

Cultivating Conversational Intelligence

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Objective: The purpose of this learning exercise is to illuminate youth about the power of communicating and how effective conversations can positively affect the trajectory of their life and their generation at large.

What is Conversational Intelligence (C-IQ)?

Simply put, conversations have the ability to transform our lives. We are all born without knowing how to converse. We cry when we are hungry or when we need something and we hope that our needs are met. As we grow up, language and speaking becomes the primary way to express our needs and wants. In an era of technology and social media, we are facing a communication crisis of sorts where conversations between people can get convoluted. By eliminating the face-to-face interaction that includes body language, the exchange of thoughts (conversation) can lead to massive miscommunication. In a time where there are more humans than ever on the planet, understanding how to converse intelligently and effectively in the digital world is a skill in high demand. Simply put, C-IQ is best defined as, “the ability to connect, to navigate and to grow others.”¹

Humans at their core want to trust people. Effective conversations can build trust. The concept of C-IQ is heavily explored in Judith Glaser’s book, *Conversational Intelligence: How Great Leaders Build Trust and Get Extraordinary Results*. She believes that, “To get to the next level of greatness depends on the quality of our culture, which depends on the quality of our relationships, which depends on the quality of our conversations. Everything happens through conversations.”²

Cultivating conversational intelligence can be a powerful tool to enhance the trajectory of your life and those around you. Unfortunately, we live in a world that is consumed by controversy and differing opinions. You see it every day on all forms of social media and you may experience a lack of helpful, trust-building conversations in your home or school life. Sometimes, it just takes one person to open up the space to converse intelligently and compassionately. It has the ability to create a culture shift and you are powerful enough to create a culture of inclusiveness and compassion!



1. <http://leadwithgiantscoaching.com/definition-conversational-intelligence/>

2. <http://www.conversationalintelligence.com/images/pdf/Sums-Conversational-Intelligence.pdf>