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C-IQ AT THE HEART OF ORGANIZATIONAL SUCCESS

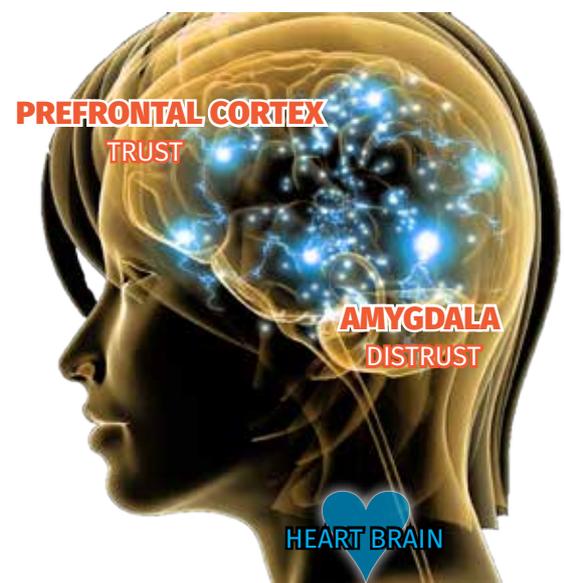
ABOUT

Our lives revolve around conversations. It is the driving force in all interactions, both personal and business. The key to future organizational success is to develop our conversational intelligence (C-IQ) to a higher level to better motivate, inspire, and lead people.

Conversations are not what we think they are. We've grown up thinking they are about talking, sharing, information, telling people what to do, or telling others what's on our minds. We are now learning, through neurological and cognitive research, that a "conversation" goes deeper and is more robust than simple information.

Conversations are dynamic, interactive, and inclusive. They evolve and impact the way we connect, engage, interact, and influence others, enabling us to shape reality, mind-sets, events, and outcomes in a collaborative way.

Our programs in developing organizational Conversational Intelligence provide participants with a framework for developing their conversational abilities to build better working relationships. We take the latest research and provide hands-on training in how to apply that knowledge every day to drive greater engagement and success in the workplace.



Good Conversations Are at the Heart of All Good Leadership

Based on the groundbreaking research of organizational anthropologist Judith Glaser, this program helps participants to understand how the brain's chemistry influences our conversations with others. What Judith's research has found is that most of our business conversations are not formulated in a way that matches with how our brain processes information. We talk past and over one another, we get "addicted to being right", and we avoid having honest conversations. All of this results in primordial chemical triggers that make people less likely to listen, and our interactions with others less effective.

Understanding how different words and communication styles impact on brain chemistry (in other words the hardwiring and receptiveness of people) will help build Conversational Agility, which Glaser describes as the ability to navigate at will, or toggle, between the three levels of Conversational Intelligence.



“ 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*. -Judith E. Glaser

Conversational IQ the Thread that Binds

By making Conversational Intelligence into the common thread that runs through your leadership development programs, it will set the groundwork for developing higher-functioning teams within your company, whether they are supervisors or experts, will learn how to better structure their conversations to improve performance and innovation through higher-level conversations.

Developing Conversational IQ

To do this, leaders need to:

- ▶ Develop a higher ability to listen to and appreciate other's realities.
- ▶ Understand how to navigate between the 3 levels of conversation and down-regulate the unproductive and up-regulate the productive.
- ▶ Learn how to manage the 3 dimensions of conversation: 1. Biochemical, 2. Relational, and 3. Co-creational.

Artificial Experience Building - Putting It Into Practice

Artificial Experience-Based Learning is a proprietary method that we utilize to help participants understand how to put theory into practice. It is an action-based learning approach that combines individual and group-based coaching to deliver highly engaging and personal experiences. The result is that participants come away from our programs with the learning better internalized and a clear idea of how to apply it in their work and lives.

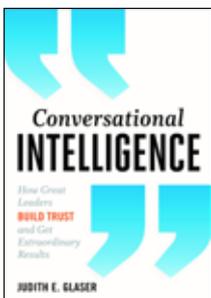
“ WE-centric leaders realize that ‘WE’ is the power that fuels corporate growth. They know they don’t need to know all the answers, and they also know that in the face of unprecedented change, inclusive behaviors radically shift the power dynamics toward partnering and positively influencing productivity and quality in a company. -Judith E. Glaser



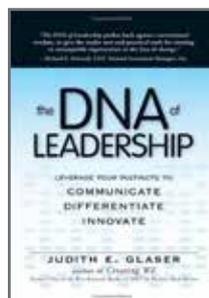
Our Partnership with Judith E. Glaser

We are pleased to have a close working relationship with world-renowned author and organizational anthropologist Judith E. Glaser and with the CreatingWE Organization. We utilize her books and assessments to support organizations in their quest to develop Conversational Intelligence, and she is personally available as a consultant to assist in designing and developing a program that will help your organization to be more successful.

Books



For Leaders



For Experts

Judith has authored 2 books that will help to build conversational intelligence. The first, **Conversational Intelligence**, provides a high-level view of leadership and is more suited to people currently in leadership positions where they directly lead others.

The second, **The DNA of Leadership**, is best suited to project team leaders, and those working within matrix teams, providing a hands-on approach to developing leadership through better conversations.

Begin Your C-IQ Journey Today - Contact Us

Are you ready to take the first step in developing your organization’s Conversational Intelligence? We have a number of program configurations to suit your time and budget constraints, and work with your organization to execute the best possible training experiences. With more than 20 years’ experience in successfully developing people in multinational organizations in Finland and globally, we have the experience and expertise to carry out all of your training and development needs.

To schedule a meeting, please contact:



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