

THE CONNECTION

CODE

**HOW TO UNDERSTAND PEOPLE
AND ACHIEVE A BETTER
WORK AND PRIVATE LIFE**

Lena Skogholm

TALKMAP PUBLISHING

INTRODUCTION

Treat people as if they were what they ought to be.

Goethe

Relationships are at the heart of much of our lives – at work, at school or at home. Many of our thoughts concern these relationships and we devote a lot of time and energy to trying to read other people. What are they thinking and how are they going to act? How should we respond to what they say and do? What will they think of us then? Will they think that we are Okay?

All of these interactions with other people can be fairly unpredictable. How people act when we meet them depends on how they are feeling and thinking on that particular occasion. And their feelings and thoughts in turn depend on many things, such as how stressed they are or what happened before they met us.

What happens between us next affects what each of us feels and thinks. Why did she say that? What did he mean by this?

Historically, these types of question have extremely important causes . Long ago, when we lived on the savannah, it was absolutely essential for us to be accepted as part of the group. To be excluded from the group meant certain death. So it was important to always keep a check on whether we had secured our place in the group. The relationships you had with the other group members had to be assessed constantly. It was important to be sure that the other group members wanted you to be one of the gang. Consequently, it's no wonder that we think a lot about relationships, and that conflicts consume so much of our energy.

But can we learn more about how people function, so that we become less stressed by human encounters? And can we simultaneously create truly good relationships in our everyday lives? Can we gain new knowledge that helps us to feel more comfortable and secure in our interactions with other people? Yes, of course we can! And that's what this book wants to make clear.

THE CONNECTION CODE: How to Understand People and Achieve a Better Work and Private Life describes modern brain research that is revealing the hardware that governs us as humans. When we know about the biological programmes that control us and how they function, we gain a greater sense of security. And this knowledge becomes a guide to human encounters, helping us understand the roles played by the brain when we interact with each other.

To a large extent, interactions with other people shape our lives. These relationships affect how we think about ourselves and about others. If someone listens to me and I feel respected, I gain greater self-esteem and self-confidence. If I am belittled and not taken seriously, I start to doubt myself.

Being listened to and taken seriously are extremely important to us as humans. When what we say is sincerely liked, we perceive that we are accepted as part of the group. The others (the group members) show that they see me and care about what I have to say. The interaction between us is therefore immensely important. It is as though we are created and come to life in our interactions with each other.

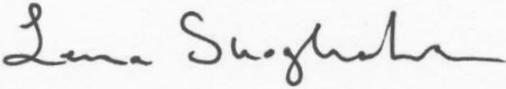
A good response can help in a difficult situation and make it easier. A bad response can make a simple everyday situation extremely unpleasant. A good interaction gives us a tailwind that makes our steps lighter. It is as though we are going uphill and someone is giving us a push. A bad interaction can be like struggling against a strong headwind. And if our energy is already at a low ebb, things become particularly difficult.

Over the ten years that I have lectured and taught, I have had the opportunity to hear many stories. I have heard stories of how a supervisor's interactions with employees ignited or destroyed their desire to work. I have heard how employees' interactions with customers determined sales results, and how relationships between colleagues led to hotbeds of conflict. I have also seen how truly good interactions among colleagues and with customers have created both job satisfaction and better results.

Ever since childhood, I have observed and reflected about how we behave towards each other. My fascination has led me to earn degrees in behavioural science and teaching. For the last 25 years I have been passionately interested in the brain, and I have specialised in learning how we can benefit from brain research in our everyday lives.

When we cooperate with what is going on in our brains during our everyday interactions with others, we can avoid falling into linguistic pitfalls. Instead, we have a rope of knowledge to hold onto while the interaction is taking place. We can apply this knowledge to all our relationships, and perhaps most of all in difficult situations or when we feel stressed or intimidated.

With this background in mind, I would like to give you a warm welcome to *THE CONNECTION CODE: How to Understand People and Achieve a Better Work and Private Life*. I hope that my book will give you new insights that will make your everyday life easier when it comes to your relationships, both with others and with yourself!

A handwritten signature in black ink on a light-colored background. The signature reads "Lena Skogholm" in a cursive, flowing script.

Lena Skogholm

PS.

I received this email from a company director a little while ago.

It's absolutely amazing! The serious conflict we told you about has been completely resolved. After your sessions here, the staff members themselves decided they were going to apply your language tools to the conflict. And what happened? The poisoned atmosphere that had been festering for such a long time simply disappeared.