



Chamber of Commerce and Industry

**Training program  
on  
Conversational Intelligence (C- IQ)  
Friday, 8th November, 2019, Time 11.00 am – 4.00 pm  
IMC Churchgate**

Dear Sir/ Madam,

IMC Chamber of Commerce and Industry is organizing a **training programme on Conversational Intelligence** 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 (C- IQ)  
**Date :** Friday, 8<sup>th</sup> November 2019  
**Time :** 11 am to 4 pm  
**Venue :** IMC, Churchgate

**Participant Fees**

Category	Fees
IMC Members	Rs.6000/- Plus 18% GST = <b>Rs. 7080/- per participant</b>
Non IMC Members	Rs.7000/- Plus 18% GST = <b>Rs. 8260/- per participant</b>

Participants will be awarded Certificate of Participation jointly by IMC Chamber of Commerce and Industry and TranExec- Executive Coaching and Leadership Development Company, Australia, at the end of the program.

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, one conversation at a time. 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 organisations and opens up new pathways for mutual success.

**What it can do for your organisation:**

Conversational Intelligence® is a unique way of engaging teams, companies, and people because they learn what is happening in their brain's moment to moment. C-IQ is the hardwired and learnable ability to connect, navigate, and grow with others – a necessity in building healthier and more resilient

organisations in the face of change. C-IQ begins with trust and ends with high quality relationship and business success. It leads to:

- Increased engagement
- Cultural improvement through the neuroscience of conversations
- Greater productivity
- Being seen as an employer of choice due to investment in people and practice in cutting edge contemporary research and methodologies
- Better conversations with employees and customers known as Level 3 conversations
- Excellent sales conversations based on mutual trust and mutual success

**Ms Sarit Vandegraaff, Head of Coaching, Organizational and Executive Coach TranExec., Australia,** empowers business practitioners to reduce external and internal barriers and leverage their strengths to optimize potential. She will provide meaningful insights on CI and ways to master it for better and effective results.

To understand all such aspects in higher quality conversations, IMC Chamber of Commerce and Industry is organizing **a training programme on Conversational Intelligence.**

Kindly register your participation at the earliest by filling up the enclosed link of Registration Form and forward the same to IMC by email: [ila.pathakjha@imcnet.org](mailto:ila.pathakjha@imcnet.org) or by post along with DD/ Cheque for applicable amount in favor of "IMC Chamber of Commerce and Industry".

For registration and further details, please contact the Education Department of IMC Chamber of Commerce and Industry, on Tel. No. 022-71226633/106 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