

Healthy and Stress-Free Communication in Everyday Life

- Developing Self-Reflection and Stress Resilience in
Your Communication -

AGENDA

- Basics
- The Topic behind the Topic
- Change of perspective
- ...





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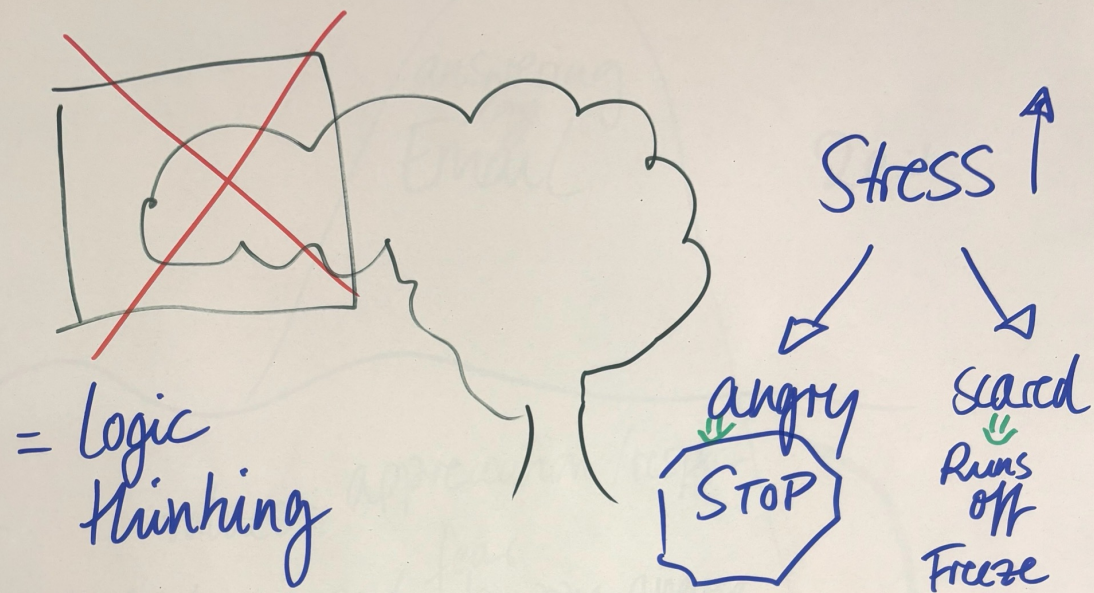
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FACTUAL - NON-VERBAL - PARAVERBAL

8%

55%

37%

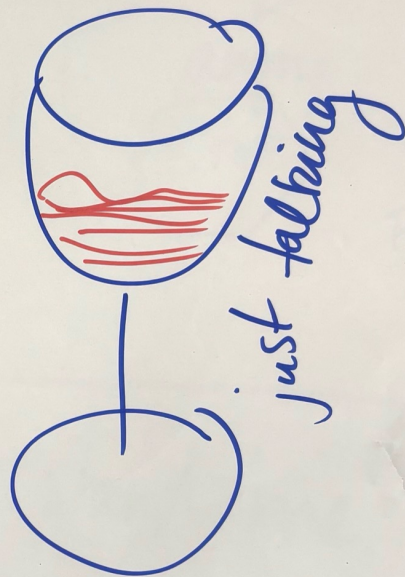
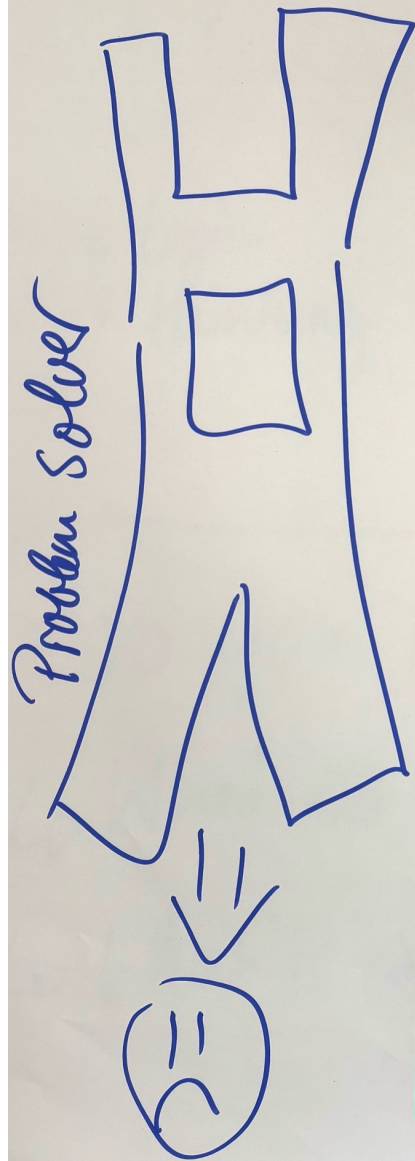


