



FEEL CONNECTED
— INSPIRED BY NATURE —

OMGAAN MET CONFLICTEN EN WEERSTAND

Sharon Van Asbroeck

WAAR DENK JIJ AAN BIJ DEZE WOORDEN?

Conflict en weerstand

WAAR WORD JE ZELF KWAAD VAN?



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AMYGDALA



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REACTIES



Fight

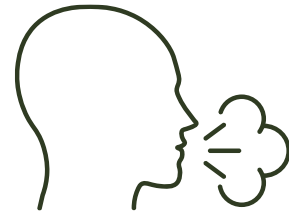


Flight

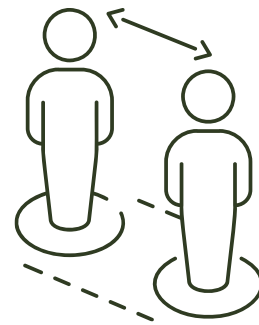


Freeze

HOE GA JE MET JE EIGEN BOOSHEID OM?



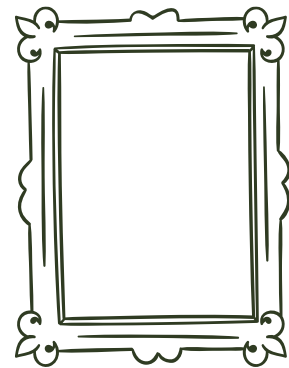
Ademen



Neem afstand



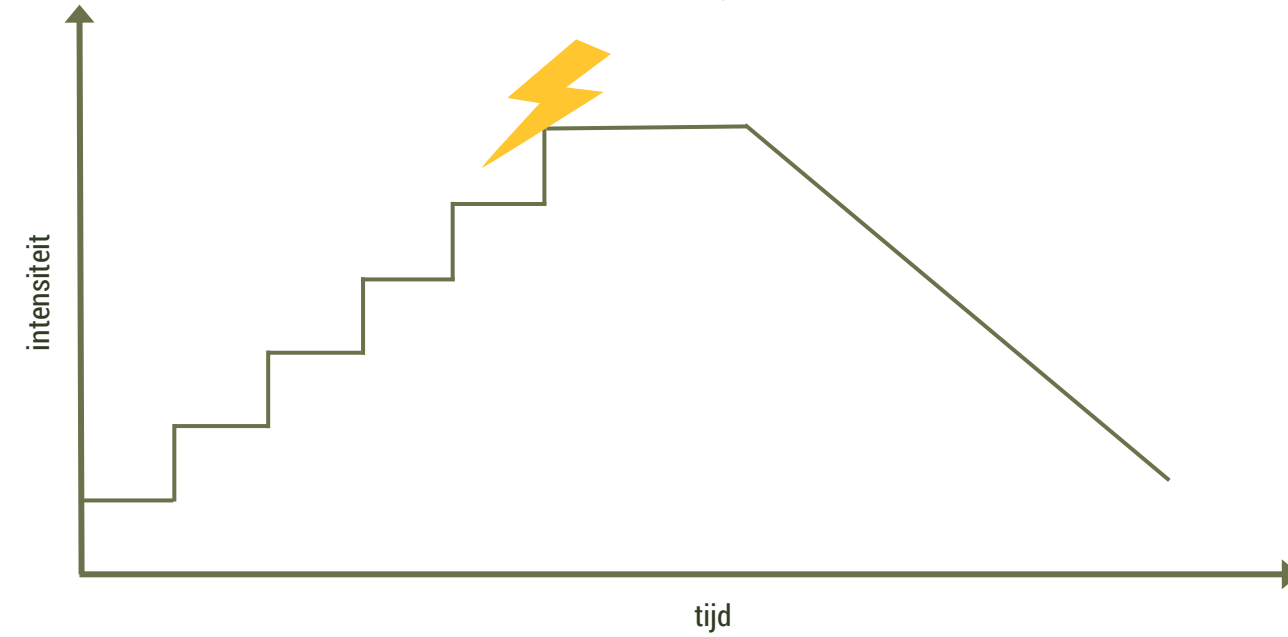
Name it to tame it



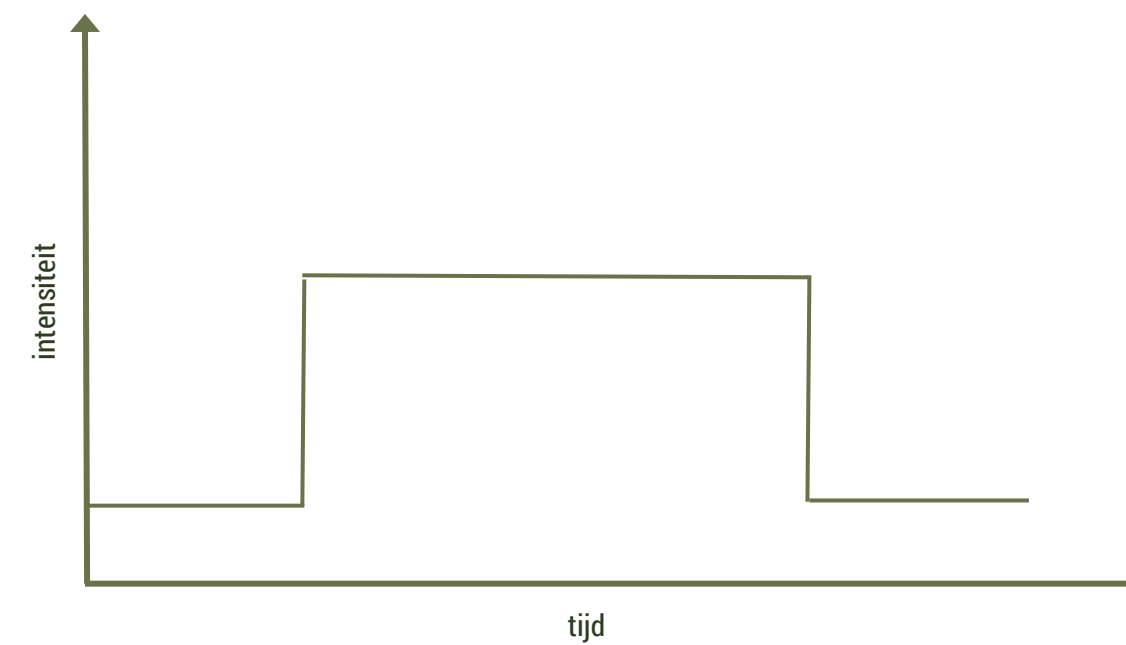
Anders kijken

SOORTEN AGRESSIE

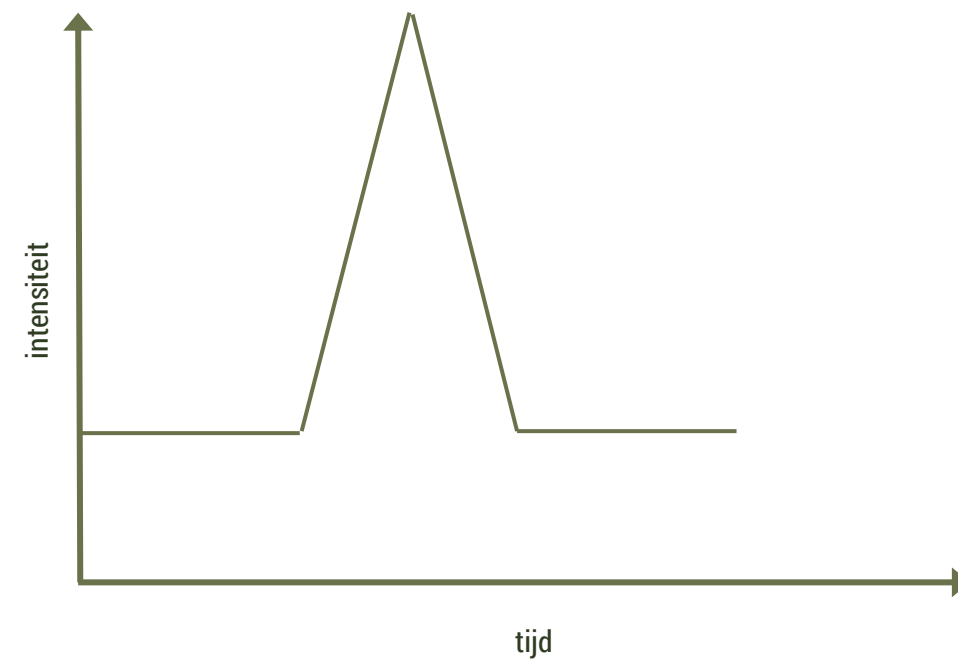
Frustratieagressie



