

PSYCHOLOGIE LIDSKÉ KOMUNIKACE

KOMUNIKAČNÍ DOVEDNOSTI 2021

MARTIN HOFMAN

SEMINÁŘ 1

ZÁKLADNÍ AXIOM
KOMUNIKAČNÍ PSYCHOLOGIE

Paul Watzlawick

„Nelze nekomunikovat“

ESENCE & SEBEVYJÁDŘENÍ



STRACH A BEZPEČÍ & MOZEK A UČENÍ



UČÍME SE BÁT SE:

PROJEVIT SE
CO SI MYSLÍM
MLUVIT PŘED OSTATNÍMI
ZPÍVAT, TANČIT, MALOVAT...
Z NEGATIVNÍHO HODNOCENÍ
Z ODMÍTNUTÍ AUTORITOU
Z ODMÍTNUTÍ SPOLUŽÁKY
ZE SAMOTY
ZNEHODNOCENÍ - JSEM K NIČEMU
BÝT SÁM SEBOU
UDĚLAT CHYBU

The triune brain

'Mammal'
(paleopallium)
*Emotion,
seek pleasure,
avoid pain*

'Reptile'
(archipallium)
*Survival,
fear*

'Rational'
(neopallium)
*Logic and
thinking*



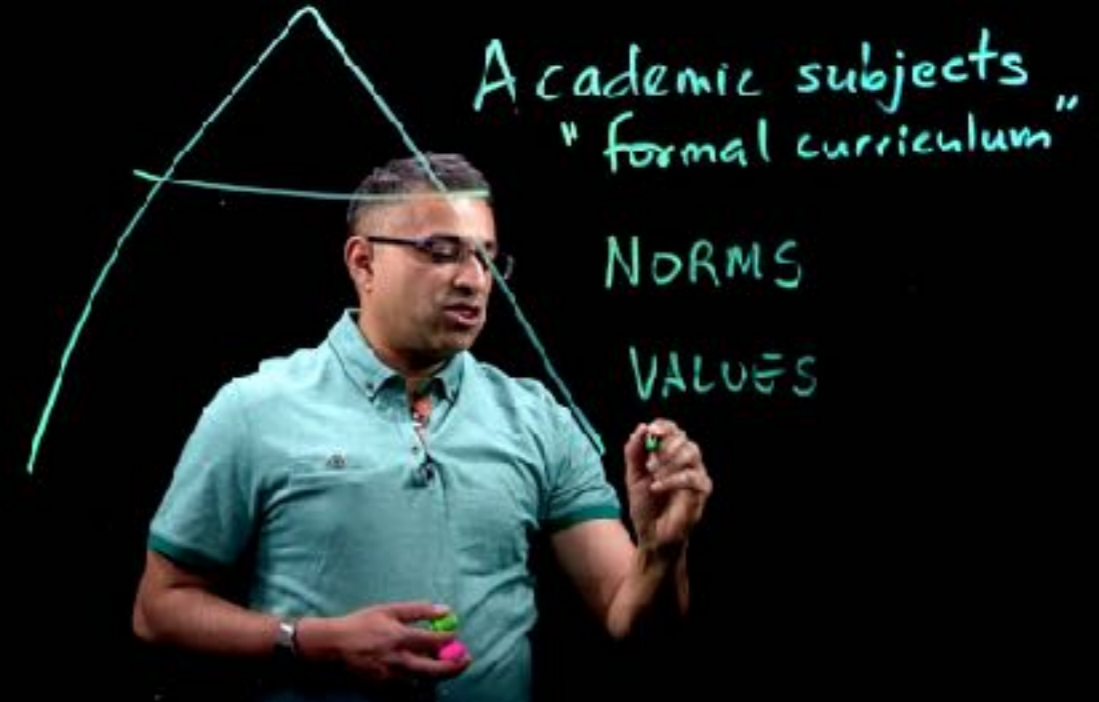
PSYCHOLOGIE CHYBY & SKRYTÉ KURIKULUM

CHYBA JAKO
PROBLÉM &
POSEDLOST CHYBOU

M I Š !!!

CHYBA JAKO
PROCES UČENÍ A
PŘÍLEŽITOST

The Hidden Curriculum!



