

### **Passion & Suffering at Work**

Win psychological status-games & role-plays, deal with bosses & colleagues, learn conflict management non-violent communication & the power of rhetoric

Simone Janson (ed.)

Published at Best of HR – Berufebilder.de®

#### **Table of Contents**

•		
lm	nrı	าก1
1111	$\mathbf{pr}$	ш

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

Resilience through fun: How to make carnival successful // By Dr. Denis Mourlane Ending and settling conflicts as a manager: Always remain neutral! // By Roland Jäger

Swiftness through communication with questions and counter questions: As in the Space Zoo // By Peter Kensok, Petra Schächtele-Philipp

Humor as a quick-witted technique: to make others laugh // By Dr. Matthias Nöllkes

Conflicts and arguments in the office: killer phrases and no-go's // By Markus Hornung

Efficient and productive working in the open-plan office: 10 tips // By Stephan Derr

Effective management & change in corporate culture: fun? // By Simone Janson Home Office is pointless: 3 reasons // By Dirk Kreuter

Flexible working time models: 5 advantages and disadvantages of home office // By Vanessa Schäfer

Women role models and gender discussion: men are better than women? // By Jörg Romstötter

Say "No" correctly and set limits: Friendly, but determined! // By Simone Janson Team conflicts resolve in 10 steps: settling quarrels through communication // By Prof. Dr. Martin-Niels Däfler

More freedom and fun less outside determination: Get rid of the bullshit jobs // By Klaus Schuster

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

**Authors Overview** 

Dr. Denis Mourlane

Roland Jäger

Petra Schächtele-Philipp

Peter Kensok

Dr. Matthias Nöllke

Markus Hornung

Stephan Derr

**Dirk Kreuter** 

Vanessa Schäfer

Jörg Romstötter

Professor Dr. Martin-Niels Däfler

Klaus Schuster

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 German National Bibliography; detailed bibliographic data are available on the Internet at https://dnb.dnb.de.

ISBN of the German eBook edition: 9783965964822

ISBN of the English eBook edition: 9783965964839

German website of the publisher: <a href="https://berufebilder.de">https://berufebilder.de</a>

English website of the publisher: <a href="https://best-of-hr.com">https://best-of-hr.com</a>

Passion & Suffering at Work

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

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 compilance, 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 <a href="https://best-of-hr.com/press/">https://best-of-hr.com/press/</a>.

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 <a href="https://best-of-hr.com/academy/">https://best-of-hr.com/academy/</a>. 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 nowhere are lust, joy and passion so closely linked to actual suffering as at work. On the one hand there is enthusiasm for the job, which is often a self-chosen vocation, on the other hand there is interpersonal power games, choleric narcissists and self-promoters, who quickly put an end to any motivation if one does not take the appropriate precautions. But which strategies still help with such team members, employees and superiors? This book gives insights into the psychology of not only executives and reveals rhetoric tips for conflicts and disputes. It also shows how you can influence organizational cultures in your favor, even without an official managerial function, convince other people with your arguments and thus make life easier for yourself in stressful situations.

You will receive valuable resources through this <u>unique publishing concept</u> 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 <a href="https://best-of-hr.com/academy/">https://best-of-hr.com/academy/</a>. 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 <a href="https://best-of-hr.com/publisher/">https://best-of-hr.com/publisher/</a>. 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 <a href="https://best-of-hr.com/shop/books/">https://best-of-hr.com/shop/books/</a>. The coupon code is sent weekly via the <a href="newsletter">newsletter</a>. 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 <u>AI-assisted consultant</u> is there to assist you with any questions regarding success, career, and personal development. Our <u>AI-eTutor</u> supports the

learning experiences from our academy with individual exercises. And the interactive <u>travel planner</u> 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.

# Resilience through fun: How to make carnival successful

// By Dr. Denis Mourlane

Why are the Rhinelander probably the most resilient people in Germany? They celebrate carnival. A subject that is fun.

#### What is Resiliency?

Resilience is synonymous with psychological resilience and the ability to deal with the challenges of life.

The term is currently gaining in popularity. The ability in itself, of course, is not new, and, like intelligence, has always been of great importance for the happiness and misfortune of human beings.

Research has worked out a variety of personal factors that help a person deal with the adversities of life.

#### Why Rheinländer are more resilient

A central one of these factors is the attitude that a person takes to himself and to his environment. This has always been the case, but has been researched scientifically for several years.

A German population group, which has long recognized this, seem to be the Rhinelanders. If you look at the 12 Rheinische Grundgesetze, you will discover almost all the factors that make up a highly resilient person.

#### The Rheinische Grundgesetze and Resilienz

- Article 1: Et es wie es es (It is as it is): describes in a wonderful way the phenomenon of acceptance. Resilted people accept that life does not consist solely of positive things and also see setbacks as part of the life that it is to cope with.
- Article 2: Et kütt wie et kütt (It comes how it comes): describes the ability of resilient people to set goals and pursue them without fear of failure.
- Article 3: Et hätt still jot jejange (It still went well): is the article, which constitutes a core aspect of Resilienz: the realistic optimism.
- Article 4: It is also a fact of acceptance that teaches us to distinguish the things we can influence from the things that we can not influence.
- Article 5: Do lauchste you kapott (Since you laugh at yourself): highly-resilient people have the ability to take even heavy situations with humor and to laugh at themselves and their own shortcomings.

- Article 6: Et bliev nix et et wor (Nothing remains the same): describes the basic attitude of resilient people that life consists of change and should be understood as an opportunity rather than a risk.
- Article 7: Know mer nit, break mer nit, fott domet! (We do not know, we do not need to continue): describes the abilities of highly-resilient people not to let everything please, but to remain active and take influence where they can. We psychologists call this self-efficacy.
- Article 8: What waved maache? (What do you want to do?): Its meaning is very close to the "resilience factors" "Et es wie et es" and "Wat fott es es fott" and shows the importance of human ability to accept and to be influenced by the non-influenceable make a difference in the Rhenish culture.
- Article 9: Mach et jot ävver nit ze off (Do it well but not too often): refers to the Rhinelanders that one should also enjoy life, so to have fun and to see the positive. But not only and: not too often. So it has much to do with the resilience factor discipline.
- Article 10: Wat soll dä nonsense? (What is the nonsense?): Describes the probably most difficultly mediated resilience factor: the causal analysis. This is nothing more than the ability to analyze situations and reasons for setbacks well, thus keeping a very critical attitude to oneself and situations.
- Article 11: Have a drink! (Drink one!): One of resilience research's longest known protective factors, is the ability of people to build close, supportive relationships with fellow human beings. These also help us to overcome difficult life challenges.
- Article 12: Each jeck is different: describes nothing less than the ability of high-resisting people to empathize, that is, the willingness and gift to move into other people. In the case of resilient people, it is not only about themselves.

#### What does science say?

Acceptance, goal orientation, optimism, humor, open handling of change, self-efficacy, seeing the positive in life, discipline, good analytical skills, strong bonds and empathy are the most important resilience factors. People who carry and care for these factors are actually happier, healthier and more successful. This is shown by science.

The 12 Rheinische Gebote shows us that the Rhinelanders have recognized this without research for a long time. Thus, it remains only the task of scientifically proving that the Rhinelanders are actually more resilient than the other German population groups. Have lots of fun with it!