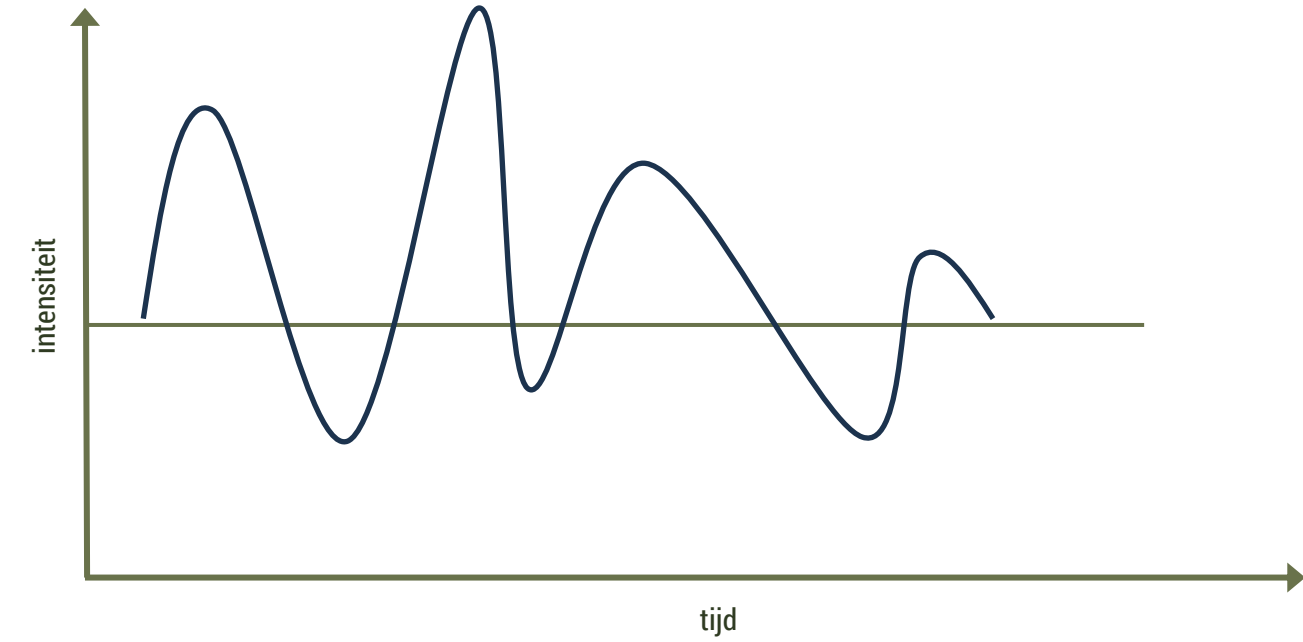
Instrumentele agressie



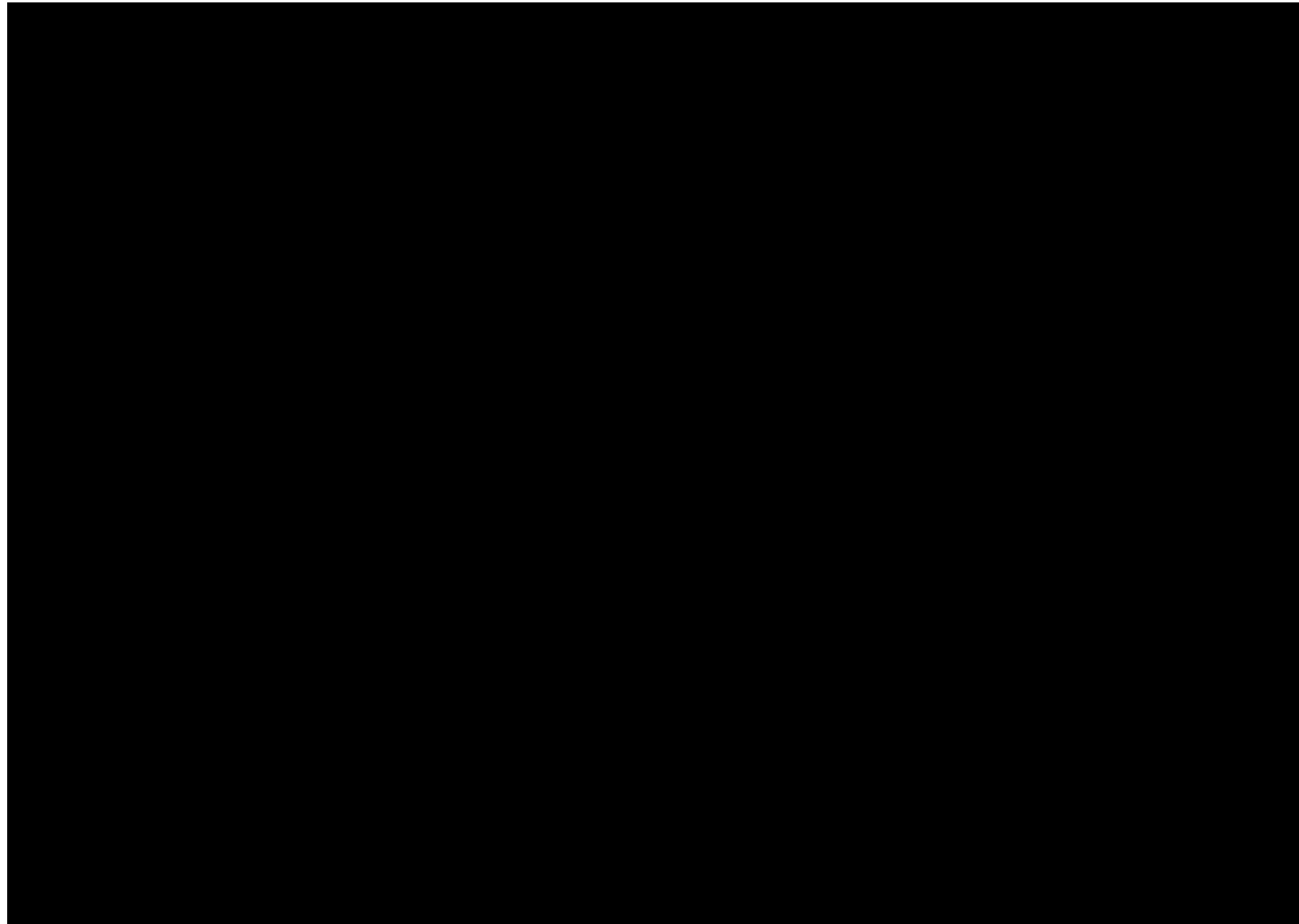
Emotionele agressie



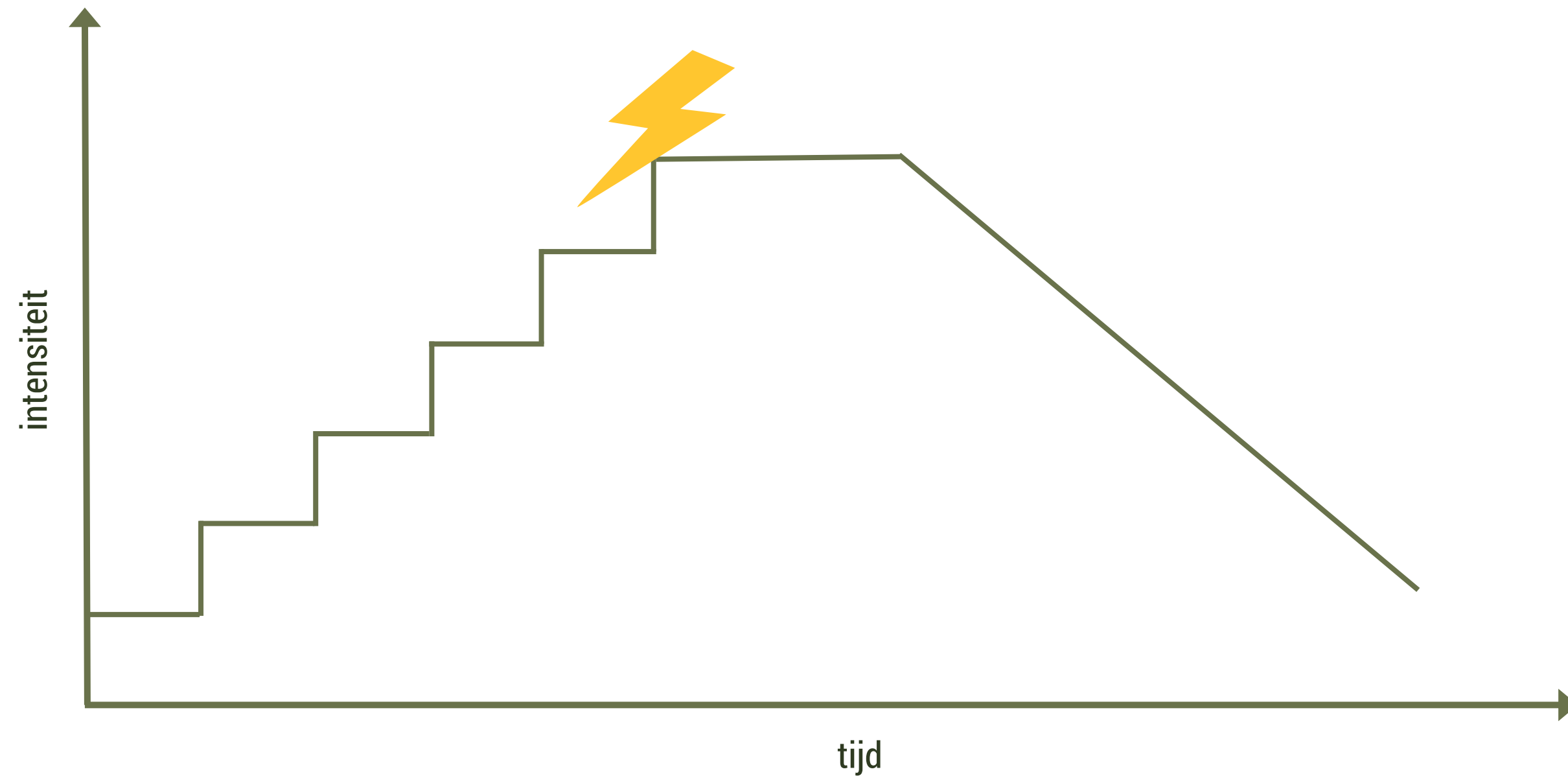
Pathologische agressie



FRUSTRATIE AGRESSIE



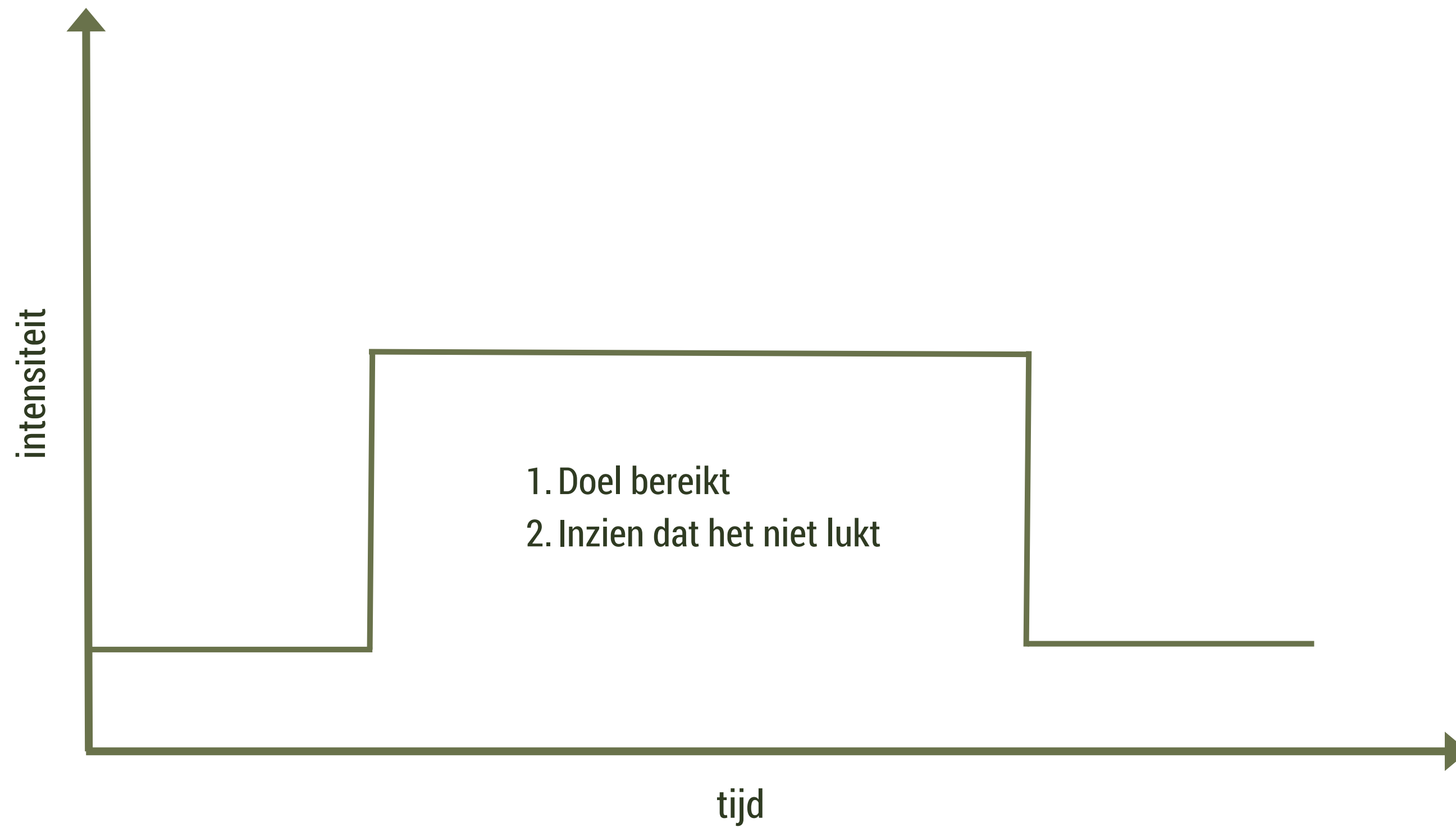
FRUSTRATIE AGRESSIE



INSTRUMENTELE AGRESSIE



INSTRUMENTELE AGRESSIE





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**HOE REAGEREN OP WEERSTAND, AGRESSIE, LASTIGE
