
How to Win Friends and Influence People

Quotes

Adapted From Dale Carnegie Book “How to Win Friends and Influence People”

The way to develop self confidence is to do the things you fear to do and get a record of successful experiences behind you.

If you want to gather honey, don't kick over the beehive.

Ninety-nine times out of a hundred, people don't criticize themselves for anything, no matter how wrong they may be.

Criticism is futile because it puts a person on the defensive and usually makes him strive to justify him/herself.

By criticizing, we do not make lasting changes and often incur resentment.

As much as we thirst approval, we dread condemnation.

Criticism leads to resentment.

Criticism is futile.

Criticism is like homing pigeons, they always return home.

Judge not, that ye not be judged.

Sharp criticisms and rebukes almost always end up in futility.

Don't Criticize Never.

I will speak ill of no man and speak all the good I know of everybody.

Any fool can criticize, condemn and complain and most fools do, but it takes character and self control to be understanding and forgiving.

A great man shows his greatness by the way he treats little man.

There are always other ways of saying things to point the wrongdoing but avoid criticism.

Instead of condemning people, let's try to understand them. Let's try to figure out why they do what they do. that's a lot more intriguing than criticism and it breeds sympathy, tolerance and kindness.

Don't Criticize, Condemn or Complain.

There is only one way to get anybody to do anything, that is by making the other person want to do it.

The deepest urge in human nature is the desire to be recognized, the desire to be important.

The deepest principle in human nature is the craving to be appreciated.

I consider my ability to arouse enthusiasm among my people, the greatest asset I possess.

The way to develop the best that is in a person is by appreciation and Encouragement.

There is no better way to kill the ambitions of a person than criticism from superiors.

Show sincere appreciation for people's work.

Flattery (not sincere appreciation) seldom works with intelligent people, it is shallow selfish and insincere.

Flattery is cheap dishonest praise.

The difference between appreciation and flattery, Simple: One is sincere and the other insincere.

Try leaving a friendly trail of little sparks of gratitude on your daily trips, you will be surprised how they will set small flames of friendship.

Honest Appreciation gets results where criticism and ridicule fail.

Every man I meet is my superior in some way, in that, I learn from him.

Give honest and sincere appreciation.

Bait the hook to suit the fish.

The only way on earth to influence other people is to talk about what they want and show them how to get it.

Every act you have ever performed since the day you were born was performed because you wanted something - Even charity is done because you wanted to feel good with yourself.

First arouse in the other person an eager want, He who can do this has the whole world with him "think about what the other person wants"

Remember: How can I make this person want to do it!

If there is one secret to success, it lies in the ability to get the other person's point of view and see things from that person's angle as well as from your own.

The world is full of people who are grabbing and self seeking. So the rare individual who unselfishly tries to serve others has an enormous advantage.

Always think in terms of the other people's point of view.

Talk in terms of what the other person wants.

First, arouse in the other person an eager want, he who can do this has the whole world with him. He who cannot walks a lonely way.

Arouse in the other person an eager want.

You can make more friends in two months by becoming genuinely interested in other people than you can in two years by trying to get other people interested in you.

If we merely try to impress people and get people interested in us, we will never have many true, sincere friends. Friends, real friends are not made that way.

It is the individual who is not interested in his fellow men, who has the greatest difficulties in life and provides the greatest injury to others.

One can win the attention and cooperation of even the most sought after people by becoming genuinely interested in them.

If we want to make friends, let's greet people with animation and enthusiasm.

If we want to make friends, Let's put ourselves out to do things for other people. Things that require time, energy, unselfishness and thoughtfulness.

Showing a genuine interest in others not only wins friends for you, but may develop a loyalty to your own company.

We are interested in other when they are interested in us.

A show of interest, must be sincere. It must pay off not only for the person showing the interest, but for the person receiving the attention.

Become Genuinely Interested in Other People.

Actions speak louder than words and a smile says - I like you, you make me happy. I am glad to see you.

The expression one wears on one's face is far more important than the clothes one wears on one's back.

The effect of a smile is powerful, even when it is unseen. Your "smile" comes through in your voice.

An insincere grin? No! That doesn't fool anybody. We know it is mechanical and we resent it. Give a real smile, a heartwarming smile, a smile coming from within.

There's far more information in a smile than a frown. That's why encouragement is a much more effective teaching device than punishment.

People rarely succeed in anything unless they have fun doing it.

You must have a good time meeting people if you expect them to have a good time meeting you!

Smile at someone every hour of the day for a week.

