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# Utilizing Conversational Capacity and Emotional Intelligence to Make Better Choices

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Thursday, Oct. 27  
11:15 a.m.–12:30 p.m.



# Utilizing Conversational Capacity and Emotional Intelligence to Make Better Choices

James M. Carchidi, CSP  
Chief Executive Officer  
JFC Staffing Cos.

Tuesday, Oct. 25, 2:15–3:30 p.m.



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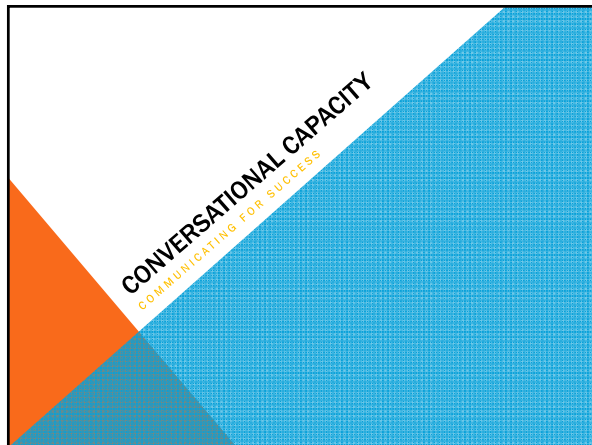
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**TREAT DIALOGUE AS A DISCIPLINE**

Walk away with a simple and easy to use tactic for instantly becoming more resilient, learning oriented, while adapting better in shifting circumstances with greater speed and creativity.

A decorative graphic at the bottom of the slide, consisting of a blue grid pattern and an orange triangle in the bottom-left corner.

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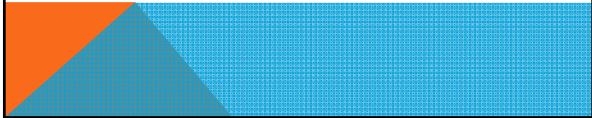
**ENCOURAGED TO THINK DIFFERENTLY**

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During the presentation ask yourself...

"Can I do it?"

"Is it worth it?"



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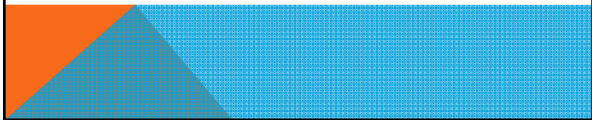
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A City of (fill in the bank)



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**BROTHERLY LOVE...?**



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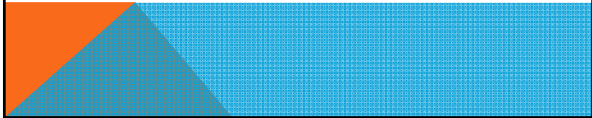
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**ANGRY PEOPLE...?**



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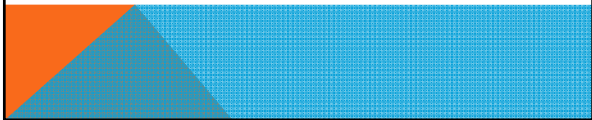
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**IT IS NOT A MATTER OF WHO IS...**



**...RATHER, WHY DO WE SEE THINGS DIFFERENTLY?**



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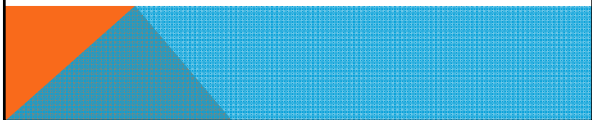
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**In most instances the root cause of conflict  
is...misunderstanding.**



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Technical expertise is not enough...

High shared commitment is not enough...

Good strategy is not enough...

...if we have low conversational capacity.

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"When building an organization most executives and managers focus on strategy, structure, staffing, process, systems, and financing. These are all hugely important aspects of building a thriving business. But they routinely ignore the most important variable of all - building their conversational capacity"

Craig Weber, Author of *Conversational Capacity: The Secret To Building Successful Teams That Perform When The Pressure Is On*

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In any conversation there is a "sweet spot" where conversations are balanced, open, and non-defensive.

Good teamwork occurs here.

We know we're in the sweet spot when there is relative balance between candor and curiosity.