~~Do you understand me?~~

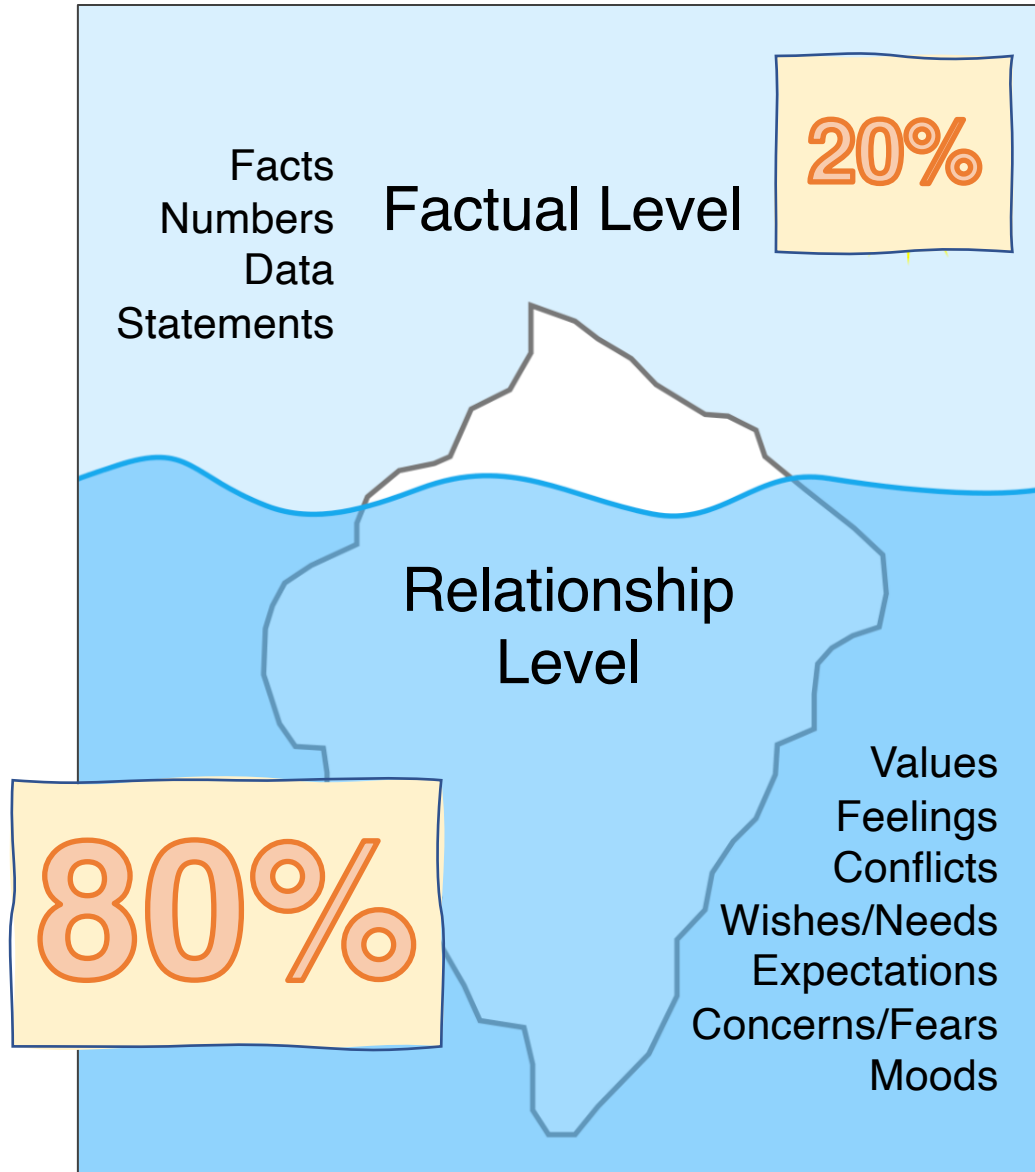
↳ What do you think about
our project?

↳ What is going on in your
head?

Example !!



What do I want?



Iceberg Model

For effective collaboration, both levels are important!

answering
^{long}
Email

20%.

