

公司文化第二講 人性的三大渴望 人際關係有六關 <https://youtu.be/OmDwaWKTkJQ>  
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溝通與人際關係的關係：

溝通能力反映了一個人在公司中的地位和影響力。上級可以直接溝通,下屬只能"親腳"。  
有效溝通需要雙方都有感性和理性的投入。

人性的三大需求：

需要被肯定、需要刺激、需要歸屬感。

人際關係的六個階段：

第一階段:難以表達內心的愛意。

第二階段:可以打招呼。

第三階段:可以聊天。

第四階段:可以一起做些事情。

第五階段:尋求刺激和冒險。

第六階段:達到自由自在的狀態。

有效溝通的技巧：

以感性而非理性的方式表達自己的想法和感受。

主動放低身段,以誠懇的態度與上級溝通。

觀察對方的反應,判斷對方的感受和態度。

強調溝通在人際關係中的重要性,並提出了一些具體的溝通技巧,旨在幫助人們建立更好的人際關係。

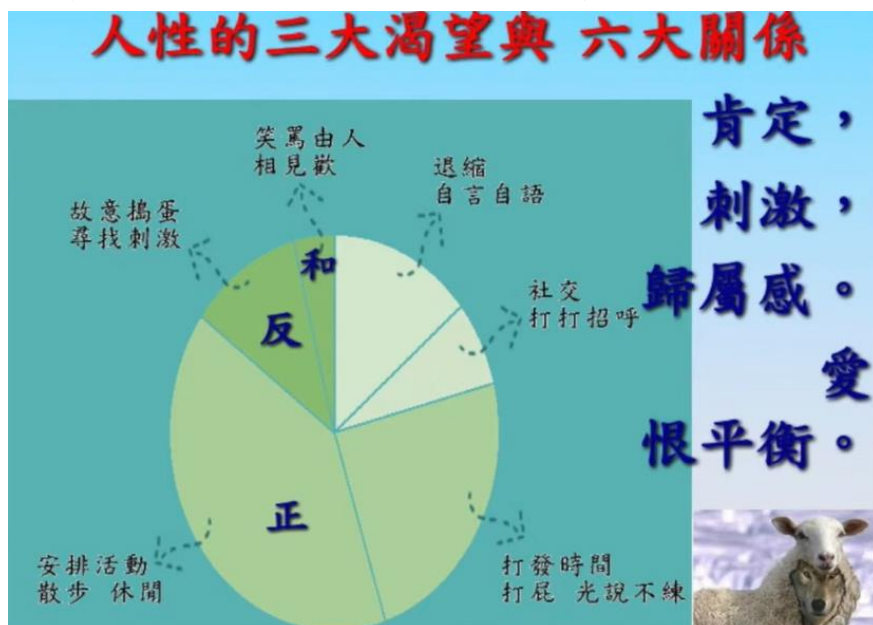
Dialogue ≠ Effective Communication  
對話 ≠ 有效溝通

- ◆ 何者最有效？  
工來為陶等 航阿奈 黑話
- ◆ 夥伴們，是在他們的關係中，使用了不同/不斷的有效溝通。
- ◆ 因為有良好溝通，才能成為夥伴。
- ◆ 如無法改善溝通技巧，不如改善關係。



各位好，這是我們公司文化的第二講，公司文化也就是有仁義禮智信的人，兩個人/才能做有效溝通，溝通為什麼會牽扯到我們的人際關係？我們可以看右邊這張圖。這站得高高，身材雄偉，頭上有光圈的，這不必講，這一定是老闆混得好的人，大頭是親老闆的手，其他人差一點只能親這些大頭的腳，混得最差，最後面綠褲子，這位大哥/只能親前面這位大哥的屁眼。

他的位置，就是表示我們在公司的位階。他眼睛看到的是屁，耳朵聽到的是屁/聞到的也是屁，所以他的人生就是號稱屁/屁/屁，三屁的人生。所以說，如果要做溝通，請問他能溝通到什麼程度？他能溝通到他前面這位他直屬長官的屁眼而已，所以，我們的溝通沒有辦法越級溝通，只要是管到你的/就是你的老闆，這在美國公司就很清楚，只要你的直屬上司/就是你的 boss，這一點一定要看得清楚，不要好高騖遠，直接把你的直屬上司搞定/你就成功了。