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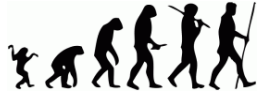
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When it comes to building our conversational capacity we face a formidable obstacle:



Our primal "fight" or "flight" mindset.

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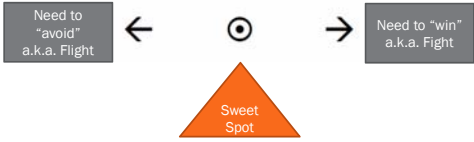
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We are often pulled out of the "sweet spot" by two powerful human tendencies:



Need to "avoid" a.k.a. Flight   ←   ●   →   Need to "win" a.k.a. Fight

Sweet Spot

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When facing a tough issue or situation we often move away from the "sweet spot" toward the extreme ends of the behavioral spectrum.



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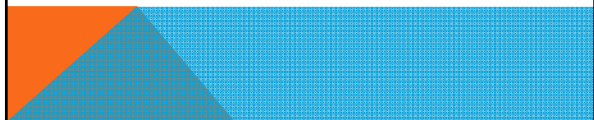
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On the one hand I want to bring up a tough issue.  
On the other hand I want to avoid:

- Looking like a non-team player
- Causing a conflict
- Feeling uncomfortable




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This is when we... **SHUTDOWN**

- ✓ Covering up our real feelings and thoughts
- ✓ Changing the subject to avoid the conversation
- ✓ Withdrawing my perspective and thoughts
- ✓ Holding the conversation with the wrong person/people  
a.k.a. Water Cooler or Hallway Discussions
- ✓ Using email to address concerns  
Most Common & BIG NO-NO




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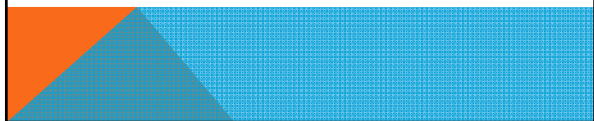
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On the one hand I want to bring up a tough issue.  
On the other hand I want to:

- Win the conversation
- Be right
- Get others to see things my way and agree with me




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**This is when we HEAT UP...**

- ✓ **Dominating the conversation**  
a.k.a. Talking Over the Person
- ✓ **Interrupting**
- ✓ **Raising one's voice**
- ✓ **Little genuine inquiry into other views**
- ✓ **Dismissing and discounting of other views**
- ✓ **Putting forward one's position as "fact"**




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**LOOK INTO THE MIRROR: REALITY CHECK**

No one is a pure "minimizer" or "winner." We all do both. So here are important questions to consider:

Under what circumstances do I leave the sweet spot in order to "avoid?"

Under what circumstances do I tend to leave the sweet spot in order to "win?"

What sets me off? What are my triggers?




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**AWARENESS IS NOT ENOUGH**

Knowing you're drowning is no substitute for the ability to swim...Right?

**AND**

Knowing when you approach a conversation from a position of "fight" or "flight" is no substitute for the ability to stay in the sweet spot...Right?

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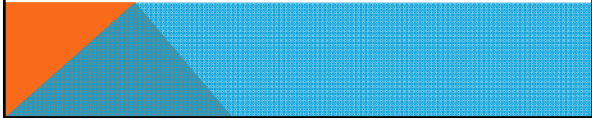


### MENTAL TRIGGER: RULE OF THUMB

No matter how intense or emotional a conversation may be, remember to always come from a position of **wonder or curiosity**...

(EX) **"I wonder** why we see things differently, tell me more about how you're looking at this issue."

(EX) **"I'm curious** why we don't agree, help me see things through your lens."



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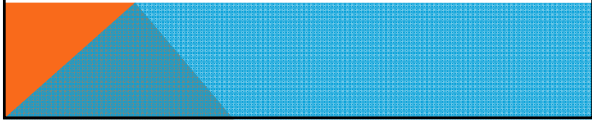
### PLAY FAIR: FOLLOW THESE RULES

CONCEPT: Interrogate the issue not the other person  
ACTION: Replace the word "your" with "that"

(EX) Help me understand how **your** that idea would work.

CONCEPT: Use "inclusive" not "divisive" vocabulary  
ACTION: Replace "but" with "and"

(EX) I hear what you are saying **but** and see this differently.