↑ What do you need?

values: appreciation / respect

feelings: sad, ^{fear} happy, angry

conflicts: he messed up / not paid
trust? for a month

wishes/needs: better + early
communication

Expectations:

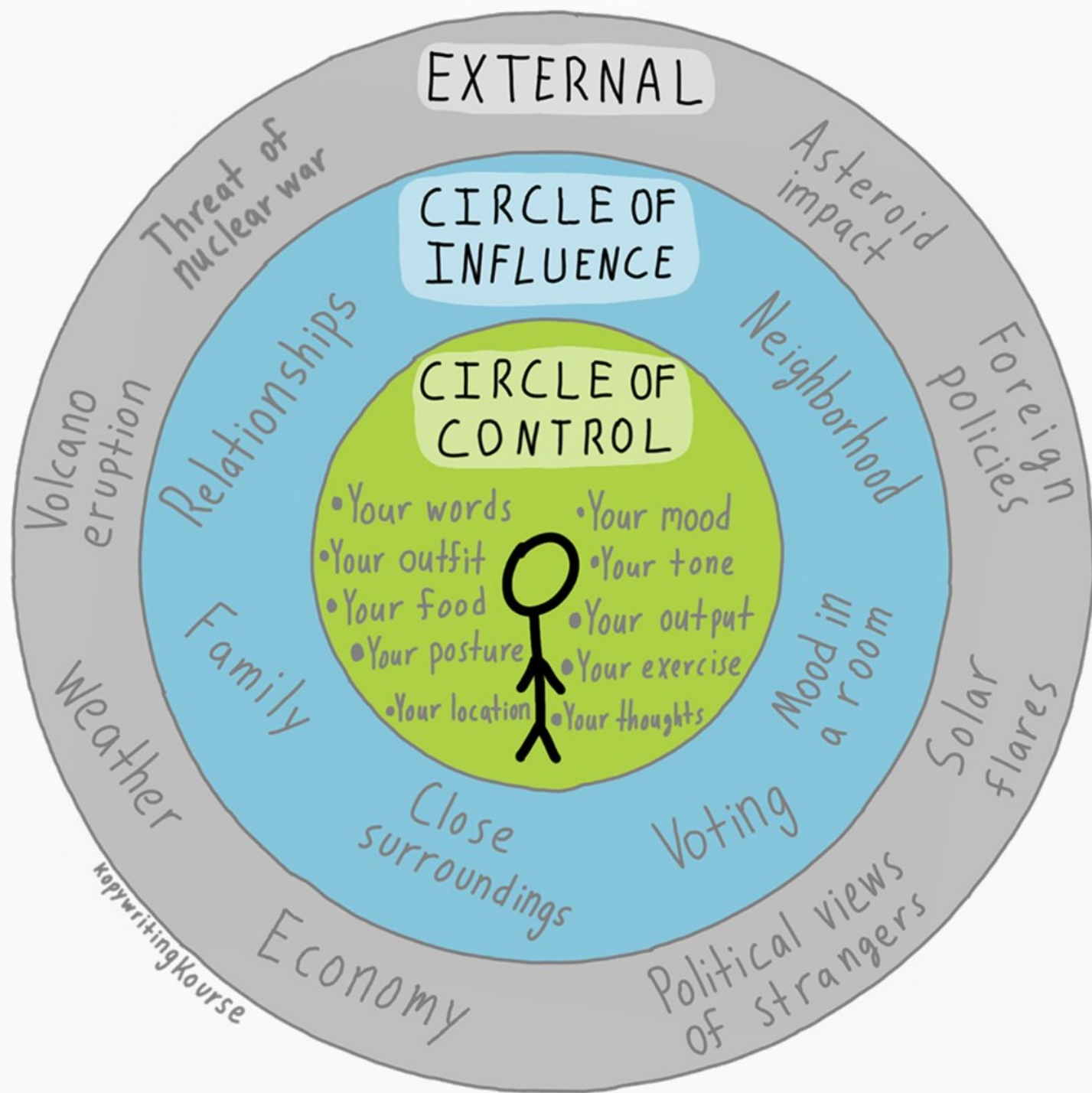
Concerns/fears: lose his support + job

Moods:

80%.

show yourself

What is the price? Do I want to change
something?



CHANGE OF PERSPECTIVE

– the other side –

- Change of perspective makes it easier to approach each other and to resolve conflicts.
- Our ability to empathize is reduced during a conflict, and we tend to see the other person as our enemy.
- The ability to put yourself in someone else's shoes can be trained.

CHANGE OF PERSPECTIVE

Think about your last conflict with another person

MY Perspective:

What was I feeling?

What were my wishes & needs?

What were my concerns & fears?

THE OTHERS Perspective:

What was the other person feeling?

What were their wishes & needs?

What were their concerns & fears?

The OBJECTIVE Camera:

Imagine there was a camera which recorded everything that happened (remember: a camera has no feelings and is not judging!). Write this down.

First steps towards a solution:

How would you act if you were the other person?

If you had to give someone advice who is in the same situation/conflict, what would you tell them?