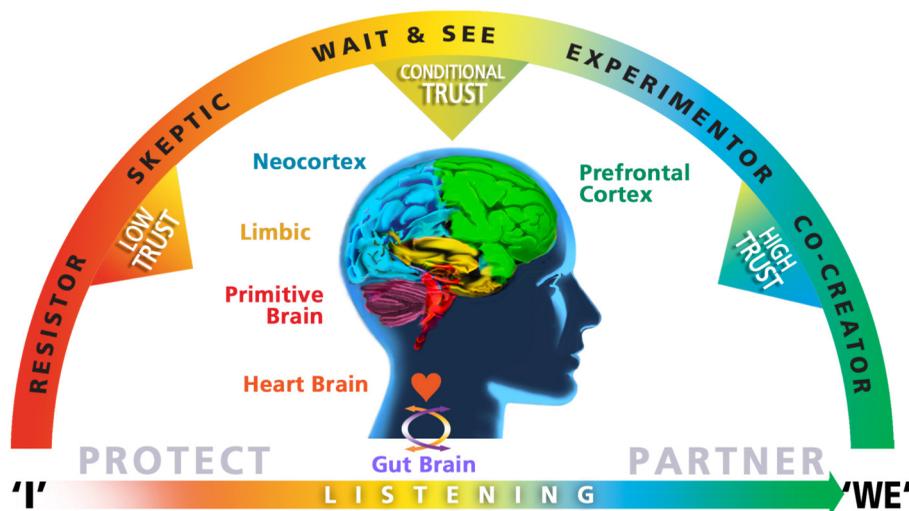


CONVERSATIONAL INTELLIGENCE[®] DASHBOARD



PRIMING FOR TRUST

When we are in a state of **distrust**, the world feels threatening. Threats make us retreat, and we feel the need to protect ourselves. Neuroscientists say that threats can trigger an **Amygdala Hijack** and we experience higher levels of cortisol and adrenaline. The fear networks in our brains cause us to either ‘fight, flee, freeze, or appease’ others.

If the interaction feels safe and positive, we produce more oxytocin and dopamine. These neurotransmitters help us relax, feel open to others, and create a state of **trust**. Our **Prefrontal Cortex** opens up and we have access to empathy, judgment and higher decision making and innovation capabilities. Our heart beats at a more coherent rate and we connect with others more deeply.

	MIND SET	INNER REALITY	OUTER REALITY
RESISTOR	Not feeling in alignment—creates resistance	“I want to influence you to my point of view. I’m not open to yours.”	Perceived to have strong beliefs and opinions— not open to influence
SKEPTIC	Out of alignment—raises doubt	“I want to learn more from you, but....”	Appears to be doubtful and judgmental
WAIT & SEE	Waits for others before committing	“I’m uncertain, am I valued and accepted?”	Seems always tentative about what or whom to trust
EXPERIMENTOR	Desires to experiment	“How can we share and discover our best current thinking?”	Seen as someone with the courage to take risks, and trust
CO-CREATOR	Builds new meaning	“How can we create new possibilities together?”	Willingness to transform reality with others in a WE-centric way