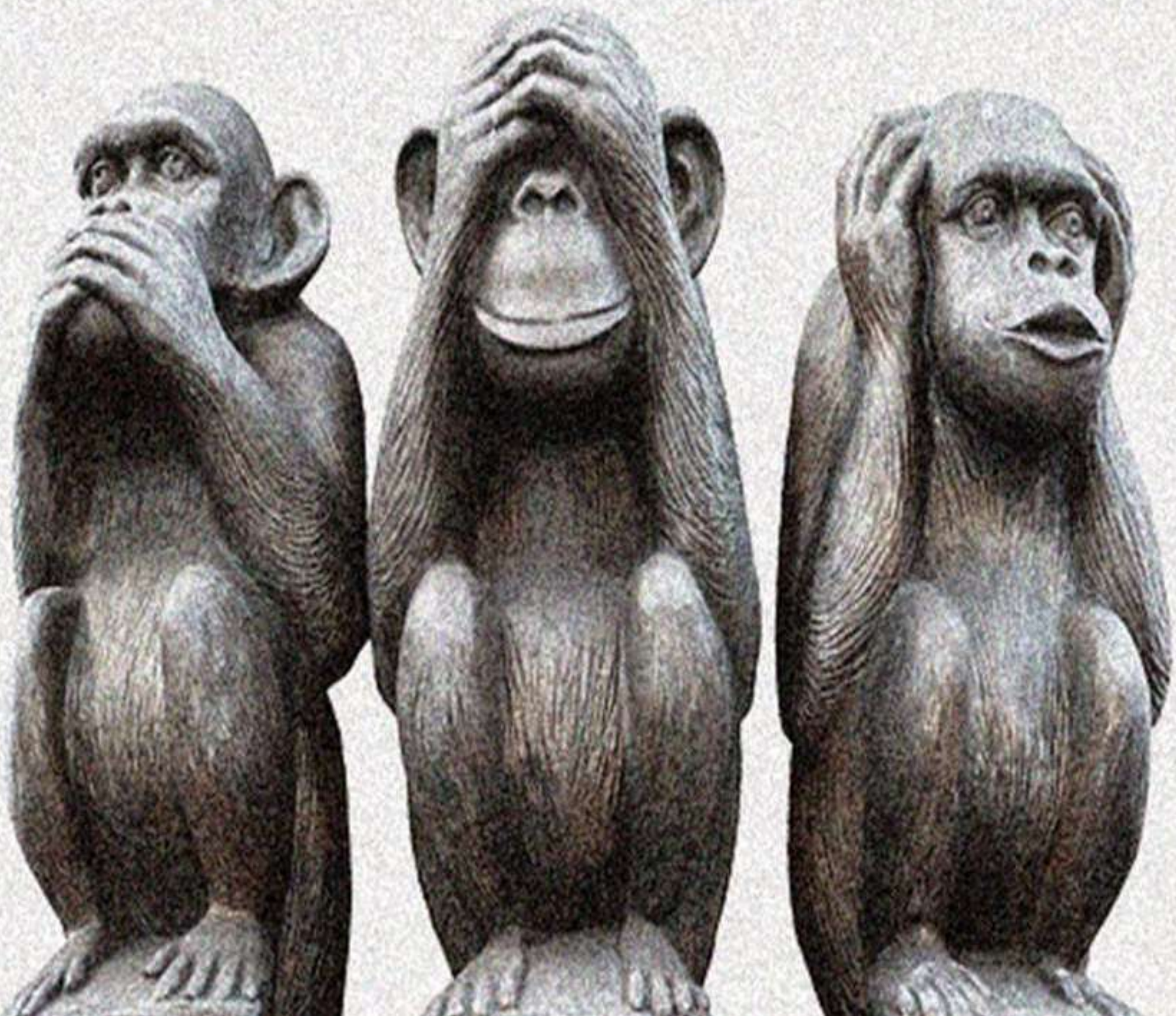
A photograph of a person's hand touching a wall. The wall is a gradient of green and blue. A shadow of the person is cast on the wall. There are two rectangular concrete structures on the floor, one on the left and one on the right. The sky is blue.

Ko sam ja?  
I šta tražim ovde?

Šta je komunikacija?