我們再來看看什麼樣的溝通是最有效果的？俗話說公來偉桃等/杭阿來跟黑話。公來偉桃等這表示這兩個人的差距太大，所以想到要講就全身無力，公來偉桃等/說來話頭長。

杭阿來就是表示內行，一兩句話就可以/做好溝通。

真正最有效的溝通，其實是跑江湖/在混的，因為就拿開賭場來說好了，外面的說：條子來了/聽得懂的人/馬上就翻牆/就跑了，聽不懂的人/留在原地/員警一來/賭博罪抓去關個三個月。同樣是賭博，跑掉的人啊/沒事，跑不掉的人/三個月，所以溝通一定要有效，尤其是在刀光劍影/槍林彈雨的時候，好像就是當兵一樣，也是需要反復練習/養成黑話一般的效率。

我們看兩個人的對話跟溝通是沒有關係的，溝通一定是從感性開始，感性就是從打招呼開始，所以早安/晚安/打招呼非常重要，因為我們上一節已經說過情緒是溝通的紅綠燈，如果你不打招呼，你就不知道他今天的情緒好不好？你貿然講話/就容易出事，我們每一句話都要講到他的心坎裡/用感性來做溝通。

下面我們看，看人性的三大渴望。

第一個就是肯定，每一個人都希望別人對他給予肯定。

第二個是刺激，因為沒有刺激/活的就沒有意義。

第三個是歸屬感，每一個人都要有歸屬感，要不然就是茫茫若失，這在以後我們還會再詳細談到。

人際關係有六關，這六關就是我們圖表上面畫的這六關，

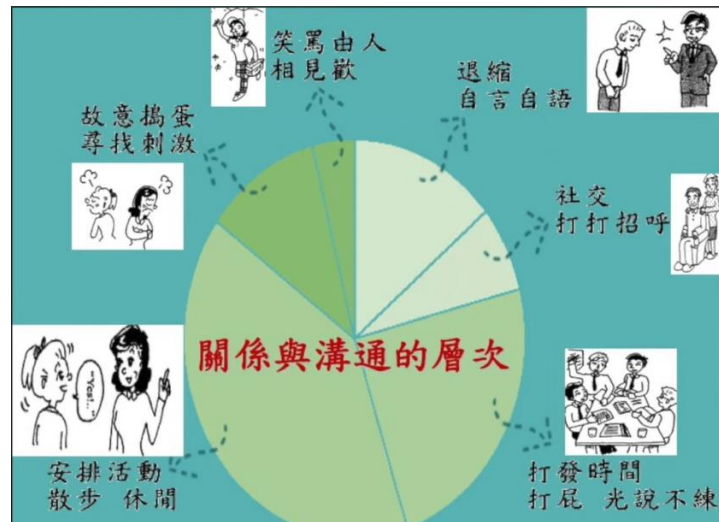
第一關就是愛在心裡口難開，長官的權威性太高/你有意見也不敢講/只能自言自語。

第二關就是兩個人已經可以開始打招呼了。

第三關就是可以講得上話/聊天打屁。

第四關是安排活動/一起去做些事情。

第五關才是最重要的這一關，就是故意調皮搗蛋/找刺激。我們說現在的夫妻離婚率很高，因為大家太相信愛情/自由戀愛，以為有愛/就可以完美的結合。事實上每一對夫妻都一樣，如果不是又愛又恨，是沒有辦法走到長久的。當愛情消退了以後，稍微受到一點刺激就離婚了。



下面我們再講講笑話，有兩對男女朋友春嬌與志明到動物園去參觀。走到犀牛的柵欄面前，這男的就開口講了，他說春嬌啊，我覺得你長得很像犀牛，這女的就很莫名其妙，我長得嬌小玲瓏/人見人愛，怎麼會像犀牛，就問個男的為什麼？志明就說了，因為你看犀牛，他前面吃這麼多草，一堆跟山一樣高，後面拉的屎也是一大堆。你就是吃的多，拉的也多。

