

Sadly, on November 18, 2018, Judith E. Glaser passed away due to pancreatic cancer.

Judith, a prior cancer survivor, was diagnosed with pancreatic cancer just days before she launched the first class of Conversational Intelligence® training which I was part of in 2016. She fought it valiantly and her treatments did not impact her ability to train us that year (or the next). She was always upbeat and joyful, and interested in all our contributions to her life's work. She was amazing in her passion to give of herself.

Judith was able to train a second cohort in 2017, and a third in 2018, bringing the number of trained C-IQ coaches at 1 of 3 levels to 2300, and the total number of certified coaches (the highest level) to 570 worldwide.

Near the end of her 2018 cohort, the pancreatic cancer came back.

After she passed, her family and closest business associates asked the C-IQ Coaches community to share stories of her impact for a "Celebrating the Life & Light" book to honor her memory.

This deeply person story was my contribution to that.

---

There are so many stories I could tell about the value of learning Conversational Intelligence® from Judith, and the positive influence knowing her has had on me, my family, my friends, and my clients. It is hard to pick just one. Here is one closest to home, and with a picture that to me is priceless.



This photo, taken at a post-Christmas family dinner, on Dec. 29, 2018 reflects a family reconciliation that has taken almost 30 years. From left to right: my brother Jeff, my sister Barbara, our 88-yr mother Dorothy, myself, my brother Don, and my brother Tim. (Our sister Cathy is missing. She lives out of state.)

Our parents experienced a bitter divorce in 1989. It did great damage to our family. Then our father passed away in 1991. As a fallout of the divorce, three of my siblings in the photo disconnected from any meaningful relationship mom. Every previous attempt at bringing reconciliation failed. By mid-2015, I had literally given up. Then in October 2015 I learned of Judith and her work. I recognized it is the game changer it has proven to be, so I embraced it, and began a C-IQ empowered journey.

I embodied C-IQ and used it to deepen conversations with my sister, Barbara, whom our mother absolutely did NOT trust, and was very bitter toward. In 2016 I introduced Barbara to C-IQ. She embraced it and agreed to enlist my help to reconcile with mom. In early 2017, I approached mom with the proposal that C-IQ tools could work to rebuild her broken relationships. She did NOT believe me and responded accordingly, "Greg, every time you have tried to help the family before, it has failed! Why should I believe it will work this time!?" My answer was, "Mom, your son has just become one of about 250 Certified Conversational Intelligence® Coaches ON THE PLANET! You can trust me, this works!" With some resistance, she agreed to let me teach her basic C-IQ. Quite frankly, to this date, she has been the most

challenging person I have taught C-IQ to; but in the end, she was willing to trust me. A few weeks after this conversation I picked her up to meet Barbara for a Level III “reconnection” conversation, over lunch. During the entire 25-minute drive on the way to lunch, my mother expressed her strong belief that the relationship was unsalvageable. She was convinced that this lunch meeting was a bad idea. She was mistaken. The three of us had a great Level III conversation. It broke the ice, and eventually led to further healthy conversations between mom and Barbara. Recently, my mother said to me, “I cannot believe how much your sister Barbara has changed. I could never trust her before, but now I can.” And from my sister, Barbara, “Mom is so much fun to talk to; I love spending time with her.” And she does... Barbara now visits mom frequently and has been partnering with me to help our other two disconnected brothers fully reconnect to mom, also. This led up to the recent dinner.

This is the first dinner we have all been together as a family since at least 1989. My mother met three of her great grandchildren for the first time at this dinner. She got her picture taken with each family unit. The glow on her face was amazing!

Among many other benefits, I have found C-IQ to be amazing in its power to aid healing in my own broken family relationships. I will forever be grateful to Judith and for her work. Priceless!

Greg Cottrill, Certified Conversational Intelligence® Coach

January 17, 2019

---

This addendum to the story I wrote to honor Judith’s memory completes the story I wrote on January 17, 2019

8 months later, my mother, then 89, was diagnosed with stage 4 lung cancer. My sister Barbara and I were with her when she was given the news from her doctors.

Shortly after we met with an oncologist who offered to treat her with chemotherapy to try to prolong her life. The alternative, he said was to enter hospice. Without hesitation, my mother chose hospice. And then without hesitation, my sister Barbara said, “Mom, you can come live with me and Tom and have hospice come to you.”

This was a scenario that I never even could have imagined 2 or 3 years prior. This was as much a miracle of a healed relationship as anything I had ever witnessed. Our mother lived with my sister Barbara, and her husband, Tom for the next 4 months, and then quietly passed away in her sleep on November 24, 2019.

Although my mother was not wealthy, while in hospice she changed her will to include all six of her children. This was the icing on the cake of an incredible C-IQ powered relationship reconciliation.

Greg Cottrill, Certified Conversational Intelligence® Coach

October 7, 2022