

Simone Janson (ed.)

**Best
of HR**
BERUFEBILDER.DE®

arguing

solve & avoid
conflicts

Mediation conflict management
non-violent communication, no fear
of disputes & discussions,
understand & accept different
opinions in the team



Best of HR - Berufebilder.de®

Arguing. Solve & Avoid Conflicts

Mediation conflict management non-violent communication, no fear of disputes & discussions, understand & accept different opinions in the team

Simone Janson (ed.)

Published by Best of HR - Berufebilder.de®

Table of Contents

Imprint

Introduction: Information, Experiences of Success, Inspiration - you'll find all that in this Book

Achieve Goals Interactively: Awards, Press Reviews, Customer Feedback
Your Benefit in concrete Terms: Content, Organization and Structure of the Book

Information as desired with Membership Discounts, eCourses, Workbooks,
and custom, individual eBooks

Successfully use the AI Extension to the Book for your Goals and to make Money

Experience Success and Inspiration: Discover your Way and support Sustainability

Dealing with conflicts with flying colors: Breaking through blockades // By Dr. Matthias Nöllke

Solving conflicts, addressing emotions directly: understanding other people // By Markus Hornung

Control emotions for more happiness: forgive trust let go // By Gottfried Hoffmann

Serenity in Job and Everyday Life: Out of the Conflict Trap [10 Tipps] // By Prof. Dr. Martin-Niels Däfler

Successful communication and its limits: 3 X 3 tips for conflict avoidance // By Simone Janson

Criticism, feedback culture and conflict behavior: 5 tips against strife in the workplace // By Simone Janson

Communicating politely in the job: say no - but right! // By Simone Janson

Resolve conflicts thanks to inner attitude: With a positive attitude to success // By Ilja Grzeskowitz

Team conflicts resolve in 10 steps: settling quarrels through communication // By Prof. Dr. Martin-Niels Däfler

Dispute mediation favorably: 3 phases for conflict resolution without courts // By Reinhard Schinkel

Resolving fears and conflicts using transaction analysis: 5 methodological tips // By Laura Burckhardt

Project Management - Basics Methods Tasks: Creative Avoid conflicts and solve problems // By Andrea Ramscheidt

4 competences for future leaders: Conflict resolution is a top priority // By Barbara Kramer, Frauke Ion

The Limits of Conflict Communication in the Team: Speech is not a panacea // By Simone Janson

Conflict management in the company: communication behavior of men and women // By Simone Janson

Conclusion: How to expand your Knowledge and Experience with interactive AI and discounted Add-on offers for free.

Authors Overview

Markus Hornung

[Gottfried Hoffmann](#)
[Professor Dr. Martin-Niels Däfler](#)
[Ilja Grzeskowitz](#)
[Professor Dr. Martin-Niels Däfler](#)
[Reinhard Schinkel](#)
[Laura Burckhardt](#)
[Andrea Ramscheidt](#)
[Barbara Kramer](#)
[Frauke Ion](#)
[Dr. Matthias Nöllke](#)
[Simone Janson](#)

[Profound Expert Knowledge, Quality Assurance and AI: The Concept of Publisher
of the Year Best of HR - Berufebilder.de®](#)
[Appendix: Tips and Prompts for using the AI Extensions](#)

Imprint

The German National Library lists this publication in the Deutsche Nationalbibliografie; Detailed bibliographic data are available on the Internet at <https://dnb.dnb.de>.

ISBN of the German eBook edition: 9783965961647

ISBN of the English eBook edition: 9783965961654

German website of the publisher: <https://berufebilder.de>

English website of the publisher: <https://best-of-hr.com>

Arguing. Solve & Avoid Conflicts

4th completely revised and extended edition, 10.01.2024

©2024 by Best of HR - Berufebilder.de®, a brand of Janson Pressgroup Print & Online

Published by Simone Janson

Duesseldorf, Germany

Concept, editing, graphic design & layout: Simone Janson

Cover design with Canva

eMail: publisher@best-of-hr.com

For your [successful, fulfilling life](#), the information you truly need: State-funded publisher, awarded the Global Business Award as [Publisher of the Year: Books, magazines, eCourses, data-driven AI services](#). Print and online publications, along with the latest technology, go hand in hand - with over 20 years of experience, partners such as the [Federal Ministry of Education](#), customers like [Samsung, DELL, Telekom](#), or universities. Behind it all is [Simone Janson](#), a German [Top10 blogger](#), referenced in [ARD, FAZ, ZEIT, WELT, Wikipedia](#).