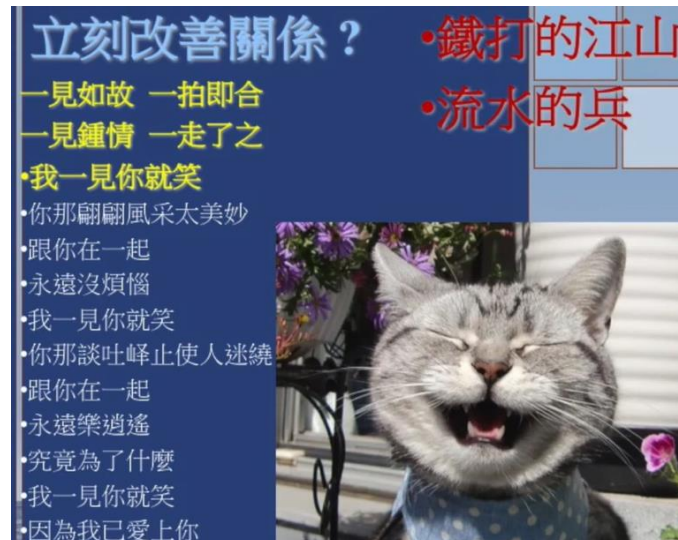
春嬌一聽，氣得講不出話來，也就是有仇不報。兩個人走著走著，又走到猴子面前，這時候春嬌就開口，她說志明啊，我覺得，你就跟個公猴子是一樣的，這男的/志明一聽就不服氣，說：

‘我長得高大/威猛/英俊/瀟灑，怎麼會跟只猴子是一樣，這女的就說了，你看這個猴子，每天吃飽了/沒事幹/就追著母猴子的屁股跑。你就跟這只公猴子是一樣的，所以這兩個人是旗鼓相當。過了這一關以後，從此以後，這女的要去上廁所/就不再扭扭捏捏，以前都說，哎呀我粉掉了，去補一補。哎呀我要去什麼喝點水，其實偷偷跑去烙曬。現在男的既然嘲笑她拉的多，所以她上廁所/就光明正大。我要放曬。這男的以前看女生都要偷偷摸摸，從此以後也不必偷偷摸摸了。因為女就說他跟猴子一樣。從此兩個人就過得自由自在/達到人際關係的第六關，所以夫妻一定是互相妥協，我們的人際關係能夠做到這一關，兩個人的關係就是絕對沒有問題的。

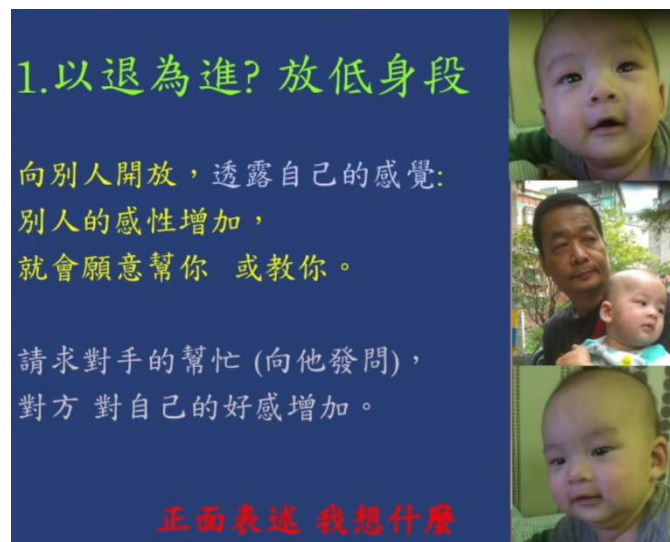
好我們說鐵打的江山/流水的兵，船是鐵做的，船員的流動性非常大，而且可能這一輩子只能同船一次，所以我們要跟船上的同仁建立好關係，也就是需要溝通的管道迅速有效，所以我們在這裡，會介紹這六關的通關密語。



