

公司文化第四講 人性三大渴望 活在當下 催眠語法 跨部門領導 取得口頭承諾：

<https://youtu.be/EnQF01XbY0I>

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人性需求：

需要他人的肯定，不僅是物質層面，更需要精神層面的認可和讚賞。

需要刺激和情緒管理，要能調節自己的情緒，專注於當下工作，不被過去或未來的事情困擾。

需要歸屬感，渴望在團隊中有表現的機會和舞臺。



與他人相處的方法：

不指責他人錯誤，而是給予真誠的稱讚。

替別人著想，設身處地為對方考慮。

以友善的方式溝通，讓對方感到舒適放鬆。

給對方表現的機會，讓他們有發揮的空間。

利用間接方式指出錯誤，先承認自己的錯誤。

提問時避免命令語氣，關注對方的感受。

給予對方面子，不傷害他人的自尊心。

用鼓勵的方式讓對方主動完成任務，而不是強制要求。



好,現在要講人際關係的第六關,人跟人之間怎麼樣/才能長久的相處,人性有三大基本渴望。第一個就是需要別人對自己的肯定,對他的肯定不一定是金錢/物質上面的肯定,只要 給他比個手勢/臉書上面按個贊,這也就是精神層面上面的肯定,千穿/萬穿/馬屁不穿,只要口頭上予以稱讚,就可以達到一定的效果。人抬人高/水漲船高。

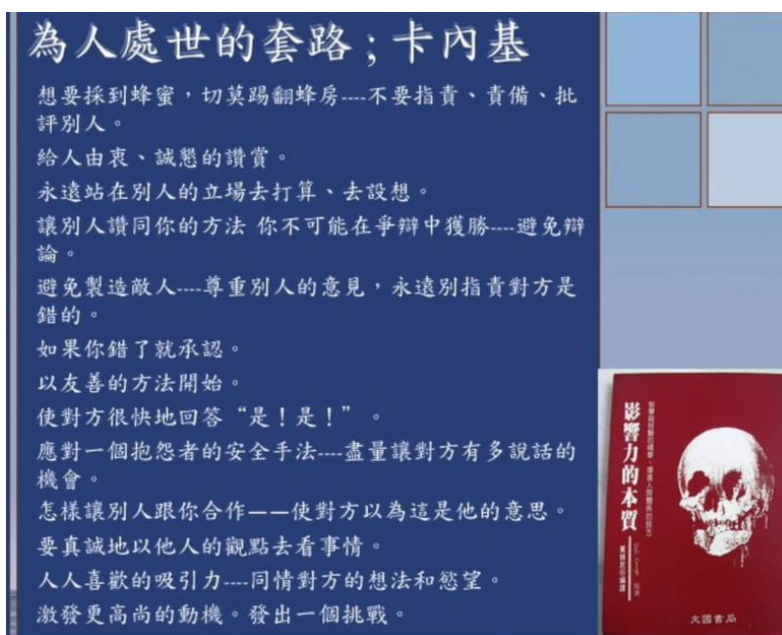


第二點人性都是需要刺激的,這也是情緒管理很重要的一環,能夠領導自己怎麼樣克服自己不爽的情緒,領導就是要讓人家感到舒服/愉快/滿意/很爽,自己不爽就會投射到我們的工作跟人際關係上面,所以應付這些情緒,就是需要能夠放空自己,怎樣放空自己後面的情緒管理會講。遇到刺激,重點就是專心做手邊的事,也就是俗話說的活在當下/不要想過去做了多少事情/對公司有多少貢獻,也不要想說以後會得到多少的好處,就是現在專心做手邊的工作,這最經常發生在船上,同時也會發生在船上的事件中,同學們因為際遇不同/有的人升遷比較快/有的人升遷比較慢,升遷快的人啊/當然是春風得意,升遷比較慢的人/就憤憤不平,既毀了過去的辛勞/也糟蹋了未來的前途。情緒管理非常重要的就是怎麼樣/調適身心,最近流行的一句話,就是說你下班後的快樂,沒有辦法彌補你上班時所受到的委屈與不平。實際上 你帶著委屈的心情去工作,永遠都搞不定,這一輩子就毀了。所以要懂得/不要把自己認為是委屈的事情/不要想到過去做了多少/還是已經付出多少/也不要想未來得到多少?

