



Chamber of Commerce and Industry

**Online Seminar  
on  
'Conversational Intelligence in challenging times'**

**Friday, 12th June, 2020  
11.00 am – 12.15 pm IST**

**Dear Sir/ Madam,**

In the current climate of uncertainty and isolation we specifically need to discover ways of staying connected and motivated towards productivity, innovation and ultimately organizational results. Through Conversational Intelligence® (C-IQ), we can engage our people and increase trust leading to elevated individual and organizational performance.

C-IQ is based on Neuroscience Research, specifically the Neuroscience of Conversations®. It was coined and created by Judith E. Glaser through the Creating WE® institute. C-IQ provides people with a deep understanding into how every conversation has an impact, and as they learn about conversational patterns, they are able to architect, deconstruct, and shape their conversations with others. Once people learn what patterns drive connectivity and trust and what drives fear and distrust, they are able to connect, engage, navigate, and co-create with others in healthy ways. C-IQ elevates Oxytocin, the chemistry of connection, and lowers Cortisol, the chemistry of fear and distrust. Understanding the Neuroscience of Conversations and applying this wisdom inside companies transforms individuals, teams, and organizations and opens up new pathways for mutual success.

To understand all such aspects in conversations, **IMC Chamber of Commerce and Industry is organizing an online seminar on 'Conversational Intelligence in challenging times' by engaging globally renowned trainer and lead facilitator- Ms Sarit Vandegraaff, Head of Coaching, Organizational and Executive Coach TranExec., Australia.**

**The details of the program are as follows:**

**Topic : 'Conversational Intelligence in challenging times'**  
**Date : Friday, 12<sup>th</sup> June, 2020**  
**Time : 11 am to 12.15 pm IST**  
**VC : Zoom**

## Topics covered:

- Introduction to C-IQ
- Neuroscience of conversations®
- Conversational Intelligence Dashboard
- Common Conversational Blind spots
- Conversational essentials
- C-IQ during challenging times

## Coach's Profile:

**Ms Sarit Vandegraaff: Head of Coaching, Organizational and Executive Coach TranExec., Australia** : Ms Sarit works with leaders and their teams to elevate performance through potential and growth mindset. She regularly travels and works globally and has coached and facilitated workshops in London, Oxford, New Delhi, Mumbai and Hong Kong as well as in her home country Australia. She is an ICF credentialed PCC coach and is proud to be certified in Conversational Intelligence® continuing the work of the late Judith E. Glaser, helping organizations flourish through resonant conversations. More recently, she has been facilitating TranExec's ICF accredited Organizational Coach Accreditation Program to cohorts of global leaders at Grove Park, Saïd Business School, Oxford university.

## Participant Fees:

Category	Fees
IMC Members/ Students of IMC Member Institution	Rs.700/- Plus 18% GST = <b>Rs. 826/- per participant</b>
Non IMC Members	Rs.800/- Plus 18% GST = <b>Rs. 944/- per participant</b>

Kindly register your participation at the earliest by contacting the Education Department of IMC Chamber of Commerce and Industry on Tel. No. 022-71226666 or email on [ila.pathakjha@imcnet.org](mailto:ila.pathakjha@imcnet.org) or visit the website [www.imcnet.org](http://www.imcnet.org) .

With regards

**Ajit Mangrulkar**  
Director-General