第一關愛在心裡口難開，對方的威權太深，這時候我們就要以退為進/放低身段。好，我們在溝通的時候，太經常以理性來溝通。好像大太陽之下，要去外面吃飯，然後老婆就說，天氣這麼熱，出去走/對身體不好，是不是我們就不要去了?你就會講，熱哪裡熱/根本就不熱，我看是你太懶吧，所以妳講一大堆道理是沒用的/溝通是無效的，你只要老實把你的想法(不是講法)說出來，我的頭痛(感覺)/我不想走路/去吃飯。

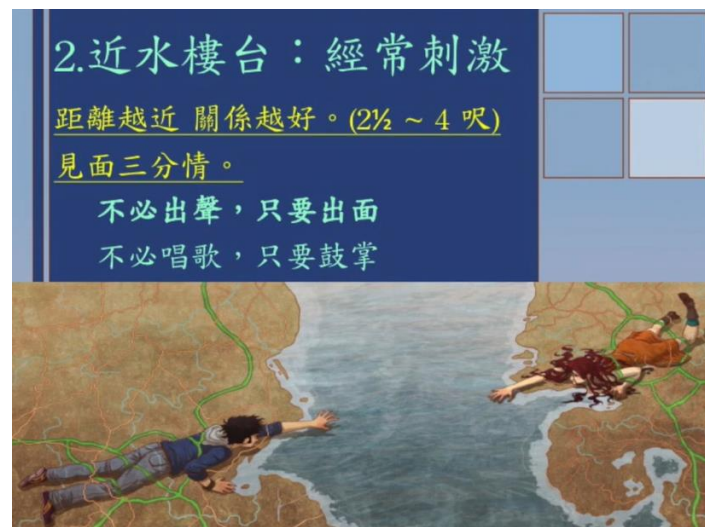


你只要說出你的感覺，對方就沒有辦法反駁，如果你只是在替自己找理由(事實)(藉口)，天氣太熱(事實)/路太遠(事實)，什麼/別人是聽不下去的，所以最有效的溝通(事實)就是把我們的感覺說出來。好像說三副，你做點事吧，我怕這樣子會出事/三副就要去想辦法緩解你的焦慮，你不要上去就說啊，三副，你為什麼不做這個?為什麼不做那個，你跟他講什麼/道理沒用，你要把你的顧慮說出來，別人就能夠幫助你。



同樣，我們說領導的另一個面向，領導上級，你要怎麼領導上級?你就是要把你的想法/你的感覺直接向上級報告，只要你能夠誠實講，他就知道你的斤兩有多少?我們不要怕/被別人看不起，因為學校只有 60 分就可以畢業，及格 60 分在船上遠遠都不夠的，所以你要把你的顧慮/害怕講出來，上級就會教你，至於學的快/學的慢，你也可以老實跟上級講，他總是要想辦法幫

助你的，我們要以退為進/放低身段來跟上級溝通，這樣子的話，就可以鬆懈上級的戒心。還記得孔子說過，善待問者如撞鐘，扣之小者則小鳴，扣之大者則大鳴。這就是我們領導上級的藝術。



第二關只有打招呼，這一關要怎麼破關?這就是古人說的，近水樓臺先得月，人是一種慣性的動物，很多人戀愛多年以後，沒辦法分手，並不一定表示對方有多好?只是因為習慣了他的存在，沒有他的存在/就覺得怪怪的，所以這種怪怪的感覺一來，你們的感情就是穩固了，人跟人之間是有距離的，一般人感到安全的距離是 80 到 120 公分。如果你要知道他對你的關感怎麼樣?這時候你只要往他的身邊一站(靠近)，什麼話都不必講，當你們兩個的距離少於 80 公分，這時候他就會開始警戒/主動的往後退，這就表示你們兩個只是陌生人/不必自作多情了。如果如果你向他接近，他的表情非常自在，而且好像還有點高興，就表示他對你有好感。所以我們要知道此人對我們的關感怎麼樣?只要往他身邊接近/就能夠知道?也不必再去做什麼告白，浪費這些時間跟精力。好這段太長，我們下一講再繼續講，謝謝各位。

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Detailed summary

This is a discussion on interpersonal communication and relationships. It mainly includes the following aspects:

The relationship between communication and interpersonal relationships:

Communication skills reflect a person's status and influence in the company. Superiors can communicate directly, while subordinates can only communicate indirectly. Effective communication requires emotional and rational input from both parties. The three major needs of human nature:

The need for affirmation, stimulation, and a sense of belonging.