All books are published in German and English. We take our responsibility to deliver well-researched and reliable information very seriously. Therefore, the publisher follows a dedicated concept for quality assurance and compliance, where the expertise of renowned experts goes hand in hand with the latest AI technology for information analysis and text optimization. If you have any further questions, you can read the corresponding chapter at the end of the book.

All works of the publishing house Best of HR - Berufebilder.de®, including their parts, are protected by copyright. Any use outside the narrow limits of the copyright law is not permitted without the consent of the publisher and the author. This applies in particular to the electronic or other reproduction, translation, distribution and making publicly available.

Introduction: Information, Experiences of Success, Inspiration - you'll find all that in this Book

Dear readers,

glad we could convince you of the 4th, significantly extended edition, like thousands of readers before. Because this book makes your success tangible: In the following pages, you will not only encounter expert knowledge, but also a wealth of practical tools and resources that can help you achieve your goals and realize your full potential.

Achieve Goals Interactively: Awards, Press Reviews, Customer Feedback

For its interactive concept, the publisher was not only awarded the Global Business Award as Publisher of the Year by Corporate Vision Magazine and supported by the Minister of State for Culture and Media of the Federal Republic of Germany, but also repeatedly recognized in renowned media such as **ZEIT**, **Süddeutsche**, **personalmagazin**, or the special magazine **Personalführung**. For example, the **FAZ**, one of the most influential Newspapers in Germany, attests to us "good actionable tips" and customers like the **Press and Information Office of the German Federal Government** are enthusiastic. You can find many more reviews as well as information on free review copies at <https://best-of-hr.com/press/>.

Renowned experts from various fields - overview in the table of contents - have compiled their expertise and experiences to provide you with valuable insights and advice, practical and condensed. As a reader, you will also receive working materials as part of your book purchase, which you can download for free at <https://best-of-hr.com/academy/>. In addition, workbooks are available to help you reflect on the inspirations from this book.

All readers who are looking for individual solutions also have the opportunity to use the AI extensions and consulting tools free of charge within the framework of AI Extended Books, for which we usually charge a monthly subscription fee. Our interactive success advisors and other AI-supported tools are at your disposal to provide you with tailored advice and recommendations that are tailored to your individual needs. Use these tools to drive your success and achieve your personal goals.

In addition to this wealth of inspiration, we want you to experience and enjoy your success: As a reader of this book, you will have access to a variety of exclusive services that will help you live well and successfully according to your wishes: from inspiring reader trips, where you have the opportunity to discover new places and exchange ideas with like-minded people, to lifestyle products that are

specifically tailored to your needs, we want to ensure that you make the most of this reading experience.

Your Benefit in concrete Terms: Content, Organization and Structure of the Book

Briefly and concretely this is your benefit from this book: You support certified climate protection projects, quickly receive compact information and checklists from experts as well as access to AI extensions and the possibility to individually live your inspirations as an experience. Because working with other people in teams and groups is not always easy: Open or hidden disagreements or quarrels often arise, which need to be resolved and settled. The correct, non-violent communication in dealing with each other is the decisive factor that contributes to the decisive improvement of successful teamwork. This book shows what to look for.

You will receive valuable resources through this [unique publishing concept](#) that will enhance your knowledge, stimulate your creativity, and make your personal and professional goals achievable. This allows you to discover new ways, expand your thinking, and improve your skills to experience success. You will receive concrete advice, proven methods, and strategies to overcome challenges and overcome obstacles. By providing specific action steps and practical guidance, you will learn how to define your goals and develop plans to progress step by step. The clear structure and our special, highly detailed table of contents support you in quickly finding the desired information and implementing it directly into practice.