懷抱活在當下,就是解除一切煩惱的根源。如果修過幾天佛法的/應該都會瞭解其中的奧秘。

好現在看看人性的第三大渴望就是歸屬感,講到這裡不能不佩服我的同學/參加合唱團/在裡面每天恰如其分/唱低音的負責唱低音/唱高音的負責唱高音,大家都覺得自己是團隊的一份子/滿有成就感的,這就是歸屬感。像我本人就是老婆多一個都嫌麻煩/礙手礙腳的,每個人 活在世界上,在團隊裡面是需要有表現的空間,歸屬感主要就是爭取到這一個舞臺,就好像在學校做系主任是一個舞臺,到外面做秘書長又是另外一個舞臺,人的歸屬感主要是爭取表現的機會。

所以不管是大大小小的場合,就是要給人家表現的機會,有的人喜歡唱卡拉 OK,一道去到 包廂裡面唱兩三個鐘頭,儘量給他表現/給他鼓掌/等到他唱到累的時候,他就會讓你表現,



這時候你們兩個就成了最好的朋友。因為跟你在一起，他能夠無拘無束/自由自在的表現自己，你都會給他肯定，這就是人際關係最重要的一關。也就是給他肯定/給他表現的機會，自從我娶了蘇氏女神之後，最佩服他們家一點，就是坐在客廳裡面/四個人聊天/四個人都同時在講話。大家也沒有覺得有什麼/不對勁，因為大家在團隊裡面，都覺得很舒服，都覺得自由自在，都覺得自己可以自由表現，也不必等到別人的話。講完了，這就是一個家庭和睦最大的象徵。

好，人與人之間的相處要發揮我們的自信，我們的影響力，也就是我們的領導能力要看看，十九世紀卡內基先生所提出，與人相處的套路/要怎麼樣跟別人相處。

第一別人的錯不是錯

第二要給人家由衷誠懇的稱讚

第三要替別人打算

第四別人不可能錯，自己的錯就是錯，永遠別指責對方的錯

再來就是以友善的方法開始，就是我們說溝通要從感性開始。要讓人家感到友善/感覺爽，讓對方很快的回答是/是，讓對方很快的回答是/是 就涉及到催眠語法，因為人的大腦理性（短期記憶容量）有限，你先講幾個他沒有辦法否認的事情/他的頭腦很快就沒有辦法運作了，接下來你的話，就會進入她的潛意識。

再來要給人家表現的機會，對付一個經常在嘮叨人的安全手法，就是儘量讓對方有多說話的機會，這樣子就像前面講的一樣，你把舞臺給他/讓他儘量去表現/表現完了以後，他就會來聽聽看你這一方面的說法，而且說話的人其實是在做口頭承諾，只要你不接他的話，他如果心虛的話，他自然就會提出解決方案。給他講話，就是他/如果太強勢/他會自動讓步。

如果你直接指責人家/他要求太多/他一定是反彈，

所以對於來談判的人，要儘量讓他自己講話，再去套他的話，要讓別人跟自己合作，要讓他以為是他的意思，這就有一點厲害了。

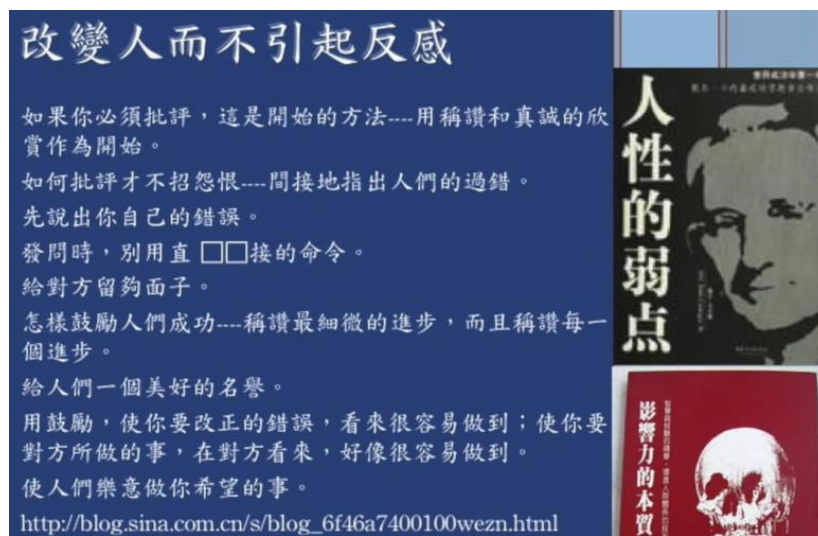


普通這是在對付蠻不講理的上級的意識，我就吃了很大的虧啊，如果上級提出不合理的要求，你也是點頭稱是，但是不要提出你個人的意見，你就說好，我回去處理看看，等到第二天，如果他講的有道理，你就直接跟他報告，如果他講的沒有道理/你就要利用他/沒有辦法掌控的因素，一方面好像是總公司的意見來跟他報告。這樣子的話，他就不會反彈，你如果能力太強，直接跟他說，這不可能/這不可以/這不行的，所有的罪過都是你要來承擔，所以 有時候不是說/不要強出頭/是要利用迂回戰術/才能夠克服。尤其是牽涉到跨部門的領導。