The six stages of interpersonal relationships:

Stage one: difficulty expressing love.  
Stage two: being able to greet each other.  
Stage three: being able to chat.  
Stage four: doing things together.  
Stage five: seeking excitement and adventure.  
Stage six: reaching a state of freedom.  
Techniques for effective communication:

Expressing thoughts and feelings in an emotional rather than rational manner.  
Taking the initiative to communicate with superiors with a sincere attitude.  
Observing the other party's reactions to assess their feelings and attitude.  
In conclusion, this discussion emphasizes the importance of communication in interpersonal relationships and proposes specific communication techniques to help people establish better relationships.

Hello everyone, this is our second lecture on public and private culture. Public and private culture refers to the rationality of human intentions. Effective communication can only be achieved between two rational individuals. Why does communication involve our relationships? Let's take a look at this picture on the right. Standing tall, with a majestic figure and a halo above the head, it goes without saying that this person must be someone who has a good relationship with the boss. Only those close to the boss can touch the feet of these big shots, while others fare the worst. The guy in green pants at the back can only kiss the butt hole of the guy in front, which indicates our position in the company. What he sees with his eyes, hears with his ears, and smells with his nose is all farts.

So his life is all about farts, the life of a three-fart man. So, if we want to communicate, how far can he communicate? He can only communicate up to the butt hole of his immediate superior in front of him. Therefore, our communication cannot be escalated. Whoever is in charge of you is your boss, which is very clear in American companies. As long as your immediate supervisor is your boss, you need to be clear about this and not aim too high. Just deal with your immediate supervisor directly, and you will succeed. Now let's look at what kind of communication is most effective. There is a common saying that "Gong Laiwei Tao equals Hang Alaigong Laiwei Tao equals." This means that the gap between these two people is too big, so when speaking, there is no strength in the whole body.

Hang Ala is to indicate that a few words can communicate well, but what is truly the most effective communication is running around in the world. Taking gambling as an

example, when someone outside says the police are coming, those who understand immediately climb over the wall and run away, while those who don't understand stay put. When the police arrive, they catch those involved in gambling for three months, whether they ran away or not. So, this communication must be effective, especially in times of danger, much like being a soldier. It is also necessary to practice repeatedly to develop efficiency similar to blackening. We see that the conversation between two people is irrelevant to communication. Communication must start from emotions. Emotions start from greetings, so saying good morning and good night is very important.

As we mentioned in the previous session, emotions are the traffic light of communication. If you don't greet someone, you won't know if they are in a good mood today. Speaking without greeting can easily lead to problems. Now let's look at the three major human desires because every word we say should touch their heart and use emotions to communicate. So we need to know the three major desires of human nature. The first is affirmation - everyone hopes to be affirmed by others. The second is stimulation because without stimulation, things lack meaning. The third is a sense of belonging - everyone needs to feel they belong, otherwise, they feel lost. In the future, we will talk in detail about interpersonal relationships and the six perspectives depicted in the chart.

The first perspective is "Love in the heart but hard to express", or it may be that the authority of a superior is too high that you dare not voice your opinions and can only talk to yourself. The second view is that two people can already start greeting each other. The third view is that they can have conversations, chat, and goof around. The fourth view is to arrange activities and do things together. The fifth view is the most important, which is to intentionally be mischievous and seek excitement. We say that the current divorce rate among couples is very high because everyone believes too much in romantic love, thinking that love alone can create a perfect union. In reality, every couple is the same - without both love and hate, it is impossible to have a lasting relationship.

When the love fades, a little excitement can lead to divorce. So, let's talk about jokes next. There are two couples, Chun Jiao and Zhi Ming, who went to the zoo for a visit. When they reached the rhinoceros enclosure, the man said, "Chun Jiao, I think you look a lot like a rhinoceros." The woman was puzzled and said, "I am petite and cute, loved by everyone. How can I look like a rhinoceros?" She asked the man why he thought so. Zhi Ming replied, "Because when you look at a rhinoceros, it eats so much grass in the front, a huge pile like a mountain, and its poop is also a huge pile at the back. You, too, eat a lot and poop a lot." Upon hearing this, Chun Jiao was so angry that she couldn't speak.

