



OSEEC: The Open-source Social Engineering Education Course



Unit A - Carnegie

Week 5 - Part 2

How To...Part 4, Sections 7-9



Part Four:

Be a Leader: How to Change
People Without Giving Offense
or Arousing Resentment



Principle 7:

Give the other person a fine reputation to live up to.



Principle 8:

Use encouragement.

Make the fault seem easy
to correct.



Principle 9:

Make the other person happy
about doing the thing you suggest.



Reflection:

- 1. Be sincere. Do not promise anything that you cannot deliver. Forget about the benefits to yourself and concentrate on the benefits to the other person.*
- 2. Know exactly what it is you want the other person to do.*
- 3. Be empathetic. Ask yourself what it is the other person really wants.*
- 4. Consider the benefits that person will receive from doing what you suggest.*
- 5. Match those benefits to the other person's wants.*
- 6. When you make your request, put it in a form that will convey to the other person the idea that he personally will benefit.*



Exercise:

OSEEC

useful wisdom from

How to Win Friends & Influence People

Part 1

Fundamental Techniques in Handling People



1. Don't criticize, condemn, or complain.



2. Give honest and sincere appreciation.



3. Arouse in the other person an eager want.

Part 2

6 Ways to Make People Like You



1. Become genuinely interested in other people.



2. Smile.



3. Remember that a person's name is to that person the sweetest and most important sound in any language.



4. Be a good listener. Encourage others to talk about themselves.



5. Talk in terms of the other person's interests.



6. Make the other person feel important and do it sincerely.

Part 3

How to Win People to Your Way of Thinking



1. The only way to get the best of an argument is to avoid it.



2. Show respect for the other person's opinions. Never say "you're wrong."



3. If you're wrong, admit it quickly and emphatically.



4. Begin in a friendly way.



5. Get the other person saying "yes" immediately.



6. Let the other person do a great deal of the talking.



7. Let the other person feel that the idea is his or hers.



8. Try honestly to see things from the other person's point of view.



9. Be sympathetic with the other person's ideas and desires.



10. Appeal to the nobler motives.



11. Dramatize your ideas.



12. Throw down a challenge.

Part 4

Be a Leader



1. Begin with praise and honest appreciation.



2. Call attention to people's mistakes indirectly.



3. Talk about your own mistakes before criticizing the other person.



4. Ask questions instead of giving direct orders.



5. Let the other person save face.



6. Praise the slightest improvement and praise every improvement. "Be hearty in your approbation and lavish in your praise."



7. Give the other person a fine reputation to live up to.



8. Use encouragement. Make fault seem easy to correct.



9. Make the other person happy about doing the thing you suggest.

Like these ideas? Read the book by Dale Carnegie!

<https://medium.com/the-mission/infographic-how-to-win-friends-influence-people-998ae2ecddc5>

Originally Posted by Jackie Blum

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The Innocent Lives Foundation



www.innocentlivesfoundation.org



Thank You!

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