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**Conversational
Intelligence: How**

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**Conversational
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“Conversational Intelligence is a tour de force spanning new frontiers of research and practice in organizational change. Glaser reminds us that great leadership derives from powerful social exchange and collective solutions that are intricately woven.

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neuroscience from
across the globe, and
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to connect, engage,
and navigate with
others. It is the single
and most important
intelligence that gets
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frontiers of research and practice in organizational change. Glaser reminds us that great leadership derives from powerful social exchange and collective solutions that are intricately woven.

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Her new book,
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Intelligence: How Great Leaders Build Trust and Get Extraordinary Results makes the latest research from neuroscience accessible and practical for all of us to apply immediately. Judith is the CEO of Benchmark Communications, Inc. whose clients range from American Express to IBM.

How Great Leaders
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Master Conversation to Create Trust

Conversational Intelligence is our most powerful and human and hardwired skill of connecting with others through conversations. When leaders turn to each other to draw out our best thinking and translate that into action, we are exercising our Conversational Intelligence.

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Conversational Intelligence: How Great Leaders Build Trust ...

Conversational Intelligence speaks of levels, with the lowest level being “ask and tell”, Level I, associated with low trust, progressing to Level III high trust, which Glaser calls “co-creation”. Glaser provides a five-step model for building trust - which I'd argue is

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more about deep communication than the development of trust.

Book Review- Conversational Intelligence - Thor Projects Blog

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“the quality of the conversation drives the nature of the impact. At the moment of contact, conversations

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have the power to transform our lives.” —
Judith E. Glaser,
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