This is not only contributed by the expert articles of renowned experts but also by numerous inspirations from successful managers, entrepreneurs, and other exciting personalities. Their stories and experiences serve as vivid examples of how challenges can be overcome and goals can be achieved. Through their inspiring narratives, you gain insights into proven strategies and practices that you can apply to your own situations. Different, and potentially contradictory, aspects of the topic are deliberately addressed. This allows you to examine, reflect on, and weigh the various pros and cons optimally. This ultimately enables you to gain different perspectives and improve your knowledge to develop a deeper understanding of complex topics and find innovative solutions.

Information as desired with Membership Discounts, eCourses, Workbooks, and custom, individual eBooks

Under the motto *Information as desired*, we also provide you with exactly the information you have been looking for. The book also includes an e-course with a worksheet for you to work through, which you can receive for free as a reader in our Academy at <https://best-of-hr.com/academy/>. You can find out how to access it in the book's conclusion.

Our Academy offers you the opportunity to continuously expand your knowledge and skills and engage with like-minded individuals. By participating in our online

courses and interacting with experts and other learners, you can achieve your professional goals and advance your personal success. We believe that inspiring experiences and continuous learning are the keys to long-term success. Therefore, we invite you to explore our Academy and benefit from the diverse learning opportunities.

In addition, the Workbook Success Planner is the perfect complement to the guidebooks. This workbook helps you successfully implement the inspirations and tips from our books, step by step and day by day, whether it's about career goals, decision management, or financial planning. You can either print the Success Planner yourself or order it as a bound book. Each workbook comes with a free eBook.

Do you want a personalized eBook topic or an e-course on a specific subject? You can also find that in our publishing house at <https://best-of-hr.com/publisher/>. We will create your personalized eBook on a topic of your choice upon request. In the Academy of Best of HR - Berufebilder.de®, you will also find email courses with individual assignments, personal support, and certification.

As a book reader, you not only have the advantage of gaining information and new insights but also enjoy financial benefits that come with purchasing our books. As a [newsletter subscriber](#) or [registered member](#), you will receive a 50% discount on all e-courses and a 20% discount on all other books as a member edition. You can find the books at <https://best-of-hr.com/shop/books/>. The coupon code is sent weekly via the [newsletter](#). Additionally, there is the Premium Membership, a paid flat rate for one year, which includes all learning materials, downloads, and premium articles.

Successfully use the AI Extension to the Book for your Goals and to make Money

For those seeking further individual guidance and services, our concept of *AI Extended Books* offers the potential to analyze information, gain valuable insights, and show paths to achieving your individual goals. By utilizing AI in your work or personal life, you can gain many benefits and work much more efficiently. Through our AI solutions, you will discover new ways to explore your horizons in innovative ways. And the best part is that this service is free for you as a book buyer. In the appendix of the book, you will find a detailed explanation and numerous application examples to facilitate your successful handling of AI.

Our interactive [AI-assisted consultant](#) is there to assist you with any questions regarding success, career, and personal development. Our [AI-eTutor](#) supports the learning experiences from our academy with individual exercises. And the interactive [travel planner](#) helps you plan individual moments of success.

One of the greatest strengths of AI is its ability to process large amounts of data and recognize patterns. By using machine learning algorithms, AI can learn from this data and make predictions. This enables you to make informed decisions,

optimize your strategies, and even solve complex problems. Whether it's your personal career management, optimizing communication processes, or improving work efficiency - AI can help you achieve your goals more effectively.

With the AI tools from Best of HR - Berufebilder.de®, you can even earn money. This is done through an affiliate program, a marketing strategy where companies collaborate with affiliates to promote and sell products or services. Affiliates are individuals or companies that act as partners and receive a commission for every sale or action they generate. To participate in our affiliate program, please register [for our partner program](#).

Experience Success and Inspiration: Discover your Way and support Sustainability

But that's not all! We want to offer you a very special opportunity that will make your journey to personal growth and success even more unforgettable. Because we know that it's not just about reading, but also about experiencing and applying what you've learned. That's why we want to offer you exclusive vouchers for suitable trips and other items that perfectly match your chosen guide. To achieve this, we work with numerous network partners in accordance with our compliance guidelines.