12. ledna i-y
kypřá, hladí, stříbrný,
rybník, řízek, olup,
hory, máje, kluci, šachy
šip, drak, rohy, kůže, olup, šije,
omůči, ohýba, řeka 3

DESTRUKTIVNÍ & KONSTRUKTIVNÍ HODNOCENÍ

VŠUDYPŘÍTOMNÉ
NEGATIVNÍ
DEMOTIVUJÍCÍ
ZNEHODNOCUJÍCÍ
SROVNÁVAJÍCÍ
VEDE K "POSLUŠNOSTI"

PODPORUJÍCÍ
POZITIVNÍ
MOTIVUJÍCÍ
POSILUJÍCÍ
VEDE KE ZDRAVÉ AUTONOMII A
VNITŘNÍMU ZÁJMU



ZAHLCENÍ NEGATIVNÍ ZPĚTNOU VAZBOU

DEMOTIVACE

NAUČENÁ BEZMOC

IDENTITA ČERNÉ OVCE



THE PSYCHOLOGY OF FEEDBACK.

IN A LAB STUDY, SUBJECTS WHO GOT NEGATIVE FEEDBACK FROM A PARTNER WERE MORE LIKELY TO ASK FOR A NEW PARTNER.

WHEN PEOPLE RECEIVED CRITICISM FROM PEERS, THEY LOOKED FOR OTHER, "CONFIRMING" RELATIONSHIPS.

NEGATIVE FEEDBACK IS A PSYCHOLOGICAL THREAT AND LEADS TO ANXIETY AND DEPRESSION.



Steps to Turn **NEGATIVE FEEDBACK** into **Positive Results**



Step 1: Don't be defensive



Constructive criticism comes from a good place. It means management sees your potential and wants to help you improve. Be open instead of defensive, keeping in mind that this is about your performance and not an attack on you. Stay calm and professional.



Step 2: Listen

Once you control your initial impulses, listen with an open mind. Try to understand exactly what issue is being brought to your attention. Do not interrupt the speaker.

Step 3: Apologize

Take a moment to reflect on the negative feedback. Apologize once. This shows a high level of maturity, accountability, and a desire to grow. There is no need to keep on apologizing further during the meeting.



Step 4: Recognize the issue

Clarify the feedback and engage in an open conversation on how you can improve. Assure your employer that you recognize the issue and will take steps to address it. Take ownership of the feedback.



Step 5: Say Thank You

Thank your employer for sharing feedback. Keep in mind that feedback shows that your employer is interested in your growth and improvement. Do not dwell on any bad feelings and instead move forward and show you are capable of change.

Step 6: Remember that you are not alone

Getting negative feedback can sting, but remember that everyone at some point in their career has received constructive criticism. Take comfort in the fact that you have not been singled out. Feedback is part of the process of growth.



Step 7: Change

Once you are aware of the problem, take immediate steps to change. Do not wait for the next crisis. Learn from the experience and move on.

When you receive negative feedback, it is important to frame it in a way that leads to positive results. This way, you avoid frustration and show management that you are capable of owning up and taking charge of yourself. Remember that constructive criticism comes from good intentions on your employer's part.

So do not take it personally. Instead, take it as a challenge that you are able to conquer, on your way to becoming your better self at work.



Negative vs Positive Languages

Alternatives to saying 'No'






- No running → Walk please
- No throwing → Put it on the floor gently
- No shouting → Use your quiet voice
- No whining → Use your talking voice
- No crying → Do you need some help?
- No hitting → Be gentle with your hands
- No fighting → Show some love
- No jumping on the sofa → Sit on the sofa please
- Don't be rude → Be polite
- Don't play with the lights → You can play with the toys

- don't run → walk, please
- leave him alone → come here & play
- stop yelling → quiet voice
- don't whine → take a breath & try again
- no hitting → hands to self
- stop interrupting → say, 'excuse me'
- it's not a big deal → let's work through this

POSITIVE PARENTING
OUR LITTLE P

YOUR WORDS

MATTER

	INSTEAD OF...	TRY
	Be quiet.	Can you use a softer voice?
	What a mess!	It looks like you had fun! How can we clean up?
	Do you need help?	I'm here to help if you need me.
	I explained how to do this yesterday.	Maybe I can show you another way.
	Do I need to separate you?	Could you use a break?
	Stop crying.	It's okay to cry.
	Do you have any questions?	What questions do you have?
	You're OK.	How are you feeling?
	It's not that hard.	You can do hard things.
	We don't talk like that.	Please use kind words.

WE ARE
TEACHERS

CARL ROGERS - HUMANISTICKÁ PSYCHOLOGIE

BÝT SÁM SEBOU &
REALIZOVAT SVŮJ
POTENCIÁL A DARY

SEBEREALIZACE A
SEBEAKTUALIZACE

VÝVOJOVÉ PODMÍNKY VE VZTAHU:

EMPATIE

BEZPODMÍNEČNÉ PŘIJETÍ

OPRAVDOVOST, AUTENTICITA



The curious paradox is that when I accept myself just as I am, then I can change.

Carl Rogers

HUMANISTICKÁ PSYCHOLOGIE

