

Simone Janson (ed.)

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# ARGUE SKILLFULLY & CONVINCE PEOPLE

Improve repartee self-confidence &  
communication, use the power of rhetoric &  
emotional intelligence, recognize  
manipulation techniques & lies

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incl. Bonus

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## Authors Overview

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Heinz Jiranek

Petra Schächtele-Philipp

Peter Kensok

Thorsten Otto

Ute Blindert

Anita Hermann-Ruess

Michael Lorenz

[Professor Dr. Martin-Niels Däfler](#)

[Dr. Cornelia Topf](#)

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# Imprint

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# **Introduction: Premium information & heavily discounted travel deals - you'll find all this as a bonus in this book**

Dear readers,

glad we could convince you of the newest, revised and improved 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.

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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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entrepreneurial activities, and the possibility to earn money with our publishing house - reading our books can provide you with financial benefits in various ways.

# **Feedback in everyday leadership: 12 practical tips for constructive criticism**

*// By Chris Wolf, Heinz Jiranek*

In the case of feedback with positive and negative content, you have a great responsibility here, which you as a professional have to face to a special degree. Do you really have to say everything?

## **Feedback and leadership**

*“The best way to do this is to ask how the employees are doing and take note of the answer graciously and without results. And if you want or need to tell your people something, just call it feedback. Since they must not look up! Because they have learned that they have to accept feedback. The seminars are worth it! ”*

Like any definition of such a complex subject, we also focus on the definitions that we prefer. This view is very result-oriented, and a leader must always ask himself what would be different if she did not take her role.

## **What brings leadership?**

What is the benefit created by their leadership? Why and what is the performance of employees by the boss better? If employees express a sigh of relief that they can simply be allowed to work in peace, then it could be exciting to find this benefit.

If employees with enthusiasm and perseverance perform significantly better with one boss than with another boss (on comparable terms), then it is likely to have such a benefit.

In the event of a conflict, you should always ask yourself what you absolutely have to tell whom and what you can simply leave behind. Because an essential part of this performance-promoting culture is the feedback culture that enables, maintains and promotes a manager. But does this culture really make sense?

## **Resonance Feedback**

The leader follows Daniel Goleman's well-known quote:

*“We see intellect and the ability to think clearly as essential requirements for a leadership position. But intellect alone doesn't make a good leader. Executives realize a vision by motivating, directing, inspiring, listening to, and convincing their employees - and above all by generating resonance. ”* Resonance feedback is