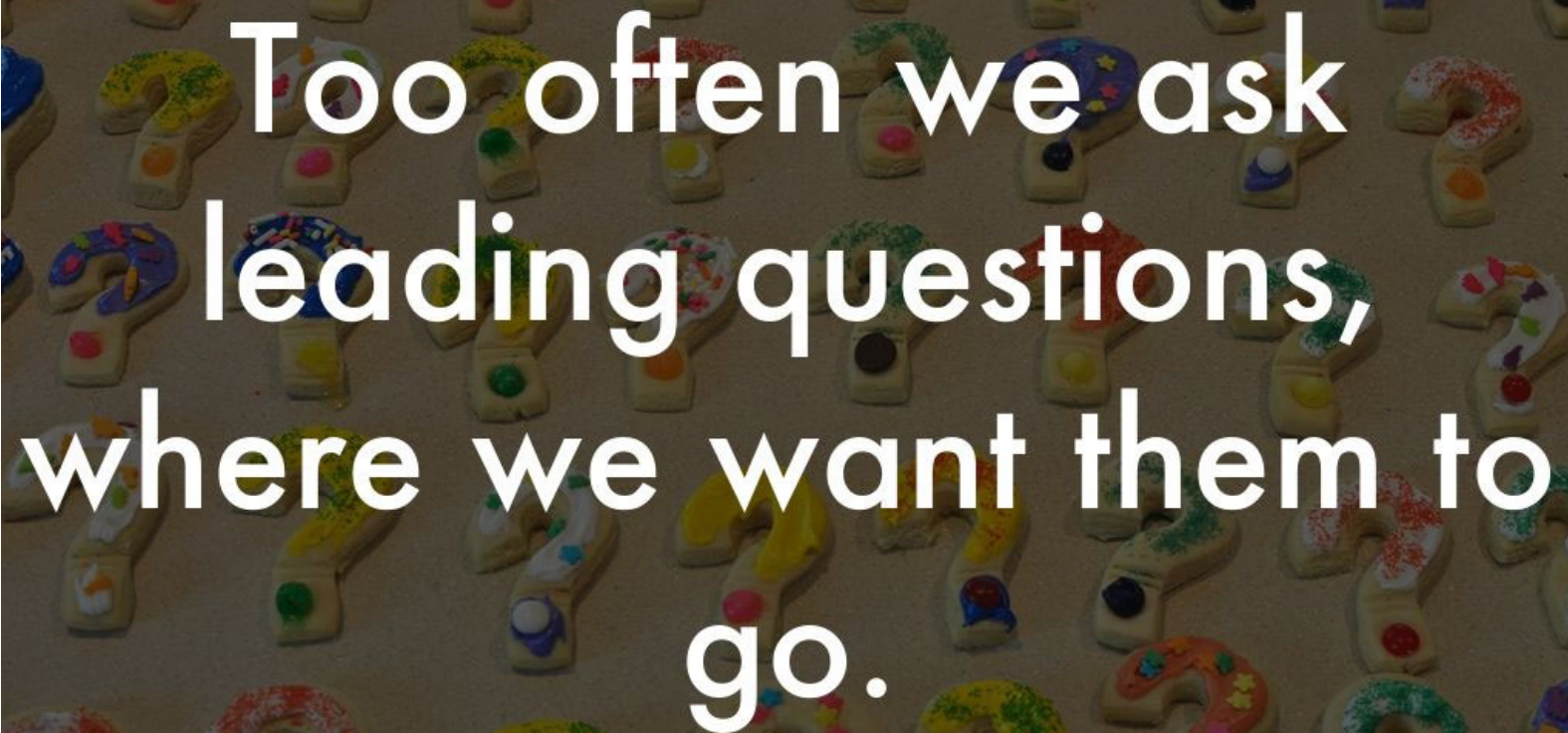
Listening to connect is
felt as 'positive' and
stimulates more
oxytocin, which is the
bonding hormone.



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.



A photograph of three people in a meeting room. A woman is on the left, a man in the center, and another man on the right. They are all looking towards the center. The image is overlaid with a large black text box containing the text '3. Prime for trust.' and a title 'Tips for Strategic Conversations' at the top.

