



Kommunikation auf Augenhöhe Band II (German Edition)

Stella Maris

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Nachdem Sie sich bereits im Band I "eingelesen" haben, geht es nun mit dem zweiten Band dieser Reihe weiter.

Es geht unter anderem um die Fragen, wie Sie sich einem Provokateur gegenüber korrekt verhalten, wer "wirklich" mit dem Streit angefangen hat, warum manche Menschen Sie auf die Palme bringen und andere nicht, wie Sie sich gegen Angriffe optimal schützen und warum zwei friedliebende Menschen zusammen ein hochexplosives Gemisch ergeben, obwohl sie mit anderen Personen gut auskommen.

Folgende Themen warten darauf, von Ihnen gelesen zu werden:

- Grundannahmen der Kommunikation, z.B. man kann nicht "nicht"

kommunizieren

- Verlauf eines Gesprächs, z.B. symmetrisch oder komplementär

- kontextbezogene und personenabhängige Reaktionen

- Ängste und Bewältigungsstrategien

- Störfelder im zwischenmenschlichen Bereich

- irreführende Gespräche

- entgleisende Situationen

- Schubladendenken

- Verallgemeinerungen

- Entstehung und Vermeidung von Konflikten

- Empathie, Kongruenz und Wertschätzung

- Zwei-Stühle-Technik

- Angriffe optimal abwehren

- Werkzeuge für die Kommunikation auf Augenhöhe

- wunde Punkte und rote Knöpfe

- Kosten-Nutzen-Analyse

- Umgang mit Provokationen
- Rettung oder Abbruch von Beziehungen
- Techniken gegen Kränkungen, Beleidigungen und Provokationen
- u.v.m.

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