

3-Legged Stool and Conversational Intelligence®

References and Resources*

Prepared for Trinity Church, San Fernando, CA

Bible Passages

I praise you because I am fearfully and wonderfully made; your works are wonderful; I know that full well. Psalm 139:14 (NIV)

13 That same day Jesus went out of the house and sat by the lake.² Such large crowds gathered around him that he got into a boat and sat in it, while all the people stood on the shore.³ Then he told them many things in parables, saying: “A farmer went out to sow his seed.⁴ As he was scattering the seed, some fell along the path, and the birds came and ate it up.⁵ Some fell on rocky places, where it did not have much soil. It sprang up quickly, because the soil was shallow.⁶ But when the sun came up, the plants were scorched, and they withered because they had no root.⁷ Other seed fell among thorns, which grew up and choked the plants.⁸ Still other seed fell on good soil, where it produced a crop—a hundred, sixty or thirty times what was sown.⁹ Whoever has ears, let them hear.”...

¹⁸ “Listen then to what the parable of the sower means: ¹⁹ When anyone hears the message about the kingdom and does not understand it, the evil one comes and snatches away what was sown in their heart. This is the seed sown along the path. ²⁰ The seed falling on rocky ground refers to someone who hears the word and at once receives it with joy. ²¹ But since they have no root, they last only a short time. When trouble or persecution comes because of the word, they quickly fall away. ²² The seed falling among the thorns refers to someone who hears the word, but the worries of this life and the deceitfulness of wealth choke the word, making it unfruitful. ²³ But the seed falling on good soil refers to someone who hears the word and understands it. This is the one who produces a crop, yielding a hundred, sixty or thirty times what was sown.” Luke 13:1-9, 18-23 (NIV)

3 ¹⁻² Don’t be in any rush to become a teacher, my friends. Teaching is highly responsible work. Teachers are held to the strictest standards. And none of us is perfectly qualified. We get it wrong nearly every time we open our mouths. If you could find someone whose speech was perfectly true, you’d have a perfect person, in perfect control of life.

³⁻⁵ A bit in the mouth of a horse controls the whole horse. A small rudder on a huge ship in the hands of a skilled captain sets a course in the face of the strongest winds. A word out of your mouth may seem of no account, but it can accomplish nearly anything—or destroy it!

* excludes some mentioned in other handouts

⁵⁻⁶ It only takes a spark, remember, to set off a forest fire. A careless or wrongly placed word out of your mouth can do that. By our speech we can ruin the world, turn harmony to chaos, throw mud on a reputation, send the whole world up in smoke and go up in smoke with it, smoke right from the pit of hell.

⁷⁻¹⁰ This is scary: You can tame a tiger, but you can't tame a tongue—it's never been done. The tongue runs wild, a wanton killer. With our tongues we bless God our Father; with the same tongues we curse the very men and women he made in his image. Curses and blessings out of the same mouth!

¹⁰⁻¹² My friends, this can't go on. A spring doesn't gush fresh water one day and brackish the next, does it? Apple trees don't bear strawberries, do they? Raspberry bushes don't bear apples, do they? You're not going to dip into a polluted mud hole and get a cup of clear, cool water, are you? James 3:1-12 (Msg)

²⁶ Those who consider themselves religious and yet do not keep a tight rein on their tongues deceive themselves, and their religion is worthless. James 1:26 (NIV)

⁴⁵ A good man brings good things out of the good stored up in his heart, and an evil man brings evil things out of the evil stored up in his heart. For the mouth speaks what the heart is full of. Luke 6:45 (NIV)

Answering before listening is both stupid and rude. Proverbs 18:13 (Msg)

Words kill, words give life; they are either poison or fruit-you choose. Proverbs 18:21 (Msg)

Bless and curse not. Romans 12:14b (NIV)

³⁷ Jesus replied: "Love the Lord your God with all your heart and with all your soul and with all your mind." ³⁸ This is the first and greatest commandment. ³⁹ And the second is like it: 'Love your neighbor as yourself.' ⁴⁰ All the Law and the Prophets hang on these two commandments." Matthew 22:37-40 (NIV)

Quotes from Others

"The Conversation is the Relationship." - Susan Scott

"Have you ever considered that Jesus is the only person from history that you can actually get to know?" - Greg Cottrill

"Conversational Intelligence® is the hardwired, and learnable ability to connect, navigate and grow with others – a necessity in building healthier and more resilient organizations in the face of change." - Judith E. Glaser

“Every word we speak, every sentence we create contains meaning, and meaning translates into neurochemistry.

When we engage with others through conversation, our brain networks activate, readying us to take action on what we are saying and hearing.” – Judith E. Glaser

“Conversational Intelligence® begins with elevating the level of trust you create with others – and ends with the quality of interactions and conversations that result.” - Judith E. Glaser

“To get to the next level of greatness,
depends on the quality of the culture,
which depends on the quality of the relationships,
which depends on the quality of the conversations.

Everything happens through conversations.

Words create Worlds!”

