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Gitte Härter

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Warum Entschuldigungen eine Kunst sind

Entschuldigungen sind mehr wert als jede Wiedergutmachung. Sie entscheiden über ein harmonisches Miteinander im Berufs- und Privatleben. Dennoch fällt es uns oft sehr schwer, sie auszusprechen. Dieser Ratgeber lässt den Leser die Hürde nehmen und zeigt, wie man sich souverän entschuldigt und dabei Größe beweist.

In zahlreichen Übungen, Selbst-Checks und Beispielen werden typische Formulierungsfallen aufgedeckt und analysiert. Mit den Lösungsvorschlägen und praktischen Tipps für alle relevanten Kommunikationssituationen kommt jede Entschuldigung richtig an.

Ein separates Kapitel ist dem Umgang mit Entschuldigungen anderer gewidmet. Die Autorin zeigt, wie man sie richtig annimmt - und wann dies unangebracht ist.

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