



## Your Cortex Culture Kit

# Conflict – Part 2 Conversational Intelligence and Healthy Conflict

**Please be sure to complete the Pre-Work:**

1. Bring your Conflict Assessment Scorecard to the session for reference.
  2. Listen to podcast.
  3. Print out this handout and bring it to the session.
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## 10 Practices of Inclusion

1. We keep in mind our desired outcome.
2. We assume good intent from others.
3. We are fully present. We turn off all notifications and distractions to show respect for one another.
4. We use timed rounds at the beginning and end of meeting to be sure everyone is heard. We take breaks for questions and comments.
5. We use "I" statements.
6. We remain curious, especially when we do not agree with someone.
7. We strive to appreciate others' strengths and ability to contribute.
8. We say it now, with kindness and respect, rather than waiting until later.
9. The person leading or in authority of the session honors agreed upon start and stop meeting times.
10. We leave the meeting with clearly defined next steps for each of us to take right away.

# Conversational Intelligence

## 3 Levels of Conversation that Build Trust

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### Level 1: Transactional

Every day exchanges focused on tasks and information with low trust-building potential

#### What it sounds like:

*"Here's what you need to know."*

*"Do this by tomorrow."*



#### What it looks like:

*Telling and Asking: Closed questions. Directive with little discussion.*

#### What Builds Trust:

*Showing up on time*

*Doing what you say you will do*

*Not wasting others' time*

*Respecting people's time and work*

#### Watch out for...

*Telling too much, listening too little*

*People doing the bare minimum*

*Not following through = lost trust*

**KEY RULE: Show you care and understand where others are coming from.**

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Write some examples of transactional statements you've made in the past week...

## Level 2: Positional

Conversations focused on opinions and influence with conditional trust.

### What it sounds like:

*"Here's why I think this matters."*

*Let's try to find a win-win."*



### What it looks like:

*Advocating and Inquiring: Open-ended questions. Persuasion and negotiation.*

### What Builds Trust:

*Asking honest questions*

*Listening to understand (not just reply)*

*Respecting different views*

*Following the Practices of Inclusion*

### Watch out for...

*Interrupting*

*Pushing your agenda too hard*

*Not owning your mistakes*

**KEY RULE: Say what you believe, while respecting others' views.**

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Write some examples of positional statements you've made in the past week...



## Level 3: Transformational

The highest level of conversation that builds deep trust and creates breakthrough solutions together.

### What it sounds like:

*“What do we both see here that could work better?”*

*“What are some possible ideas?”*

### What it looks like:

*Sharing and discovering through open dialogue.*

*Curiosity and creative problem-solving together.*

### What Builds Trust:

*Being open, real, and respectful.*

*Listening actively and without judgement.*

*Creating space for everyone to contribute.*

*Using cameras and face-to-face tasks for important topics.*

### Watch out for...

*Letting one person dominate*

*Side conversations about people instead of with them*

*Not holding everyone to the same behavior standard*

**KEY RULE: Be honest, respectful, and solve things together**

**– in person when it matters.**