

How not to take things personally

INSPIRATIONAL SESSION

How to communicate in a customer-focused way?

How to feel less easily offended?

Do you get defensive after receiving comments on your performance? Or when you are driving and the driver behind you honks because you slowed down for a moment to find the right house number?

Yes, it's easy to take things personally. Everyone is guilty of taking things too personally occasionally, especially when others' words or actions are misinterpreted. Because everyone has a weak spot, something they're touchy about.

The quicker you take something personally, the more your ego gets in the way. Your ego protects you from rejection or losing face. During this inspirational session, you will learn to calm and reassure your ego. Our greatest hope? That you will soon be personally challenged after the session. By a wrong look or awkward remark, for example. To ten immediately apply our tips, without being caught off guard. Keep it coming!

LENGTH

1.5 hours (without break) or 3 hours (with break)

NUMBER OF LISTENERS

from 10 to 500

LANGUAGE

Dutch or French

MOOD

peaceful



exuberant

jovial



confrontational

focus on mindset



focus on behaviour

LEARNING OBJECTIVES

You will learn this during a session

Why you take something personally.

Fight, flight, freeze: 3 possible reactions from your reptilian brain when you take something personally.

How to shift the focus from your hurt feelings to the other person's intention. Out of which unmet need is the other person acting?

How 80% of the 50 000 thoughts our brain produces a day are negative, problem-focused thoughts.

That when you are hurt by what the other person said, it does not necessarily mean that those words were actually hurtful.

How to show empathy to yourself when someone touches your tender spot. It originated in your past and is still unhealed.

That your value is not determined by others, but by yourself.



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