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Question: I've been hearing recently of conversational intelligence. How does it differ from regular intelligence and can it be enhanced?

Conversational intelligence is starting to get a lot of attention. It's based on the fact that conversations matter because they play a key role in shaping our success. But not all conversations are equal. In her book *Conversational Intelligence*, Judith E. Glaser describes how conversations fall into three groups of effectiveness, with most of us stuck in the first two.

The first is the tell/sell/yell scenario where we repeat what we want until we get agreement. The second is where we use our position of authority -- perhaps as a boss or a parent -- to practically issue an order. These are the least effective types of conversations because they usually result in "winners" and "losers" which is not healthy at work or in our personal lives.

The third level is what we should strive for and it requires coming to the conversation with an open mind and a willingness to listen. It means accepting that we may not be right and sometimes it may mean controlling our emotions. It means collaborating to co-create the conversation's outcome so that everyone shares in its success -- and everyone comes away a winner.

For more about elevating your conversations for greater success please call for an appointment: 905 873 9393.

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