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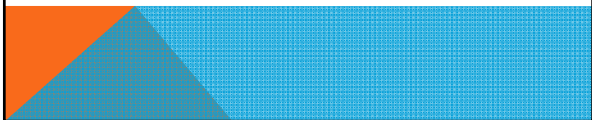
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### THE RIGHT WAY AND THE WRONG WAY

**YES!!!**  
I instinctively treat my views and opinions like hypotheses to be tested and improved!

**NO!!!**  
I instinctively treat my views and opinions as truth!



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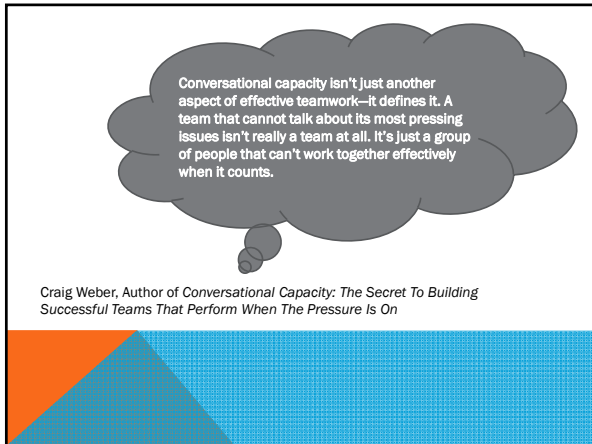
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Conversational capacity isn't just another aspect of effective teamwork—it defines it. A team that cannot talk about its most pressing issues isn't really a team at all. It's just a group of people that can't work together effectively when it counts.

Craig Weber, Author of *Conversational Capacity: The Secret To Building Successful Teams That Perform When The Pressure Is On*



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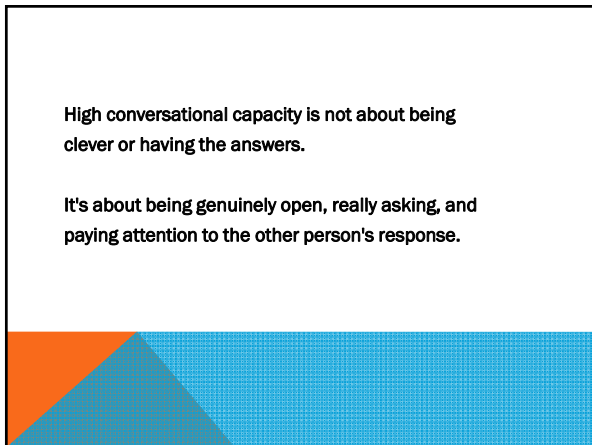
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**High conversational capacity is not about being clever or having the answers.**

**It's about being genuinely open, really asking, and paying attention to the other person's response.**



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START TODAY, NOT TOMORROW.

**IF ANYTHING,**  
YOU SHOULD HAVE STARTED  
**YESTERDAY.**

YOU WILL NEVER BE A 100% READY TO CHANGE. DON'T WAIT FOR THE 'PERFECT' TIME. IT WILL NEVER COME. START TODAY.

**DO SOMETHING TODAY THAT YOUR FUTURE SELF WILL THANK YOU FOR.**



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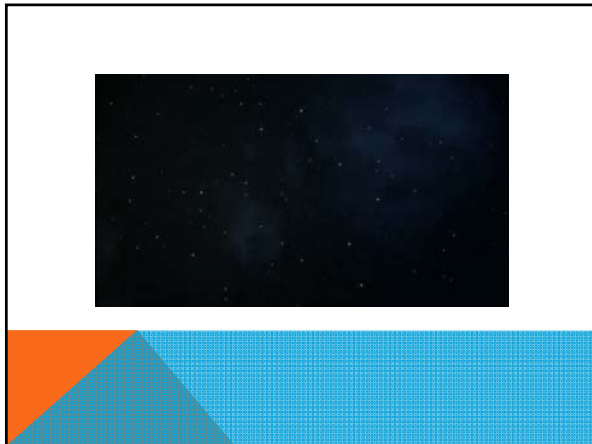
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**KEEP IN TOUCH!**

@JimCarchidi - 

James Carchidi, CSP - 

<https://blog.jfcstaffing.com> -  **WORDPRESS**



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**Thank You for Attending**



James M. Carchidi, CSP  
Chief Executive Officer  
JFC Staffing Cos.



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