

How to Win Friends and Influence People

Date Carnegie.

Like you.

1. Become genuinely interested in people
become sociable with all kinds of people without
any preconceived notions
2. Smile at other people whenever appropriate
3. Always try to remember other's names with the
correct pronunciation
4. Try to be a good listener by being genuinely
interested in what the other person has to say
5. Talk in terms of another person's interest
6. Make the other person feel important,
and do it sincerely

Handling People.

1. Don't criticize, condemn, or complain.
2. Give honest and sincere appreciation.
3. Arouse in other people an eager want, make
them want to do something rather than have to do it.

Think The Same

1. Try your best to avoid arguments.
2. Show respect to the opinions of others, never
bluntly say "You're wrong"
3. If you are wrong, admit it quickly and
emphatically.

4. Try to be as friendly as possible.
5. Get the other person agreeing with you on minor details by getting them to say yes.
- ~~6. Make the other person feel important and do it sincerely.~~
6. Let the other person do most 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 ideas and opinions of the other person.
10. Appeal to the other person's noble characteristics.
11. Embellish and dramatize ideas a bit.
12. Throw down a challenge, agonize the individual's ego/pride receptors.

Leading

1. Begin with praise and honest appreciation.
2. Call attention to the mistakes of others indirectly.
3. Talk about your own mistakes before criticizing another 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.
7. Give the other person a fine reputation to live up to.
8. Use encouragement. Make the fault easy to correct.
9. Make the other person happy about doing the thing you suggest.

Overall, the main theme of this book is to take precedence on the other individual as people enjoy importance.