



# Conversational Essentials

Based on the work of Judith E Glaser, Benchmark  
Communications, and The CreatingWe Institute



*Start by being  
open to influence*

1

## Priming for Trust

The foundation of C-IQ

Priming for trust enables us to work together as partners and opens us up to possibility. Trust enables us to actively bring together the following behaviours; Transparency, Relationship, Understanding, Share success and Truth-telling.



2

## Ask Questions

for Which You Have No Answers

Is a way of exploring beyond what we already know, to what you don't know. When we ask questions for which we have no answers it places us in the mindset of discovery and opens others up to sharing their thoughts for co-creation.



3

## Listen to Connect

Not Judge, Confirm or Reject

Is about focusing your attention on the other person; what are they trying to say and thinking. What are they hoping you will explore with them. Listening to connect is about opening yourself up to other worldviews, needs and interests.



4

## Conversation Agility

Navigating Conversations with Ease

Enables people to create new 'conversational spaces' using pattern interrupts by using Reframing by moving from difficult to different, Refocusing a problem as an opportunity, and, Redirecting to aspirations instead of problems.



5

## Double-Clicking

Uncovering and Explore Meaning

One our favourite tools to use with all the essentials. Double-clicking is about 'opening connections' helping you gain deeper understanding of others perspectives, how they see the world, what triggers them. It can be used as a conversational ritual to help each person explore the others meaning.