Tips for Strategic Conversations

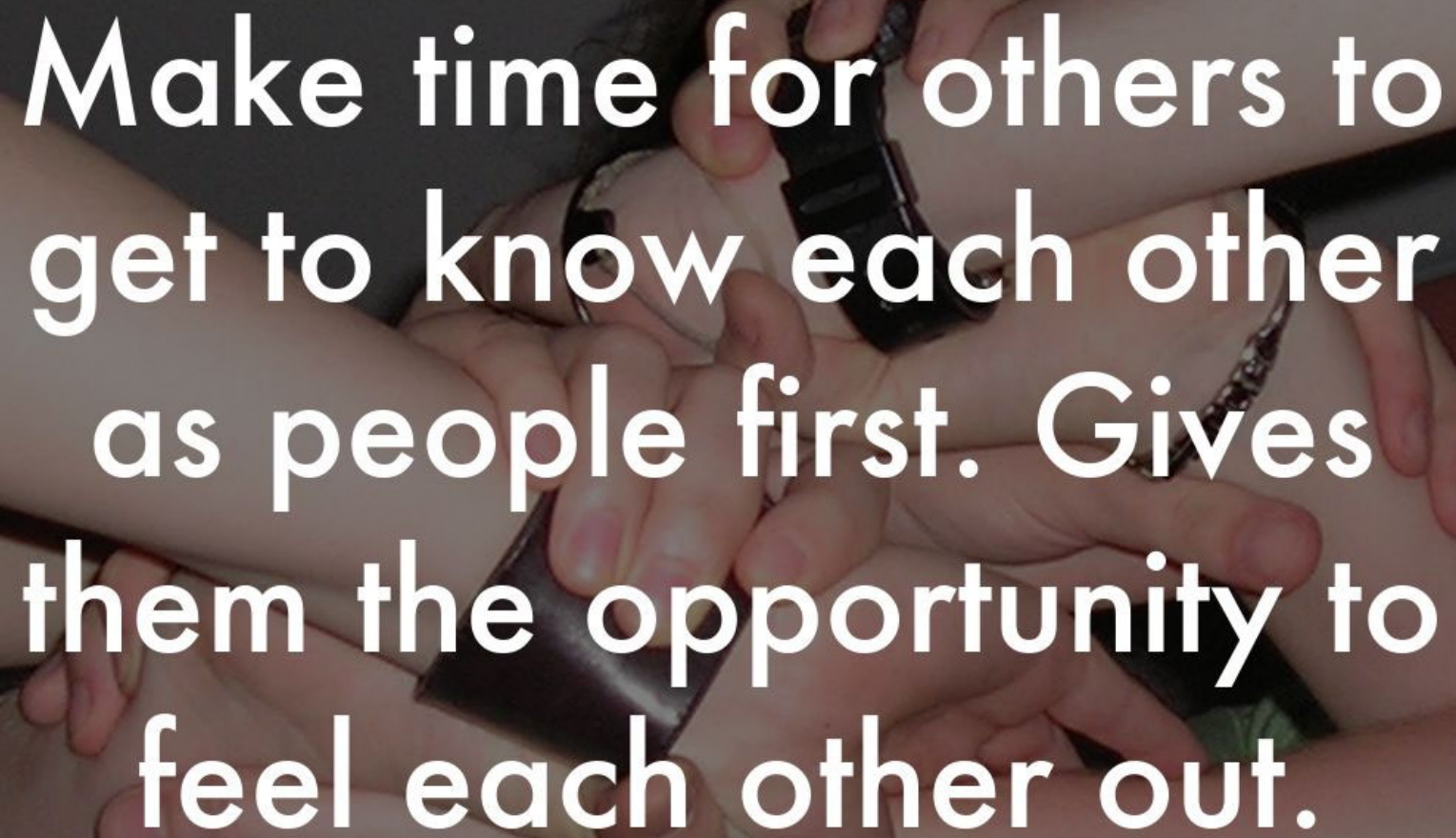
3. Prime for trust.





Prime For Trust

Build rapport with others.

A close-up photograph showing several hands of different skin tones gathered around a black camera. The hands are positioned as if they are about to hold the camera together, symbolizing teamwork and shared responsibility. The background is dark and out of focus.

Make time for others to
get to know each other
as people first. Gives
them the opportunity to
feel each other out.



A photograph showing several hands of different skin tones reaching towards the center to hold a black camera. The hands are positioned around the camera, with some fingers resting on the lens and others on the body. The background is dark and out of focus.

The conversation is
radically different
when you allow for
relationship building
first.



A photograph of three people in a meeting room, with a black overlay containing text. The people are looking towards the right side of the frame. The background shows windows and a wooden table.