- Judith E. Glaser

“Seek first to understand, then to be understood.” – Steven R. Covey

Books (in no particular order)

Fierce Conversations by Susan Scott (2014)

- The source for “The Conversation is the Relationship” and for one of the most useful tools for having difficult confrontations “Confronting Better” that I help clients with when appropriate.

Grace Notes by Philip Yancey (2009)

- 365-day devotional from Philip Yancey’s award-winning books, Christianity Today articles, speeches, and unpublished notes. This is my favorite 2-minutes a day habit.

Reaching for the Invisible God by Philip Yancey (2000)

- Very good insights on how to connect to God.

Hearing God by Dallas Willard (1999)

- Very good insights on how to hear from God.

Spirit of the Disciplines by Dallas Willard (1988)

- Good teaching about spiritual habits (i.e., disciplines) and their purpose.

Knowing God by J I Packer (1993)

- A classic.

The Anatomy of the Soul by Curt Thompson, M.D. (2010)

- A very deep and rich read about the nature of our souls and our deep need of being known and knowing.

The Gift of Being Yourself by David G. Benner (2015)

- Helps to understand the nature of self and how important getting to know your true self and how that relates to knowing God.

Conversational Intelligence: How Great Leaders Build Trust and Get Extraordinary Results by Judith E. Glaser (2014)

- Judith's book, which when I first read it took me back to my first college class in computer programming. For 10+ years I was employed as a computer programmer. My first programming class was at American River College (ARC) in Sacramento in 1982. The class was Assembly language programming for the IBM 360 mainframe computer. This was the required first programming language class at ARC. The reason why students were required to take this class first is because programming in Assembly language required students to understand the basic underlying architecture of the computer – how memory was stored, how instructions were processed, how semaphores affected processing, and more. The school's philosophy was that if programmers understood how the machine worked, they would become better programmers when programming in higher level languages such as COBOL, FORTRAN, C, and eventually Java and others. This is a crude analogy, but I realized a parallel for what Judith's book was doing for me. Her book drew back the curtains on some of the brain's processing, which before was opaque. Knowing how the brain processes things opens the way to better controlling the way it processes things. And this is exactly what her teaching and tools have done. In essence what Judith had accomplished is making the invisible visible in how we process communications, which is the foundation of every human relationship.

The God-Shaped Brain by Timothy R. Jennings, MD (2017)

- This is where I learned that good spiritual habits affect us physically in scientific measurable ways.

The Fine Art of Small Talk by Debra Fine (2015)

- Although this is not directly associated to Conversational Intelligence®, it is a really good and practical resource for learning to have C-IQ Level-3 discussions with strangers. I often recommend this to client's who are motivated at becoming really good at initiating Level-3 conversations.

One Thousand Gifts by Ann Voskamp (2021)

- This book helped me understand, more than any other, the thread of gratitude throughout Scripture. Voskamp practices a form of a gratitude journal that is different than what I practice. I love the #3, so my practice each day is to capture 3 things I am thankful to God for from the previous day. Sometimes, I capture more than 3, but 3 is my minimum. In my opinion, what is important is not the method you use if you create a gratitude journal habit. What is important is that whatever you choose, do it once a day. And unless for some reason you can't, it is best to do it by hand, not electronically. This habit will do wonders for your soul helping you resist the "World's" bent to whine and complain about everything.

A Year with C.S. Lewis: Daily Reading from His Classic Works by C.S. Lewis (2003)

- 365-day devotional made up from various writings of C.S. Lewis. It is good if you like C.S. Lewis and would like a little bit of him each day. Some of his writings are challenging as most of them assume English/World Event context of WW2, and post WW2 times.

Walk in Grace, Walk in Love: A 365-Day Journey by Bob Goff (2019)

- 365-day devotional of short writings by Bob Goff, who provides really good short stories and examples of what it looks like to love our neighbors. Feeding on this every day will help you love better.

The Power of Habit by Charles DuHigg (2014)

- Habits are extremely powerful. Most of our time each day is consumed by some habit or another. DuHigg explains how habits work and how to change them, using some good stories to illustrate. I use his work on this when coaching clients about creating new habits or changing an existing habit. I have some 1-page "habit guide" he provided that are good to have if you want to understand the habit loop so you can tweak it in your own life. Contact me via email, and I will be happy to send them to you.

Selected Book Passages

“You cannot know God if you do not experience being known by Him. The degree to which you know God is directly reflected in your experience of being known by Him. And the degree that you are known by Him will be reflected in the way in which you are known by other people. In other words, your relationship with God is a direct reflection of the depth of your relationship with others.”

And...

“We tend to place a great deal of emphasis on the ways and the degree to which we know God (or know things about God), rather than to the degree we are being known by God. Yet in his first letter to the church at Corinth, the apostle Paul emphasizes the connection between our love for God and our actively perceived, sensed, and felt experience of God’s feelings, sensations, and thoughts about us:

Knowledge puffs up while love builds up. Those who think they know something do not yet know as they ought to know. But whoever loves God is known by God. (1 Corinthians 8:1-3)”

– From *Anatomy of the Soul*, by Curt Thompson, M.D.



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