TITLE OF PRESENTATION – THE ROLE OF CONVERSATIONAL INTELLIGENCE IN HUMAN, CORPORATE AND NATIONAL DEVELOPMENT

Conversational Intelligence explores the neuroscience of conversations and provides tools and techniques for navigating the three levels and the seven types of conversations that stimulate the release of oxytocin and downregulate the release of cortisol to build trust and achieve results. It is based on the premise that to get to the next level of greatness depends on the quality of the culture, which depends on the quality of relationships which depends on the quality of conversations. Everything begins with conversations (Judith. E. Glaser).

This presentation will introduce the concept of Conversational Intelligence as a tool of development for people. organizations and nations.

SPEAKER'S PROFILE:

- **Karen Bart-Alexander is a Development Activist, a Social Development Planning Consultant and Certified Conversational Intelligence Coach. A lifelong learner with a broad mix of educational qualifications and training that includes Environmental Management, Sociology, Human Resource Management and Development, Tourism, Project Management, Corporate Community Relations, The Practice of Diplomacy, Corporate Governance, Advocacy, Conversational Intelligence and many more.**
- **Forty -one years of working at government, community, private sector and non-government levels and thirty-two years of experience as a Social Development Planner working on Tourism Development, Governance, Poverty Alleviation, Institutional Strengthening, Policy Development, Women's Rights, Small Sector Development, Gender, Prisoner Rehabilitation, Social and Community Development, Disability Issues, Environmental Issues and Media.**
- **Functioned in Trinidad and Tobago and the Caribbean in senior consulting and project leadership capacities for international agencies such as UNECLAC, CIDA, IDB, UNFPA, PAHO,**

Commonwealth Secretariat, Federation of Canadian Municipalities, UNESCO; government ministries, non-government organizations and academic institutions like the University of the West Indies.

- **Has held many senior positions in civil society organizations**

- **A strong advocate for using Conversational Intelligence to build a value driven society and for reducing cultural dysfunctionality while increasing peace, innovation and "weness".**