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Leadership / by Robert Bogue. It was a few months ago and I was speaking at a healthy workforce conference.

The goal was to improve the conditions for employees in healthcare. I was listening to another speaker on the topic of emotional intelligence, and she strongly

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research and practice in organizational change. Glaser reminds us that great leadership derives from powerful social exchange and collective solutions that are intricately woven. Intelligence in a digital age is a new admixture: simultaneously crowd-sourced and deeply personal.

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leaders build trust and the conversation drives the nature of the impact. At the moment of contact, conversations have the power to transform our lives. ” Judith E. Glaser, Conversational Intelligence: How Great Leaders Build Trust and Get Extraordinary Results

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Leaders Build Trust and Get Extraordinary Results
by Judith E. Glaser

Her new book, *Conversational Intelligence: How Great Leaders Build Trust and Get Extraordinary Results* makes the latest research from neuroscience accessible and practical for all of us to apply immediately.

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Judith is the CEO of Benchmark Communications, Inc. whose clients range from American Express to IBM.

How Great Leaders Master Conversation to Create Trust

Conversational intelligence is a collaborative ability, which thrives in

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the more collaborative world of work today, especially with a growing millennial workforce driven more opportunities to express thoughts, observations, and opinions.

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Judith is the author of 4 best selling business books, including her newest *Conversational Intelligence: How Great Leaders Build Trust and Get Extraordinary Results* (Bibliomotion, 2013) Visit www...

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Conversational intelligence will be critical in the effort to regain trust. While much of the information about conversation is focused on what goes on in a live human interaction, the observations apply to leadership skills in general. That should not be surprising since leadership comprises

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getting people to see the vision and feel the excitement.

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