You don't feel like smiling? Try this: Force yourself to smile (Whistle, Hum or Sing). Act as if you were already happy and that will tend to make you happy.

See we think that action follows feeling but really action and feeling go together and by regulating action, which is under direct control of the will, we can indirectly regulate the feeling, which is not.

Everybody in the world is seeking happiness and there is one sure way to find it. By controlling your thoughts. Happiness doesn't depend on outward conditions. It depends on inner conditions.

It isn't what you have or who you are or what you are doing that makes you happy. It is what you think that does!

Most folks are about as happy as they make up their minds to be.

Picture in your mind the person you desire to be and the thought you hold is hourly transforming you into that particular individual. "Thought is Supreme"

The Value of a Smile at Christmas It costs nothing, but creates much. It enriches those who receive without impoverishing those who give. It happens in a flash and the memory of it sometimes lasts forever, none are so rich they can get along without it, and none so poor but are rich for its benefits. It creates happiness in the home, fosters good will in a business, and is the countersign of friends. It is rest to the weary, daylight to the discouraged, sunshine to the sad, and Nature's best antidote for trouble. Yet it cannot be bought, begged, borrowed, or stolen, for it is something that is no earthly good to anybody till it is given away.

We become like that on which our hearts are fixed.

Your smile is a messenger of your good will.

Your smile brightens the lives of all who see it.

Smile, always!

One of the simplest, most obvious and most important ways of gaining good will is by remembering names and making others feel important by doing so.

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

We should be aware of the magic contained in a name and realize that this single item is wholly and completely owned by the person with whom we are dealing and nobody else.

Remembering a person's name will work magic as we deal with others.

Being a good listener gets you very far.

Be a good listener and encourage others to talk.

Exclusive attention to the person who is speaking to you is very important. Nothing else is as flattering as that.

Listening is just as important in ones home life as in the world of business.

The chronic kicker, even the most violent critic, will frequently soften and be subdued in the presence of a patient, sympathetic listener.

The ability to listen, seems rarer than almost any other trait. Many people go as far as to pay for a doctor when all they want is an audience.

If you aspire to be a good conversationalist, be an attentive listener.

To be interesting, be interested. Ask questions that other persons will enjoy answering. Encourage them to talk about themselves and their accomplishments.

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

Remember that the people you are talking to are a hundred times more interested in themselves and their wants and problems than they are in you and your problems.

The royal road to a person's heart is to talk about the things he or she treasures most.

Take the time to find out what the other person is interested in and what he/she enjoys talking about.

Before meeting with anyone, put research forth to figure out what are the interests of the person you are meeting with.

Talk in terms of the other person's interests.

What is there about that person that I can honestly admire.

Talking in terms of the other person's Interests pays off for both parties.

Always make the other person feel important.

The desire to be important is the deepest urge in human nature.

The deepest principle in human nature is the craving to be appreciated.

Do unto others as you would have others do unto you.

The life of people could be changed if only someone would make them feel important.

Every man I meet is my superior in some way, In that, I learn from him.

To make friends you have to be truly interested on the other person's accomplishments and interests.

Make the other person feel important and do it sincerely.

Talk to people about themselves and they will listen for hours.

There is only one way to get the best of an argument and that is to avoid it.

9 times out of 10, an argument ends with each of the contestants more firmly convinced that he is absolutely right.

Figure it out for yourself. Which would you rather have, an academic theatrical victory or a person's good will? You can seldom have both.

In handling arguments distrust your first instinct. Our first natural reaction is to be defensive. Keep calm, control your temper, listen and think. Remember you can measure the size of a person by what makes him or her angry.

Buddha Said: Hatred is never ended by hatred but by love.

A misunderstanding is never ended by an argument but by tact, diplomacy, conciliation and a sympathetic desire to see the other person's viewpoint.

Welcome the disagreement. When two partners always agree, one of them is not necessary.

If there is some point you haven't thought of, be thankful if it is brought to your attention. Perhaps you can be prevented from making a serious mistake.

Listen First! Give your opponents a chance to talk, let them finish. Do not resist, defend or debate. Try to build bridges of understanding.

To face an argument: Look for areas of agreement. When you have heard your opponents out: 1. Start first with the points on which you both agree. 2. Be honest and admit any errors, apologize for your mistakes. 3. Seriously consider the argument of your opponent, they might be right. 4. Always thank your opponents for thinking hard about the problem. 5. If no agreement is attained, postpone any action until both parties can think over what it was proposed.