KLANTEN?**



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WAAR GAAT HET ECHT OVER?



BASISPRINCIPES VERBINDENDE COMMUNICATIE





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LUISTEREN

Wat we soms doen als we denken dat we luisteren:

- Uitleggen
- Advies geven
- Geruststellen
- Verhoor
- Sympathie met eigen verhaal





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Frustratieagressie:

L: Luisteren

E: Erkenning geven

O: Oplossing zoeken

Houding?

R (Rustig)

O (Open)

N (Neutraal)

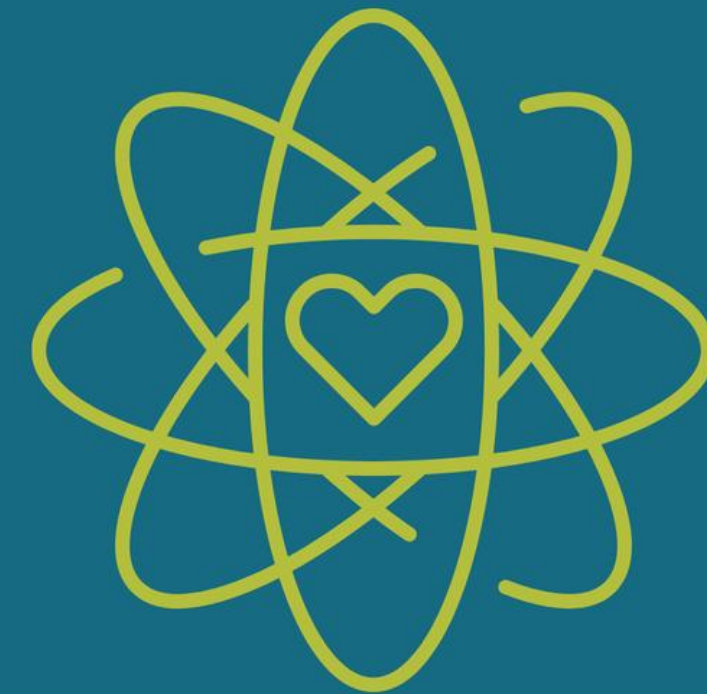


EMPATISCH LUISTEREN VOLGENS MARSHALL ROSENBERG



GEVOELENS

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BEHOEFTEN

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Instrumentele agressie:

Stap 1: professioneel negeren

Stap 2: grenzen stellen: benoemen en
begrenzen

Stap 3: voor een keuze stellen
of wij ... of ik ...





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Wat vond jij van dit Kenniscafé?





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Thank You!

www.feelconnected.be

