



**Course Title:** Conversational Intelligence: Increase Your Impact

**Course Code:** COM 72

**Instructor:** Amy Eliza Wong

### **Class Sessions and Recording**

Meeting days and times: Saturday July 16th and Sunday July 17<sup>th</sup>, 9-12pm PT

Meeting location: Zoom

The class sessions will be recorded

Given the multiple breakouts and nature of the content, it's important to attend live in order to get the full benefit of the workshop. The recording is provided to serve as a personal reference to supplement learning.

### **Course Features:** Live session

- Lecture, discussions, practice time for students, and Q&A
- Requires interaction and active participation
- Assignments & Coursework
  - Course materials will be posted live in Canvas during the workshop

### **Course Summary**

This workshop is designed to educate participants on the *what, why and the how* of trust by understanding how it is created and eroded in our communication patterns.

This workshop is ideal for leaders, managers, team leads, or anyone tasked to improve team performance, collaboration, innovation, and/or psychological safety.

This workshop is also ideal for individual contributors and community members who wish to create higher states of trust and connection with others.

Pre-requisite: Advanced-level proficiency in spoken English

*\*Please see course page for full description and additional details.*

## Grade Options and Requirements

- No Grade Requested (NGR)
  - This is the default option. No work will be required; no credit shall be received; no proof of attendance can be provided.

## Course Reading

Recommended: “Conversational Intelligence - How Great Leaders Build Trust and Get Extraordinary Results” by Judith E. Glaser, ISBN 978-1-937134-67-9 (Glaser, J. (2014). Conversational Intelligence: How great leaders build trust and get extraordinary results. New York: Bibliomotion)

## Tentative Agenda

### Day One

Intro exercise + Rules of Engagement (tool)  
Neurochemistry of Trust (discussion)  
Ladder of Conclusions (tool) + Reflection Exercise  
The Conversational Dashboard (tool) + Discussion  
Adjourn  
Optional Q&A

### Day Two

Discussion - Recap  
The Three Levels Practice and Experiential Exercises  
Five Conversational Essentials (tool) + Small Group Work  
Wrap Up and Commitment  
Optional Q&A