

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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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.

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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 in our current culture of debate with sometimes very heated discussions, it is particularly important to convince communicatively and also to react confidently to verbal attacks. The good news is: Authentic self-confidence, a confident demeanor and a relaxed approach to criticism can all be learned. But at the same time it is important to recognize interpersonal digital power games as well as communicative tricks and tactics of other people and to understand manipulative communication strategies. This book offers the strategic arsenal to be communicatively armed for every situation.

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.

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

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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.

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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.

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

one of the means to generate and use this resonance, and thus a central management instrument.

Separate feedback and rating?

The naive conclusion is: "Then we simply separate feedback and evaluation!". However, this is an idea whose implementation is simply impossible. Of course, when you give feedback, you talk about perceptions you have and not about the personality of the other person. However, the separation in the head of the feedback recipient is often not so easy.

We assume that you refrain from any interpretation of the personality ("You are so!") And only represent your perception. However, this can become blurred in the feedback recipient's head. You cannot avoid responsibility for the feedback you give.

Attention, greatness!

The greatest dangers here, of course, lie in the megalomania of the feedback giver, who may be overestimating himself, in receipts and all statements ("They are always like this ...").

Ultimately, care is needed here - completely unromantic and unsatisfactory for the pragmatist. The Socratic sieves, which will be discussed in more detail in the following section, are a good heuristic for everyday life.

12 Tips for your feedback during the day of leadership

For the professional context in leadership as well as in training, we would like to offer you a set of questions that can be answered before any particularly responsible feedback. The answers to this are subject to your personal assessment.

1. Is the situation appropriate for this feedback? Do I have enough time and am I the right person for it?
2. Is there someone who could possibly better place this feedback? Does the relationship between me and the feedback taker fit the content of the feedback?
3. Why does it urge me to get rid of the feedback? (Is it perhaps more the pressure of the Senftube than the expected resonance?)
4. Will the feedback recipient want to know the content of the feedback? Would you like to know the content of the feedback in its place?
5. Will the feedback recipient be able to do anything with the feedback? Can you help him with this? Can you properly identify that this is your perception and not the truth?
6. What consequences might this feedback have? Also on your relationship with the feedback?
7. What is the appropriate dose?
8. What if you DO NOT give the feedback?