



Conversational Intelligence Rubric for AI Models

A Multi-Page Diagnostic Tool Based on BJ Jhaveri's Neuro-Emotional Framework

By VINPRO Coaching

INTRODUCTION

What This Rubric Measures

This rubric evaluates the four pillars of Conversational Intelligence:

1. **Emotional Attunement:** Your ability to read emotional cues, regulate your tone, and create psychological safety.
2. **Conversational Adaptability:** How effectively you adjust your communication style to match the other person's personality type.
3. **Neuro-Emotional Integration:** Your ability to blend logic + emotion to create clarity, resonance, and insight.
4. **Influence & Impact:** How well you guide conversations toward alignment, action, and transformation.



THE NEURO-EMOTIONAL FOUNDATION

BJ Jhaveri's Neuro-Emotional Framework integrates:

Left-Brain Activation (Logic)

- Structure
- Clarity
- Sequencing
- Rational reasoning

Right-Brain Activation (Emotion)

- Empathy
- Intuition
- Relational depth
- Emotional resonance

When both activate together:

You create transformational communication — conversations that shift beliefs, behaviors, and outcomes.

This rubric measures your ability to operate in that integrated zone.



PERSONALITY STYLE ADAPTATION

The rubric evaluates your ability to adapt to:

1. Dominant Controller

- Direct, fast-paced, results-driven
- Needs efficiency, clarity, and autonomy

2. Interactive Socializer

- Energetic, enthusiastic, big-picture
- Needs inspiration, recognition, and engagement

3. Steady Relator

- Warm, patient, relationship-oriented
- Needs trust, reassurance, and collaboration

4. Cautious Thinker

- Analytical, detail-oriented, risk-averse
- Needs data, structure, and time to process

Your ability to shift between these styles is a core scoring dimension.



THE FULL RUBRIC (DETAILED)

Scoring Key

- 1 = Limited Awareness
- 2 = Emerging
- 3 = Competent
- 4 = Advanced
- 5 = Mastery

1. Emotional Attunement

Level	Behavioral Indicators
1 — Limited Awareness	Misses emotional cues; responds reactively; tone often mismatched.
2 — Emerging	Notices emotions inconsistently; attempts empathy but may feel forced.
3 — Competent	Acknowledges emotions; adjusts tone; creates basic psychological safety.
4 — Advanced	Anticipates emotional shifts; uses timing and tone strategically.
5 — Mastery	Seamlessly integrates empathy, intuition, and emotional resonance; creates deep trust.



2. Conversational Adaptability

Level	Behavioral Indicators
1 — Limited Awareness	Uses one communication style with everyone; creates friction.
2 — Emerging	Attempts adaptation but inconsistently; misreads personality cues.
3 — Competent	Adjusts communication to match personality type with moderate accuracy.
4 — Advanced	Fluidly adapts in real time; reduces conflict; increases alignment.
5 — Mastery	Effortlessly shifts style to influence, motivate, and connect across all four types.



3. Neuro-Emotional Integration

Level	Behavioral Indicators
1 — Limited Awareness	Overly logical or overly emotional; lacks balance.
2 — Emerging	Attempts balance but struggles to integrate both hemispheres.
3 — Competent	Communicates with clarity + warmth; uses structured empathy.
4 — Advanced	Uses language that activates both logic and emotion simultaneously.
5 — Mastery	Creates transformational insight; triggers “critical mass → emergence → sustained change.”



4. Influence & Impact

Level	Behavioral Indicators
1 — Limited Awareness	Conversations feel transactional; low follow-through.
2 — Emerging	Some influence but inconsistent; unclear outcomes.
3 — Competent	Drives clarity and alignment; conversations lead to action.
4 — Advanced	Inspires ownership, motivation, and forward movement.
5 — Mastery	Creates lasting behavioral change; elevates thinking; strengthens relationships.



SCORING & INTERPRETATION

Your Total Score:

(____ / 20)

Interpretation Bands

Score Range	Meaning
4–8	Low Conversational Intelligence — foundational skills needed.
9–13	Developing — emerging awareness; inconsistent execution.
14–17	Strong — effective communicator with room to refine mastery.
18–20	Exceptional — high-trust, high-influence communicator.

ACTION PLAN

If your lowest score is Emotional Attunement:

Focus on emotional labeling, tone regulation, and presence.

If your lowest score is Adaptability:

Study the four personality types and practice shifting pace, tone, and structure.

If your lowest score is Neuro-Emotional Integration:

Practice blending clarity with empathy; use structured storytelling.

If your lowest score is Influence & Impact:

Strengthen your ability to guide conversations toward aligned action.



ABOUT VINPRO

VINPRO™ — Neuro-Emotional AI Enablement

We help organizations humanize AI communication through:

- Emotional intelligence frameworks
- Conversational intelligence rubrics
- AI readiness assessments
- Leadership and team coaching
- Neuro-emotional communication training