As they continued walking, they happened to come across a monkey. Chun Jiao then spoke up and said, "Zhi Ming, I feel that you are just like that male monkey." Zhi Ming was immediately offended and retorted, "I am tall, strong, handsome, and dashing, how can I be compared to a monkey?" Chun Jiao replied, "Look at that monkey, he eats his fill every day and chases after female monkeys. You are just like that male monkey." And so, the two of them started arguing. After passing this stage, from now on, this woman no longer hesitates when she needs to go to the toilet. Before, she would say "Oh no, my makeup is smudged, I need to touch it up" or "Oh, I need to go drink some water" but actually sneak off to fix her makeup.

Now, since the man mocks her for taking frequent bathroom breaks, she goes openly. As for exposing the man, before they used to sneakily check out girls, but now they don't need to do it discreetly because the woman compares him to a monkey. From now on, the two of them live freely, reaching the sixth level of their interpersonal relationship, so. Couples must compromise with each other, and if our interpersonal relationships can achieve this, then the relationship between the two people is definitely good without any problems. We say that a solidly built Jiangshan and an ice ship flowing in water is a ship made of iron. The crew's mobility is very high, and perhaps they can only sail together once in their lifetime.

Therefore, we need to establish good relationships with the people on board, which means that the communication channel requires a fast and effective method. So here, we will introduce the six password phrases for passing through these checkpoints. The first love is difficult to open in the heart and mouth when the authority of the other person is too deep. At this time, we should retreat and lower ourselves. When we communicate, we often communicate with rationality as if we were dining outside under the big sun. Then the wife says it's too hot and it's not good for the body to walk, so should we not go, and then you say it's not hot at all, it seems like you're just lazy, so it's useless to talk about a bunch of reasons, communication is ineffective. You just need to honestly say your way of speaking - my head hurts and I don't want to walk to eat. As long as you express your feelings, the other party has no way to refute. But if you are just making excuses for yourself, like blaming the weather being too hot or the road too long, others won't be able to listen. So the most effective way of communication is to speak out our feelings, just like talking to an elderly father. You should take some action, as I'm worried that something might go wrong, and the elderly father will then try to find ways to ease your anxiety. You don't need to go up to him and say, "Elderly father, why aren't you doing this or that?" and try to reason with him.

Instead, you should voice your concerns so that others can help you. Likewise, when it comes to leading superiors, how should you lead your superiors? You need to report



your thoughts and feelings directly to your superiors. As long as you speak honestly, they will know how competent you are. We shouldn't be afraid of being looked down upon because in school, just passing with 60 points is enough to graduate, but on a boat, 60 points are far from sufficient. So, you should speak out your concerns and fears, and your superiors will teach you. Whether you learn fast or slow, you can honestly discuss it with your superiors, as they will always try to help you. We should communicate with superiors by taking a humble approach to reduce their guard.

Do you remember Confucius saying to treat inquirers as small thieves, if you treat them as small thieves, the common people will become big thieves, if you treat them as big thieves, the common people will become big thieves. This is the art of leading superiors, the second step is just saying hello. How to overcome this step? It is like the ancient saying "one must reach the water pavilion to see the moon." Humans are creatures of habit, many people cannot break up after many years of love, not necessarily because the other person is so good, but simply because they have gotten used to their existence, and feel strange without them. Once this strange feeling sets in, your relationship becomes stable. There is a distance between people, the distance at which most people feel safe is between 80 to 120 centimeters.

If you want to know what he thinks of you, just stand next to him. You don't need to say anything. When the distance between you two is less than 80 centimeters, he will start to be alert and move backwards. This means that you are just strangers, so don't get ahead of yourself. If you approach him and he looks comfortable and even a little happy, it means he likes you. So, if you want to know what someone thinks of you, just get close to them. There's no need to confess or waste time and energy. This segment is too long, we will continue in the next session. Thank you, everyone.