

How To Change People Without Offense

Principal #1

- ❖ It is always easier to listen to unpleasant things after we have heard some praise of our good points.
- ❖ Always talk about good things before complaining..
- ❖ Begin with praise and honest appreciation.

Principal #2

- ❖ Don't use the word "but" when changing from praise to criticism but instead "and" could be used.
- ❖ Call attention to people's mistakes indirectly.

Principal#3

- ❖ Tell and talk about your mistakes first.
- ❖ Talk about your own mistakes before criticizing the other person.

Principal#4

- ❖ No One Likes to Take Orders instead give suggestions.
- ❖ Asking questions makes an order palatable.
- ❖ Ask questions instead of giving direct orders.

Principal #5

- ❖ Don't find faults of others and spend time insulting them or let them down but instead you should help them cover up in movement if embarrassment and failure.
- ❖ Even if we are right and the other person is definitely wrong, we only destroy ego by causing someone to lose face.
- ❖ Let the other person save face.

Principal #6

- ❖ A little praise could encourage someone massively.
- ❖ Your praise became more meaningful when singled out a specific accomplishment than making general flattering remarks.
- ❖ Praise the slightest improvement and praise every improvement. Be "heartily in your approbation and lavish in your praise."

Principal #7

- ❖ If you want to improve a person tell him that he already has this ability.
- ❖ Give people a reputation to live up to , they would do anything to maintain it.
- ❖ Give the other person a fine reputation to live up to.

Principal #8

- ❖ Keep praising the things a person does right and minimize his mistakes.
- ❖ Use encouragement. Make the fault seem easy to correct.

Principal #9

- ❖ Make people happy to do things that you want.
- ❖ Give people titles that are related to what you want them to do.
- ❖ Make the other person happy about doing the thing you suggest.