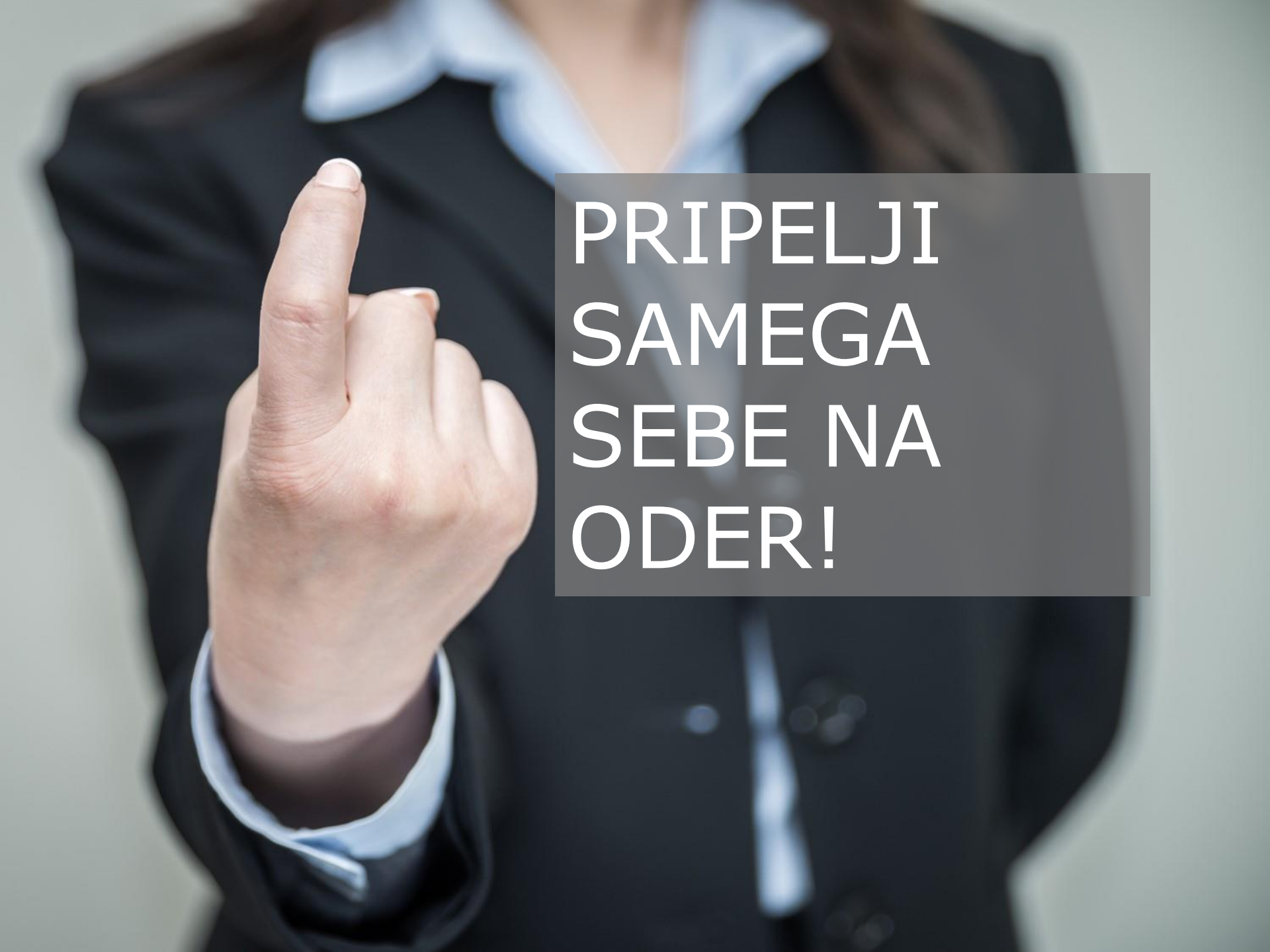




Uspešna komunikacija v turizmu

Boštjan Romih

ALI ŽIVA KOMUNIKACIJA
IZOOMIRA?

A person wearing a dark business suit and a light blue shirt is shown from the chest up. Their right hand is raised, with the index finger pointing straight up. The background is a plain, light-colored wall.

PRIPELJI
SAMEGA
SEBE NA
ODER!