大部分的公司都是有很多個部門，經常都是外行在領導內行，不管這些外行講的天花亂墜/胡說八道，我們都是點頭稱是，然後再利用其他的管道來修正他的意見。

好，改變人而不引起反感的方法，如果你必須批評，你要先用稱讚和真誠的欣賞作為開始，所以不管是做好的溝通，不好的溝通都要從感性開始，先把他的情緒調整好，感覺弄對。

如何批評，要間接指出他人的過錯，還要先說是自己的錯誤，



**改變人而不引起反感**

如果你必須批評，這是開始的方法---用稱讚和真誠的欣賞作為開始。  
如何批評才不招怨恨---間接地指出人們的過錯。  
先說出你自己的錯誤。  
發問時，別用直□□接的命令。  
給對方留夠面子。  
怎樣鼓勵人們成功---稱讚最細微的進步，而且稱讚每一個進步。  
給人們一個美好的名譽。  
用鼓勵，使你要改正的錯誤，看來很容易做到；使你要對方所做的事，在對方看來，好像很容易做到。  
使人們樂意做你希望的事。

[http://blog.sina.com.cn/s/blog\\_6f46a7400100wezn.html](http://blog.sina.com.cn/s/blog_6f46a7400100wezn.html)

**人性的弱点**

影響力的本質

問問題的時候，不要用命令的口氣，要問他的感覺是什麼，你覺得這樣做對不對/還是你想想看有沒有其他更好的方法。

要給對方留夠面子，不要指責對方。不是對他的肯定/對他的心靈會受到創傷。

稱讚他不必是小事，只要是小事都可以，只要有稱讚過一次就算數。

要給人一個美好的名譽，因為人絕對不能看不起自己。

要用鼓勵的方法讓他做到你要求的事情，而且要讓他樂意，這時候 就不能強制要求，這時候需要用前面說的利用他自己內心的虛榮心/或者是他的謙卑的心，要

取得他的口頭承諾，讓他對自己做的事情能夠負起責任，這才是領導最大的藝術。

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Detailed Summary

This discussion summarizes the three basic human needs in interpersonal relationships, as well as methods for maintaining positive long-term relationships with others. It mainly includes the following key points:

## Human Needs:

The need for affirmation from others, not only on a material level but also for spiritual recognition and appreciation.

The need for stimulation and emotional management, being able to regulate one's emotions, focus on current tasks, and not be troubled by the past or future.

The need for a sense of belonging, craving opportunities to perform and showcase within a team.

## Methods for Interacting with Others:

Avoid blaming others for mistakes and instead offer sincere praise.

Consider others' perspectives and empathize with them.

Communicate in a friendly manner to help others feel comfortable and relaxed.

Provide opportunities for others to shine and showcase their abilities.

Indirectly point out mistakes and admit one's own errors first.

Avoid a commanding tone when asking questions and focus on the other person's feelings.

Give others respect and avoid damaging their self-esteem.

Encourage others to complete tasks voluntarily rather than imposing them.

In conclusion, this discussion emphasizes the three basic needs in interpersonal relationships and presents a series of specific ways to interact with others, aiming to help individuals establish long-term, harmonious relationships.

Okay, now we are going to talk about the sixth aspect of interpersonal relationships, how can people get along for a long time, and there are three basic human desires. The first is the need for others to affirm us, our affirmation of them is not necessarily in terms of money or material, as long as we draw a gesture for them or give them a like on Facebook, this is what we call material affirmation on the one hand, and spiritual affirmation on the other. People can flatter endlessly, as long as we praise them verbally, we can achieve a certain effect, lifting people up and raising the tide of the ship. The second point is that human nature needs stimulation, which is also an important part of our emotional management.

We need to be able to lead ourselves in overcoming our own unpleasant emotions. When we talk about leading, it means making others feel comfortable, happy, satisfied, and great. If we are not feeling great, it will be projected onto our work and relationships. So to deal with these, we need to be able to empty ourselves. How to empty ourselves will be discussed in the emotional management section later. The key is to focus on doing the work at hand, as the saying goes, living in the present without dwelling on how much has been done in the past or how much contribution has been made to the

company, nor thinking about the benefits to be gained in the future. It is about focusing on the work at hand now, which often happens on a ship as well as in events on the ship.