Tips for Strategic Conversations

3. Prime for trust.

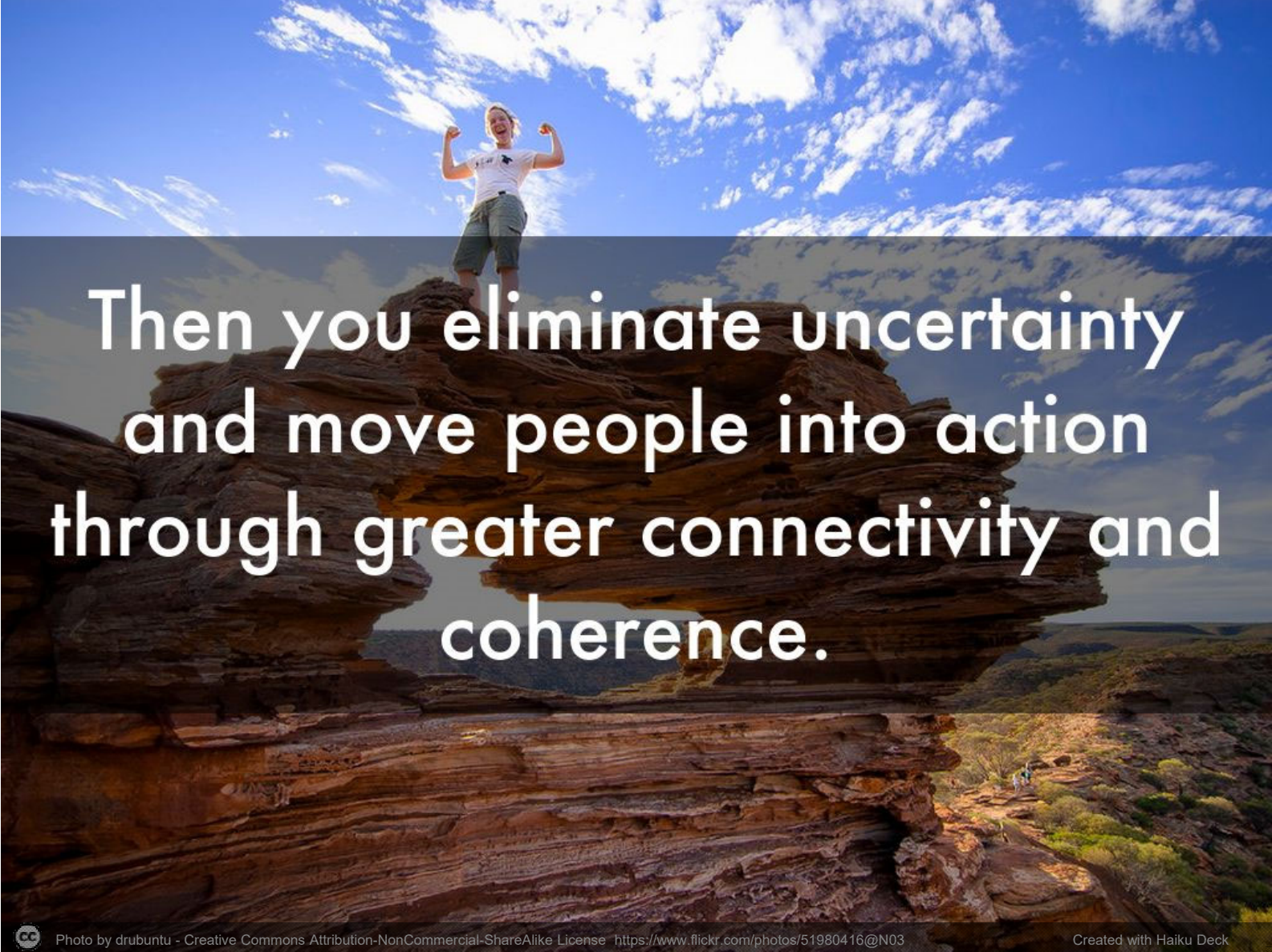
4. Reinforce success.



A person in a white t-shirt and green shorts stands triumphantly on a large, layered rock formation. The sky is bright blue with scattered white clouds. The text "Focus on us seeing and validating what success looks like for both people" is overlaid in white on a semi-transparent dark grey background.

Focus on us seeing and
validating what success
looks like for both people



A person in a white t-shirt and green shorts stands triumphantly on top of a large, layered rock formation. The sky is bright blue with scattered white clouds. The rock formation is composed of many horizontal layers, creating a sense of depth and texture. The overall scene conveys a sense of achievement and accomplishment.

Then you eliminate uncertainty
and move people into action
through greater connectivity and
coherence.

