



Creating Ground

Mindful Communication in and outside the workplace

We will learn:

- To communicate in a mindful way
- To understand the reasons behind negative and/or aggressive behaviour
- Give and receive constructive feedback in a positive way
- Defuse and solve conflict
- Listen and be present to others in an emphatic way
- Be kind and compassionate to ourselves and others

Day 1

Getting to know each other

Group agreement

Warm up activities

What is Communication?

Human Needs and Understanding – Empathy Staircase

Language of Feelings and Needs

Active and Emphatic Listening

Practicing listening to feelings and presence

Day 2

Introduction – new facilitator

Mindfulness Meditation

Difference between Disconnecting Communication and Mindful Communication

Communicating in a mindful way

Practicing 4 different ways of hearing and expressing ourselves

Observations and requests

Day 3

Mindfulness warm up/exercises

Expressing feelings/needs/requests and giving feedback in a mindful way

How to receive feedback in a mindful way

Discussion and practice

Compassion towards ourselves and others

Alternatives to Rewards and Punishment for children

Day 4

Guided inner listening/self-empathy Meditation

How to deal with difficult conversations/how to defuse anger and resolve conflict

Role plays and practice

Day 5

Mindfulness warm up/exercises

Work on our action plans

Summary

Practice