ODNOS

OČESNI STIK
OBRAZ
MIMIKA

GOVORICA
TELESA



OBRAZ

OČESNI STIK

MIMIKA

ROKE

GOVORICA
TELESA

VPRAŠANJA

želim odgovor

retorična

odgovorimo sami



STRUKTURA

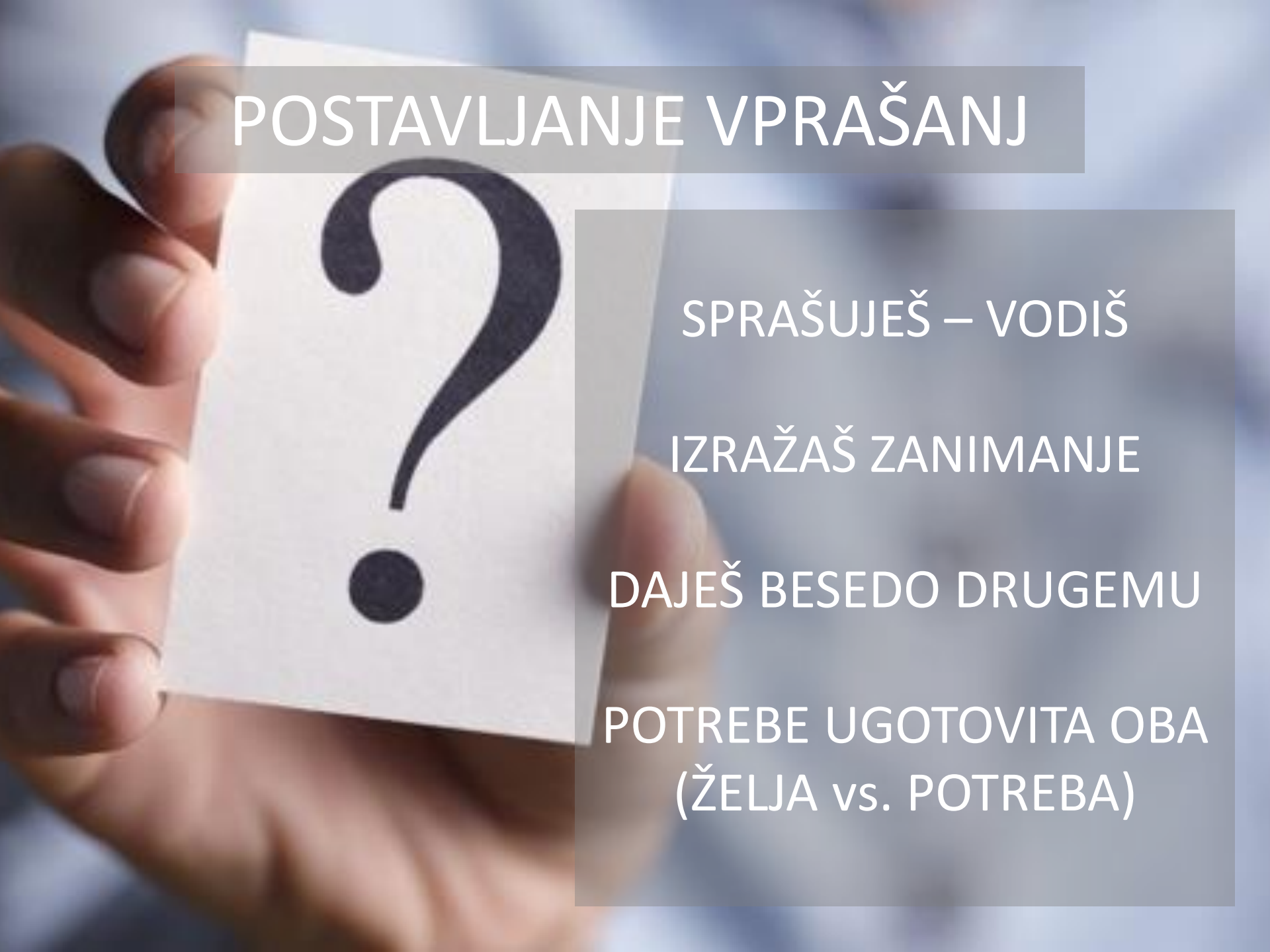
1000000000

1 000 000 000

STRUKTURA



ZMERNOST
POSTOPNOST

A hand is holding a white card with a large black question mark. The card is slightly tilted. In the background, there is a blurred image of a person's face. Overlaid on the image are two semi-transparent grey boxes containing text.

POSTAVLJANJE VPRAŠANJ

SPRAŠUJEŠ – VODIŠ

IZRAŽAŠ ZANIMANJE

DAJEŠ BESEDO DRUGEMU

POTREBE UGOTOVITA OBA
(ŽELJA vs. POTREBA)

POSTAVLJANJE VPRAŠANJ

ZAPRTA (DA/NE) vs. ODPRTA (K-)

Zakaj?

PASIVEN SOGOVORNIK vs. AKTIVEN

PREDLAGATI ODGOVORE?

A close-up photograph of an orangutan's face. The orangutan has brown fur and is looking directly at the camera. It has a small, silver metal can lid in its mouth. Its hands are raised near its ears. The background is a blurred green field of grass.

NAPAKE PRI POSŁUŠANJU

- PREKINJANJE
- PREHITRO SKLEPANJE
- EGOCENTRIČNO POSLUŠANJE

PRAVILA POSLUŠANJA

- Opusti druge dejavnosti
- Pokaži, da poslušáš
- Osredotoči se le na vsebino
- Beri med vrsticami



PRAVILA POSLUŠANJA

- Povzemaj - preverjaj
- Če je primerno, zapisuj
- Bodi pozoren na ime, podjetje, kraj...



- SLIŠIM
- RAZUMEM
- NE SODIM





emmm

v bistvu

..., ne?

nekako

pravzaprav

recimo

pač

Premor

- Poslušalec laže sledi
- Izražamo samozavest
- Teže se zapletemo
- „Dinamična tišina“

POZOREN SOGOVORNIK – ZRCALJENJE

1. ZAZNAVANJE
2. PRILAGAJANJE/
ZRCALJENJE
3. DOBER STIK



RAZGIBAN GOVOR

A person in a dark suit is performing a handstand on a large, sandy dune. The person's legs are spread wide in the air, and their arms are planted on the sand. The background shows a clear sky and some distant vegetation on the horizon. The overall scene is surreal and humorous, given the formal attire and the desert setting.

- Stavčni poudarki

“NISEM REKEL, DA JE (ON) UKRADEL TA DENAR”

- Jasna izgovorjava
SVINČNIK V USTA!

TRENIRAJ!
NA GLAS!



Dvojina (pokroviteljsko)

Pomanjševalnice

Oder vs zaodrje

Vzljubiti rutino (vsakič drug gost)

Je bilo vse v redu?

Dolžina odgovorov - klepetavost



3P

PRISTNOST
PREMAGA
PRAVILA

ČIM VEČ DOBRIH STIKOV V ŽIVO!

