

Conversational Intelligence in the Workplace ©

Tools to build trust, ask better questions and repair conversations before they lose impact.



Have you ever been in a conversation where the words were technically correct, but the dialogue still went nowhere? People stayed polite, but guarded. Questions collected information, but not insight. Objections appeared late. Attention drifted. And what should have been a useful conversation became another professional exchange that didn't quite hit the mark.

Conversational Intelligence in the Workplace©© helps participants develop the micro-skills that make workplace conversations more effective, human and outcome-oriented. The course focuses on building trust quickly, asking questions that shift perspective, listening for subtle signals, repairing conversations that derail and adapting conversational style to face-to-face, online and hybrid interactions.

Conversational Intelligence in the Workplace



• Who is it for?

- Managers and team leaders
- Specialists and individual contributors
- Professionals working with clients, colleagues, stakeholders or cross-functional partners
- People who need to build trust, influence constructively and handle sensitive conversations
- Anyone who wants to move beyond transactional communication and create more meaningful dialogue

• What will you learn?

How to...

- build connection and trust more quickly in professional conversations
- use questions to uncover needs, motivations and deeper perspectives
- listen actively and notice subtle signals, resistance or disengagement
- repair conversations that drift toward conflict, ambiguity or loss of interest
- adapt your conversational style to face-to-face, online and hybrid contexts

• What to expect?

- A practical framework for turning everyday interactions into conversations that matter
- Concrete techniques for opening, guiding and closing conversations with more impact
- Practice in using perspective-shifting questions, active listening and conversational repair
- Realistic simulations based on workplace, client or stakeholder interactions
- Tools for maintaining attention, clarity and connection in hybrid conversations

• How is it delivered?

FORMAT

In-class or online

DURATION

1 day / 6 hours

COHORT

Groups of up to 12 participants