

Simone Janson (ed.)

NO SPACE
FOR THE
INNER CHILD?
LEARN TO
DEAL WITH
FEELINGS IN
BUSINESS



Train Emotional intelligence
mindfulness & resilience,
develop anti-stress strategies,
boost self-confidence

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Published at Best of HR – Berufebilder.de®

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Imprint

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

ISBN of the German eBook edition: 9783965964082

ISBN of the English eBook edition: 9783965964099

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

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

No Space for the Inner Child? Learn to Deal with Feelings in Business

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

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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/>.

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

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Emotions and feelings in the interview: insulted applicants?

// By Uta Rohrschneider

In the job interview, some candidates react insulted or snappy to questions that they cannot prepare for. In doing so, they show one thing above all: your excessive demands.

The thing about the implicit rules

Often, this is because they feel it is unfair to ask such questions or feel that they are intentionally presented in a poorer light.

They assume that the rules of the game are implicit, that is, they think: "I prepare well and you ask me about it." These candidates confuse the interview, which is supposed to get to know each other, with a test situation. You should take the perspective of the HR manager who has to find out whether applicants really fit the company.

What you can recognize by irrelevant questions

One possibility that HR staff have with them and that is very irritating to applicants: They can ask questions about the current interview situation - or questions that are irrelevant to the suitability assessment of the applicant, for example whether he prefers to drink still or carbonated water. What can you find out?

But also seemingly harmless, irrelevant questions. For example the above-mentioned after the mineral water by the reaction of the applicant many conclusions. Among other things, you can find out the following:

- Does the applicant get upset?
- Does he openly reveal his irritation or surprise at the question, or does he not mind?
- Does he answer the question promptly or does he have to think about what he tells you for a long time?
- Is he even willing to answer questions that have nothing to do with the vacant position?

Questions about the interview situation

Questions about the current interview situation have the advantage that you can get a direct feedback from the applicant to his current state of mind. For example with the following questions:

- How do you rate the interview?
- What do you think the conversation is going well for you so far?
- How do you like our communication?
- Do you think I have a good impression of you?
- Why should I have a good impression of you?
- What do you think right now, at this moment?
- How are you feeling right now?
- Do you feel comfortable?
- What is going through your head?
- Which of your answers in this interview are you going to be annoyed with afterwards?
- Do you still feel like the conversation?
- How do you find me as a conversation partner?
- Would you like to go elsewhere now?
- Are you in a good mood today?
- Do not have any questions about me?
- Would you like to take a break now?
- How do you find our company name?
- What do you associate with our company?

If the applicant feels provoked

If you make provocative statements, applicants can also react angrily because they view your provocation as personal criticism and this is your reaction to such criticism.

Think about it at this point: How often does the applicant face such a situation in his job? And: How important is it to keep the rest in this situation?

Example: When offended responding applicants disqualify themselves

Let's assume that you want to hire a customer service representative at a bank. He should take care of the complaint management. Can you afford to have this employee react to complaints and criticism from customers in a personally offended manner? Probably not. Can such a situation occur in everyday working life?

An angry reaction is also conceivable. For example, the candidate can roll his eyes or openly express his annoyance. This may be because he feels that you are not taking him seriously, interrupting him or having fun with him. The source of his