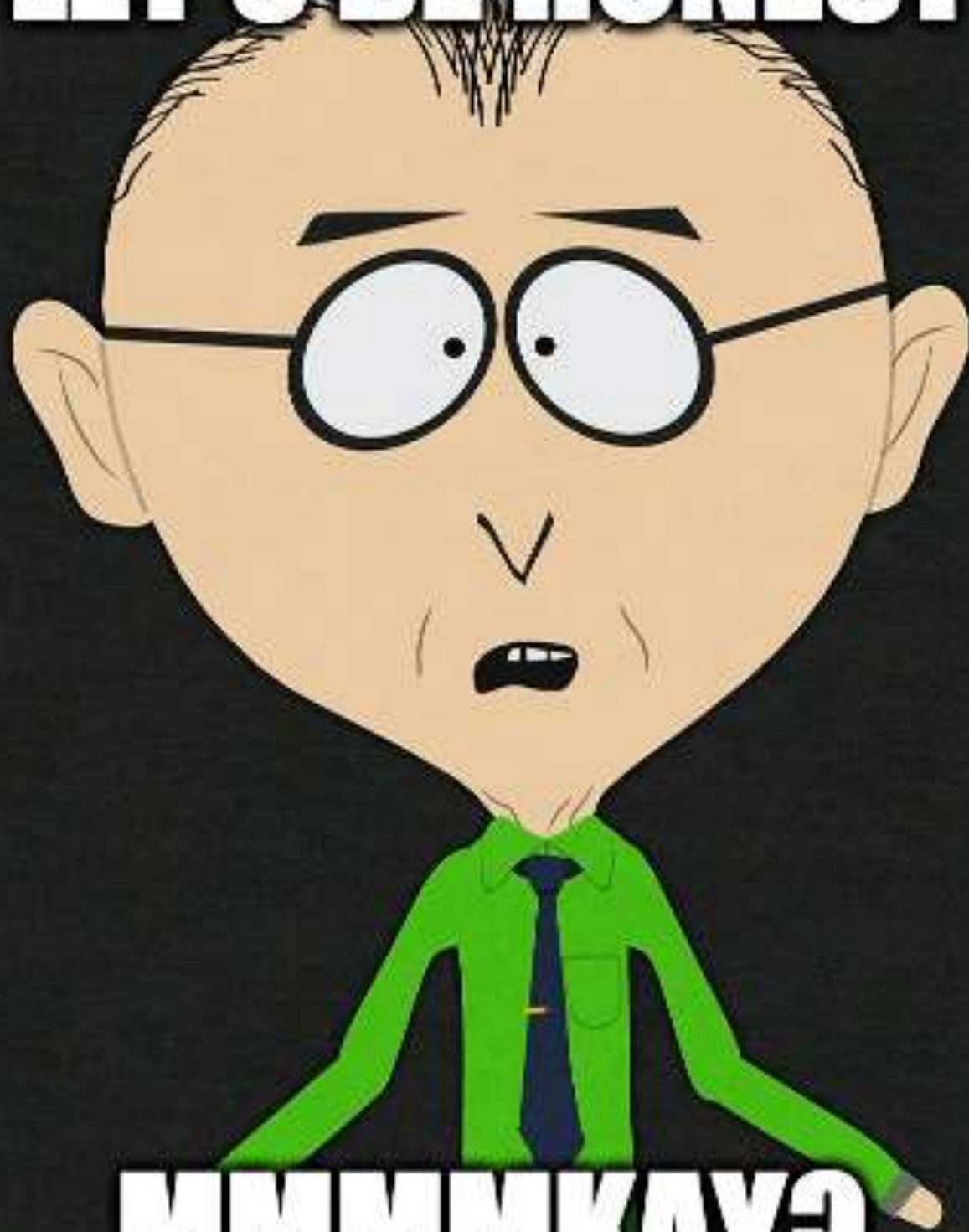




# Empatija

*"I traffic in empathy. I try to be vulnerable with people so they can be vulnerable back. I've always been searching for empathy in other people. It's when I feel most not alone." - Jose Antonio Vargas*

**LET'S BE HONEST**



**MMMMKAY?**

**WORK**

**MENTS**

Znati reći ne

Originalnos'







Story time!



Opuštenost





Dišite!



# Prijateljstvo



# Sliding Spectrum of Tone



Prijateljstvo = otvoreniji odnos



Otvoreniji odnos = Bolja  
komunikacija

*"Customer service isn't about telling people how awesome you are, it's about creating stories that do the talking for you" - Peter Shankman*

Story time!

Who's That in the Mirror?

ERROL THE PIRIL

Everyday Materials

Over and Over Again

B. Johnson & C. Rowe

A Very Special Secret

NIGHT SKIES OF SOUTHERN AFRICA

FIREMAN SAM

Dr. Seuss OH THE PLACES YOU'LL GO!

Snow-White & the Seven Dwarfs

BUZZ BOOK

pu

STE

STRU

A photograph of a woman with long dark hair, wearing a grey long-sleeved shirt, hugging a young child from behind. The child is wearing white pajamas with a black bear pattern and red trim. The child has a slight smile and is looking down. The background is dark. A semi-transparent grey horizontal bar is overlaid across the middle of the image, containing the text 'Poverenje'.

# Poverenje

# Kako mi to radimo?



Kako loše iskustvo pretvoriti u dobro?




Nikako

Ne postoje loša ili dobra iskustva



# Q&A

Vladimir Randelović

-  Mykittendied
-  @vrandjelovic94
-  vrandjelovic94@gmail.com

