

CONVERSATIONAL ESSENTIALS

“ Listening to Connect · Ask
questions for which you have no
answers · *Priming for Trust*
Sustaining Conversational Agility
Double-Clicking ”

PS Performance Solutions
& CONSULTING, INCORPORATED

DEFINING CONVERSATIONAL ESSENTIALS

The C-IQ Essentials are overarching frameworks to implement in all aspects and phases of the C-IQ methodology and will be used with all tools and exercises. This tool defines each essential and explains the framework. This will help orient you to the Essentials, how to use them, and why they work based on neuro-chemistry.

Being Open to Influence:

This is an Essential **overarching mindset and attitude** that is cultivated in order to utilize the other essentials in a masterful and consistent way. We must cultivate an open mindset within ourselves, and when working with others in whom we aspire to cultivate openness as well. With this mindset, we embody curiosity.

- We are open to deeply hearing what others say without filtering it through our own agendas.
- We let go of being right and find the most powerful answers and insights in the process of connecting, co-creating and synthesizing ideas.
- We ask questions for which we have no answers.
- We encourage expression without expectation.
- We enable a neutral mindset so we can hear what others are saying or thinking.

CONVERSATIONAL ESSENTIALS

1. Listening to Connect:

This is an Essential **overarching internal action** that we practice in all moments of Conversational Intelligence®.

Listening to Connect – not judge, confirm or reject, is a way of listening to the other person with a focus on them, not you. It's bigger than listening to understand– which is more about listening to confirm what you know.

Listening to connect is about focusing your attention on the other person:

- What are they trying to say?
- What are they thinking?
- What are they hoping you will help them explore?
- Connect to their 'world' and explore their world.

2. Ask Questions for Which You Have No Answers:

The Essential of "Asking Questions for Which You Have No Answers" is the **external action and overarching framework** guiding all of your C-IQ practice. Too often, we ask questions to guide people to where we want them to go. That is felt by others as leading questions and can be interpreted as manipulation, putting people on guard, and activating our distrust networks.

When we ask questions for which we have no answers, we are in a mindset of discovery and others feel this as inquisitive and curious. This puts people into a co-creating, trusting and receptive state of mind.

- Our goal is to help others with whom we interact to discover their own meanings and self-awareness, thus *Asking Questions for Which You Have No Answers* opens and expands the conversational space for a completely new reality to emerge for you and others.
- This C-IQ Essential activates a process of co-regulation between you and others you are communicating with – around ‘discovery’. Together you create a space that activates new thought networks in the prefrontal cortex of you and with whomever you are communicating.

3. Sustaining Conversational Agility:

Conversational Agility is **what we aspire to activate and create mastery in our interaction dynamics** by using all the Essentials and Tools. If *Priming for Trust* is the Foundation of the Essentials -- then *Conversational Agility* is the roof over the house built by all the Essentials. By using the C-IQ methods, it is our mission to assist others in becoming Conversationally Agile. Without *Conversational Agility*, one cannot move into different types of conversations with ease and co-create in harmony.

- When a conflict is brewing, pattern interrupting using Reframe, Refocus and Redirect is a powerful way to build the Conversational Agility muscle. It enables people to open to new energy, insight and outlook for wisdom and insight to emerge.
- Using your Conversational Intelligence skills, you can use reframing, refocusing, and redirecting. The 3 R’s are the way you refocus your conversations to elevate the communication abilities of everyone involved.

This can be used with the overarching frameworks of *Double-clicking* and *Asking Questions*, enabling you to make stronger connections and experience different results. By mastering these skills, you are helping yourself to regulate your own neurochemistry and create a mind shift from your lower brain to your higher brain.

When your company, team, or organization becomes adept at this, the whole company mindset shift takes place and the culture change people will experience is profound. It starts with you and your one-to-one interactions.

4. Priming for Trust:

This Essential is like the foundation of the C-IQ house. Without actively *Priming for Trust* no other essential or tool will be effective and we can’t build a solid house. There are ways to Prime for Trust.

It begins with asking yourself questions to shift your awareness toward a trusting conversation. To help you prime for TRUST, reflect and co-create responses to the following questions:

- How can I create a safe environment?
- Can I be more transparent about desired outcomes and share threats that may stand in the way?
- What actions, thoughts or words will enable the other person to shift from protect to partner?

- How can I establish rapport?
- How can I establish a 'power-with others' context?
- What actions, thoughts or words will enable us to listen to connect and relax judgment and ignite a sense of co-creation.
- What actions, thoughts or words will enable us to listen to connect and relax judgment and ignite a sense of co-creation?
- What actions, thoughts, or words will bridge between our realities?
- What can we say to reduce conflict and open a view of what mutual success looks like?
- How can I approach the people or person I am interacting with caring, candor, and courage?
- Can we identify Reality Gaps, and stay open to test assumptions?
- Can I/we stay in Share and Discover – listen to connect and be open to change our minds?

5. Double-clicking:

Double-Clicking is the Essential strategy. *Double-clicking* is an effective way to ask questions for which you have no answers. It is actually an excellent strategy to use with all of the tools and a way to ask all of your questions.

As one Double-clicks it reveals the deeper meanings held by oneself and others. Through double-clicking, we can better understand how we see the world and how others see the world. We gain clarity and understanding of what triggers us but also gain understanding of others perspective, their deeply held beliefs, and their points of view. By double-clicking clients make discoveries and personalize their own meaning. Use the double-click C-IQ tool to activate the process of discovery thus increasing Conversational Agility.

Double-clicking is the over-arching strategy that frames our approach when using C-IQ connections through conversations. We have discussed double-clicking with all the tools! Here are simple yet powerful examples of some basic double-click questions to insert repeatedly by asking:

- “Why”
- “What does that mean?”
- “What else?” Make these your best friend!

Double-clicking, according to our research, is neuro-chemical alchemy. What normally could take months or even years can happen instantaneously. It enables deeper connections both in thought and co-creation to surface quickly bypassing the time consuming and often painful logical and emotional processes that normally need to occur to clear away blocks and disconnects.

Where will you begin to practice double-clicking? With whom?

Summary

You may be thinking, feeling or hearing, *“I don’t have time to spend in deep conversations— they take too long.”* By utilizing all of the Conversational Essentials in concert, we can build Conversational Agility, the aspirational outcome of using all of the Essentials.

As you reflect upon and practice the **Conversational Essentials**, think about them as the overarching frameworks in C-IQ, with *Priming For Trust* as the foundation and *Conversational Agility* as the roof over everything. We use these frameworks (C-IQ Essentials) with all C-IQ tools and Conversational Rituals to help people up regulate the chemistry for connecting, navigating and growing with others. The C-IQ Essentials are conversational practices that can ‘reset’ your neurochemistry for health, and can activate the ability to co-create with others with ease. You will be able to down-regulate behaviors that activate cortisol, and up-regulate the behaviors that activate oxytocin – thereby moving yourself and others into a trusting, generative, and partnering state of mind. When you are able to master your own self-regulatory and co-regulatory mechanisms and neurochemistry the most powerful and healthy ‘interaction dynamics’ that exist in human nature will be available to you.

It takes practice to achieve mastery.

Which Essentials will you begin practicing now?

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Proud to be one of 250 inaugural coaches Certified in Conversational Intelligence® worldwide!