The Only Way to Get The Best Of an Argument is to Avoid it.

If you are going to prove anything don't let anybody know it, do it so subtly, so adroitly, that no one will feel that you are doing it.

You can not teach a man anything, you can only help him find it within himself.

It is difficult under even the most benign conditions to change people's minds, so why make it harder? Why handicap yourself?

Be wiser than other people if you can; but do not tell them so.

Quit telling people they are wrong; It only creates resentment and disagreement

There's magic, in phrases such as: "I might be wrong, let's examine the facts"

By admitting that you may be wrong, you will stop all argument and inspire your opponents to be just as fair and open as you are, it will make them want to admit that they to may be wrong.

When we are wrong, we may admit it to ourselves and if we are handled gently and tactfully, we may admit it to others and even take pride in our frankness and broad mindedness.

Nothing good is accomplished and a lot of damage can be done if you tell a person straight out that he or she is wrong. You only succeed in stripping that person of self dignity and making yourself unwelcome.

Find points of agreement with your adversary quickly.

Be diplomatic, it will help you gain your point.

Show respect for the other person's opinion, never say you are wrong.

Say about yourself all the derogatory things you know the other person is thinking or wants to say or intends to say and say them before that person has a chance to say them, all is left to say then are only good things.

There is a certain degree of satisfaction in having the courage to admit one's errors. It not only clears the air of guilt and defensiveness but it often helps to solve the problem created by the error.

Any fool can try to defend his or her mistakes and most fools do, but it raises one above the herd and gives one a feeling of nobility and exultation to admit one's mistakes.

By fighting you never get enough, but by yielding you get more than you expected.

When we are right, let's try to win people gently and tactfully to our way of thinking and when we are wrong let's admit our mistakes quickly and with enthusiasm.

If you are wrong admit it quickly and emphatically.

Men cannot be forced to change their mind only they can freely make the choice.

In dealing with people remember: 1. No bulldozing 2. No high pressure 3. No attempts to force your opinions on others.

Gentleness and friendliness does more in dealing with people than fury and force.

You can win people easier to your way of thinking by being gentle and friendly than with fury and force.

With kind and appreciation you can make people change their minds more readily than with all the bluster and storming in the world.

A drop of honey catches more flies than a gallon of gall.

In talking with people, don't Begin by discussing the things on which you differ. Begin by emphasizing and keep on emphasizing the things on which you agree.

In dealing with an argument remember: you are both striving for the same end and your only difference is of method and not of purpose.

Get the other person saying "yes-yes" at the outset. Keep your opponent if possible from saying "No". A "No" response is a most difficult handicap to overcome, because it involves a person's pride.

When a person says "No" and means it, the entire system gathers itself into a condition of rejection, often one can see the other person in guard against any acceptance.

When a person says “yes” the person is in a forward-moving, accepting, open attitude. The more “yes-yes” we can get the more likely we are to succeed in capturing the attention of our contrary.

Socratic Method for dealing with people: Try to ask questions for which your opponents would have to agree, through these you can lead your opponent through a greater understanding of your position and hopefully to an end to the argument.

He who threads softly goes far!

Get the other person saying “yes-yes” immediately.

Most people trying to win others to their way of thinking do too much talking. Let the other people talk themselves out and don’t interrupt.

Let the other person do the talking, it pays off handsomely.

Take the trouble to find out about others, show interest in others and let them do the talking.

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

Much like you and me, people like to figure things out for themselves, to feel like they are the sole owner of their ideas. Therefore, isn’t it wiser to make suggestions and let the other person think out the conclusions.

No one likes to feel that he or she is being sold anything, or ordered to do something. We much prefer to feel that we are buying of our own accord or acting on our own ideas.

Give people credit for their ideas, It’s the best way to keep people motivated.

The sage is tolerant and understanding.

Let the other person feel that the ideas is his or hers.

Remember: Other people may be totally wrong. But they don’t think so. Don’t condemn them. Any fool can do that, try to understand them; only wise, tolerant, exceptional people can do that.

There is a reason why the other man thinks and acts as he does. Figure out that reason and you have the key to his actions, perhaps to his personality. Try honestly to put yourself in his place.

If you can say to yourself, “how would I feel, how would I react if I were in his shoes” You will save yourself time and irritation, for by becoming interested in the cause, we are less likely to dislike the effect.

Success in dealing with people depends on a sympathetic grasp of the other person’s viewpoint.

Cooperativeness in a conversation is achieved when you show that you consider the other person’s ideas and feeling as important as your own.