So imagine putting the inspiring wisdom of your book into action while creating unforgettable memories at the same time. Whether it's a relaxing break at a wellness resort, an adventurous trip into nature, or a workshop that further develops your skills - with our specially selected vouchers, you can put what you've learned into practice directly and enjoy unforgettable experiences at the same time.

Let yourself be inspired by our guides and discover the possibilities that await you. Because we believe that true change doesn't just happen in the mind, but also in the heart and in action. So get ready to elevate your life to a new level with individual moments of success and make your dreams come true. By the way, 5 percent of your purchase goes to non-profit organizations that are dedicated to projects such as reforestation and climate protection.

So you see: from cost savings to access to knowledge and education, to the opportunity to experience and live your own successes, to inspiration for entrepreneurial activities, and the possibility to earn money with our publishing house - reading our books can provide you with financial benefits in various ways.

Dealing with conflicts with flying colors: Breaking through blockades

// By Dr. Matthias Nöllke

The words are often missing in the case of unpleasant surprises. But why is that so? And by what means can you overcome and counteract blockades?

How to break the blockade

Let's recall the factors that cause a block:

- Evil surprise: You did not expect that!
- Sovereignty is threatened: if you do not react, you look bad.
- Pace, pace: you have to do something very quickly.
- Crazy self-esteem: The others are strong, you feel weak.
- Drowning Syndrome: The more you defend yourself, the faster you go under.

This leads to several starting points for how you can get out of the blockade or not even enter into it.

Be open to surprises

“It won't happen to me again! Next time I'll say this and that! ” This is the usual reaction once we have digested the shock. We think we can prevent the blockade by preparing ourselves thoroughly.

By simply not being surprised, we plan ahead. After the pattern: If case A occurs, then I react with B. If a saleswoman protests me the saying x, then I counter with saying y.

Build No Fortress

Unfortunately, we never meet a saleswoman who does us the favor of throwing us the very rudeness to which we could so masterfully respond. Instead something quite outrageous happens. Something nobody could expect ... And we're stuck again and blocked.

We cannot really protect ourselves by preparing for all eventualities. That only makes us inflexible. "Do not build a fortress" is an ancient Chinese wisdom about the art of war, because the fortress is rigid and includes us. Once the enemies have entered, the fortress becomes a deadly trap. That is one, the second: the world is full of surprises. We have to live with that. It is not always an unpleasant surprise ...

Tip:

Stay open for surprises: Do not commit everything, do not plan too closely, allow things to go wrong.

Proper preparation is everything

So do you just want to get things done? Not necessarily, because it can actually help you when you think about certain situations before you enter.

Then you can react better and more confidently. Ready to go. Our book is based on this principle. Often being quick-witted means simply being better prepared. This is in no way in contradiction to the “openness” to surprises just mentioned, but builds on it. There are two points to note:

- Stay flexible. Do not stick to specific phrases and situations. Vary your formulations and turn everything upside down. Try to be playful; this will keep you more open for surprises.
- Focus on the important - and likely - cases: When you give a lecture, you should know how to respond to interferers. You should know your “sore points” that someone who wants to hurt you will pick out. That's exactly why you should think of a suitable saying.

Tip:

As an “iron reserve”, you can build up a pool of remarks that somehow always fit when you find yourself in an uncomfortable situation.

Gain distance

If you are already stuck in the situation where you are being taken over, it is too late for the best preparation. Then you need to lightning fast to think about what to do. First of all, one thing is important: do not be overwhelmed by the unpleasant situation. Try to gain distance.

That is quite possible. It can even be rehearsed, as you will see in a moment. You should realize that it is up to you to change this situation for yourself. What matters is not what the others expect of you. The only thing that matters is what you make of the situation for yourself. You have to regain your ability to act. The first step is to step out of the situation.

The “inner impact protection”

The communication trainer Barbara Berckhan came up with the term “inner impact protection”, which clearly describes what it is about. You build up a kind of inner protective shield that prevents you from being injured. The "inner impact