



# disconnecting communication

**How to create the floor anchors :**

- 1. please print these cards on white paper in DIN A4 format.**
- 2. You can laminate the cards individually. This is how you can use them in your seminars and exercise groups several times.**



# Comforting

**Take it easy!**

**This could have happened to anybody.**

**Everything will be well in the end!**



# Moral judgements

Someone did something “right” oder “wrong”.

Someone is “good” or “bad”.

Someone is “normal” or “not normal”.



# Comparing

**Mr. XYZ did it like this and this is simply better.**

**In the past everything was better.**

**This could have been much worse.**



# Denying responsibility

**We did it always like this.**

**That is how we work.**

**I can't do anything about it anyway.**



# demanding

**You could also do something!**

**You are responsible, so do something about it.**

**Don't be so sensitive!**



# Approving/Sympathizing

**I know this very well: typical male / typical female**

**This could have happened to me too!**

**I feel the same way.**



# Praise

**Usually your judgement is appropriate.**

**You work really well.**

**You are a genius!**





# Punishing

**You will see what happens to you if you don't stick to the rules!**

**If you come home with a bad mark again, then you will be banned from the internet.**

**Anyone who fails to comply with this rule will be warned.**



# Telling stories

**I know this too... something similar happened to me...  
Oh, it was like this...**

**If you would ask me then I think it would best be if you would  
...bla bla bla ...**

**Do you remember back then, ... bla bla bla ...**