Start your conversation by giving the other person the purpose or direction of the conversation. Governing what you say by what you want to hear if you were the listener and accepting his/her viewpoint will encourage the listener to have an open mind to your ideas.

Seeing things through another person's eyes may ease tensions when personal problems become overwhelming.

Before arguing with anyone, ask yourself: Why should he or she want to do it? It will take time, but it will avoid making enemies and will get you better results.

Tend to think always in terms of the other person's point of view and see things from the person's angle as well as your own.

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

Three fourths of the people you will ever meet are hungering and thirsting for sympathy, give it to them and they will love you for it.

Sympathy for the other's cause, the human species craves.

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

A person usually has two reasons for doing a thing: one that sounds good and a real one, in order to change people appeal to the nobler motives.

The fact is that all people you meet have a high regard for themselves and like to be fine and unselfish in their own estimation.

Appeal to the nobler motives.

Dramatize your ideas, sometimes it helps to convey your point.

All men have fears, but the brave put down their fears and go forward, sometimes to death, but always to victory.

The way to get things done is to stimulate competition, not in a sordid money driven way, but in the desire to excel.

The desire to excel, the challenge, is an infallible way of appealing to people of spirit.

Give people a challenge to beat.

I have never found that pay and pay alone would either bring together or hold good people. I think it was the game itself.

The major factor that motivates people is the work itself. If the work is exciting and interesting, people look forward to doing it every day.

We all love the game; the chance to prove our worth, the desire to excel, to win, to feel successful and important.

It is always easier to listen to unpleasant things after we have heard some praise of our good points.

Always begin with praise and honest appreciation.

Beginning with praise is like the dentist who begins his work with Novocain. The patient still gets a drilling, but the Novocain kills the pain.

Call attention to people's mistakes indirectly.

Talk about your own mistakes first.

Admitting one's own mistakes even when one hasn't corrected them can help convince somebody to change his/her behavior.

Talk about your own mistakes before criticizing the other person.

Remember, No One Likes to Take Orders, Instead: 1. Make suggestions. 2. Make curious questions. 3. Give people the opportunity to figure out things themselves, let them learn from their mistakes.

Always save a person's pride, give him or her a feeling of importance.

Asking questions not only makes an order more palatable, it often stimulates the creativity of the persons whom you ask.

People are more likely to accept an order if they have had a part in the decision that caused the order to be issued.

Ask questions instead of giving direct orders.

Let the other person save face.

Before criticizing someone in public, consider the emotional hurt to that person's pride. Be thoughtful and considerate, treat the other person in private and let them save face.

I have no right to say or do anything that diminishes a man in his own eyes. What matters is not what I think of him, but what he thinks of himself. Hurting a man in his dignity is a crime!

Honest praise is like sunlight to the warm human spirit, we cannot flower and grow without it.

Even if we are right and the other person is definitely wrong, we only destroy ego by causing someone else to lose face.

Let the other person save face.

To inspire someone to change their ways, use honest praise instead of condemnation. Praise even the slightest improvements, let others know you appreciate their effort.

When criticism is minimized and praise emphasized, the good things people do will be reinforced and the poorer things will atrophy for lack of attention.

Everybody likes to be praised, but when praise is specific, it comes across as sincere not something the other person may be saying just to make one feel good.

Remember: We all crave appreciation and recognition and will do almost anything to get it but nobody wants insincerity, nobody wants flattery.

Abilities wither under criticism. They blossom under encouragement.

Praise the slightest improvement and praise every improvement.

If you want to improve a person in a certain area act as if you know that that person already possesses the skills to improve him/herself. Assume their virtue, if they have it not.

Give others a fine reputation to live up to and they will make prodigious efforts to exceed expectations.

Make the fault seem easy to correct.

If you want to excel in that difficult leadership role of changing the attitude and behavior of others give the other person a fine reputation to live up to.

Be liberal with your encouragement, make the tasks seem easy to do, let the other person know that you have faith in his ability to do it. You will see: He or she will practice until they excel.

If you want to help others to improve, remember: Use encouragement, make the fault seem easy to correct.

Always make the other person happy about doing the thing you suggest.

Spend time thinking how to make the other person happy about doing the thing you suggest.

I shall pass this way but once. Any good, therefore that I can do or any kindness that I can show to any home being, let me do it now. Let me not defer not neglect it, for I shall not pass this way again.

Rudeness is the cancer that devours love; yet we are more polite to strangers than to our own relatives.