Students may experience different situations, with some advancing quickly in their careers while others progress more slowly. People who get promoted quickly naturally are happy and those who are promoted slowly are left feeling resentful. This not only ruins the work they have done in the past but also destroys their future prospects. Therefore, emotional management is very important. It's about how we adjust our mind and body. Recently, a popular phrase is that the happiness after work cannot make up for the grievances and injustices experienced during work. In reality, if you go to work with a heart full of grievances, you will never succeed in life. So, we need to understand that we shouldn't dwell on things we perceive as grievances or think about what we did in the past. Still, never think about how much you have already given or how much you will receive in the future. Embracing living in the present is the key to eliminating all worries. If you have practiced Buddhism for a few days, you should understand its secrets. Now let's take a look at the third greatest human desire, which is a sense of belonging. Speaking of this, one cannot help but admire my classmate who joined this choir and behaves appropriately every day.

Those responsible for singing bass are responsible for singing bass, those responsible for singing falsetto are responsible for singing falsetto. Everyone feels like they are part of the team and have a sense of accomplishment. This is a sense of belonging. As for myself, having one more wife is troublesome. People living in this world and on a team need space to show their talents. Our sense of belonging mainly comes from striving for a stage, like being a class monitor in school - it's a stage, and being a secretary outside is another stage. People's sense of belonging mainly comes from seeking opportunities to showcase their abilities. So no matter the size of the occasion, it is important to give others the opportunity to perform.

Some people enjoy singing karaoke, so when they sing for a couple of hours in the private room, we should applaud and show appreciation until they get tired. Then they will let you perform. At this moment, the two of you become the best of friends because with you, they can be carefree and express themselves freely, and you will always support them. This is the most crucial aspect of relationships. Give him affirmation and give him a chance to perform. Since I married this comfortable goddess, what I admire most about their family is that when four people are sitting in the living room chatting, all four of them are speaking at the same time. No one feels anything wrong, because everyone in the team feels very comfortable, feels at ease, feels they can express themselves freely, so there is no need to wait for others to finish speaking. This is the greatest symbol of harmony in a family. The interaction between good people

should involve expressing our confidence, our influence, that is, our leadership capabilities. We need to look at how Mr. Carnegie from the 19th century proposed ways to interact with others. Firstly, others' mistakes are not mistakes. Secondly, give sincere praise to others. Thirdly, think for others. Fourthly, if others cannot be wrong, then one's own mistakes are mistakes, so never blame others for their mistakes. Next is to start with a friendly approach, which means communication should start from the emotional aspect, making others feel friendly and comfortable, allowing the other party to quickly respond affirmatively, involving conversational hypnosis because the rational part of the brain has limitations. You first talk about a few things that they cannot deny, then their mind quickly becomes unable to function and enters the subconscious.

Next, you have to give others the opportunity to perform well. Dealing with someone who constantly nags about safety measures is to try to give the other party more opportunity to speak. Just as we discussed earlier, you give them the stage, let them perform as much as possible, and after they are done, they will come to listen to what you have to say on this matter. The person speaking is actually making verbal commitments, so as long as you don't interrupt, if they feel guilty, they will naturally propose a solution. They will also not talk if you don't engage in the conversation. If they are too forceful, they will automatically make concessions. If you directly accuse them of asking for too much, they will definitely react adversely. So, for people coming to negotiate.

Try to let him speak for himself, and then we can coax his words out. Make others cooperate with us by making him think it's his idea, that's a bit clever. Usually, this is used when dealing with unreasonable superiors, like I suffered a lot. If the superior makes an unreasonable request, you should agree but not express your own opinion. You can say, "Okay, I'll handle this and see." Until the next day, if what he says makes sense, then you just report it directly to him. If what he says doesn't make sense, then you should utilize what he can't control, like it seems to be the opinion of the headquarters. By reporting to him this way, he won't resist. If you have strong abilities, just tell him directly, this is impossible, this can't be done, this won't work, then all the blame will fall on you.

So sometimes it's not about refraining from being assertive, it's about using indirect tactics to overcome obstacles, especially when it involves cross-department leadership. Most companies have many departments, and often it's the inexperienced who are leading the experienced. Regardless of the unrealistic and nonsensical things these inexperienced individuals say, we nod in agreement, and then use other channels to correct their opinions. Changing a person without causing resentment involves starting with praise and genuine appreciation if you must criticize. So, whether it's

good communication or bad communication, it's important to start with emotions, adjusting their mood first. Knowing how to criticize involves indirectly pointing out others' mistakes, and first admitting your own faults. When asking questions, don't use a commanding tone. Ask about their feelings. Do you think this is right or should you consider if there is a better way?

You should give the other person enough face. Do not blame them because criticism is not an affirmation. It can hurt their soul. Praising them doesn't have to be a big deal. Even for small things, as long as you have praised them once, it counts. You should give people a good reputation because one must never look down on oneself. You need to use encouraging methods to get him to do what you ask for, and make him willing. At this point, you cannot demand forcefully. At this point, you need to leverage his vanity or humility that we mentioned earlier, to obtain his verbal commitment, making him take responsibility for his actions. This is the greatest art of leadership.