

Fundamental Techniques in Handling People

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

- When dealing with people, let us remember we are not dealing with creatures of logic. We are dealing with creatures of emotion, creatures bristling with prejudices and motivated by pride and vanity.

2. Give honest and sincere appreciation.

- If you tell me how you get your feelings of importance, I'll tell you what you are. That determines your character.
- Dr. Dewey said the deepest urge in human nature is the desire to be important.

3. Arouse in the other person an eager want.

- The only way on earth to influence other people is to talk about what they want and show them how to get it.
- Henry Ford said if there is any one secret of 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.

Six Ways to Make People Like You

1. Become genuinely interested in other people.

- People are not interested in you. They are not interested in me. They are interested in themselves.
- Alfred Adler said 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. It is from among such individuals that all human failures spring.

2. Smile

- The expression one wears on one's face is far more important than the clothes one wears on one's back.
- You must have a good time meeting people if you expect them to have a good time meeting you.

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

- Remember that name and call it easily, and you have paid a subtle and very effective complement.
- 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.

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

- Listen intently. Exclusive attention to the person who is speaking to you is very important.
- Be an attentive listener. To be interesting, be interested. Ask questions that the other person will enjoy answering. Encourage them to talk about themselves and their accomplishments.

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

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

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

- Obey the Golden Rule all the time, everywhere.
- Emerson said every man I meet is my superior in some way. In that, I learn from him.

Win People to Your Way of Thinking

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

- Buddha said hatred is never ended by hatred but by love.
- Always make the other person happy about doing the thing you suggest.
 - Welcome the disagreement.
 - Distrust your first instinctive impression.
 - Control your temper.
 - Listen first.
 - Look for areas of agreement.
 - Be honest.
 - Promise to think over your opponents' ideas and study them carefully.
 - Thank your opponents sincerely for their interest.
 - Postpone action to give both sides time to think through the problem.

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

- We are incredibly heedless in the formation of our beliefs, but find ourselves filled with an illicit passion for them when anyone proposes to rob us of their companionship.
- Resentment aroused when doubt is cast upon any of our assumptions leads us to seek every manner of excuse for clinging to it.
- Dr. King said I judge people by their own principles- not by my own.

3. If you are wrong, admit it quickly and emphatically.

- Say about yourself all the derogatory things you know the person is thinking or wants to say or intends to say- and say them before that person has the chance to say them.
- Admit our mistakes quickly and with enthusiasm.

4. Begin in a friendly way.

- We are not so far apart after all, that the points on which we differ are few and the points on which we agree are many, and that if we only have the patience and the candor and the desire to get together, we will get together.
- If you want to win someone to your cause, first convince that person that you are his/her friend.

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

- Begin by emphasizing, and keep on emphasizing, the things on which you agree.
- Keep them from saying "no". (Builds a person's readiness to withdrawal.)

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

- Let other people talk themselves out. Listen patiently and with an open mind. Be sincere about it. Encourage them to express their ideas fully.

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

- Make suggestions and let the other person think out the conclusion.

8. **Try honestly to see things from the other person's point of view.**
 - Try to understand them. Only wise, tolerant, exceptional people even try to do that.
 - Cooperativeness in conversation is achieved when you show that you consider the other person's ideas and feelings as important as your own.
9. **Be sympathetic with the other person's ideas and desires.**
 - If I were you, I would undoubtedly feel just as you do.
 - Be above fools. Control yourself.
10. **Appeal to nobler motives.**
 - A person usually has two reasons for doing a thing, one that sounds good and a real one.
 - All of us, being idealist at heart, like to think of motives that sound good.
11. **Dramatize your ideas.**
 - Merely stating a truth isn't enough. The truth has to be made vivid, interesting, dramatic.
 - You have to use showmanship.
12. **Throw down a challenge.**
 - Charles Schwab said the way to get things done is to stimulate competition. In the desire to excel.

Be A Leader

A leader's job often includes changing your people's attitudes and behavior.

1. **Begin with praise and honest appreciation.**
 - It is always easier to listen to unpleasant things after we have heard some praise of our good points.
2. **Call attention to people's mistakes indirectly.**
 - Many people begin their criticism with sincere praise followed by the word but. Change the word but to the word and. The word but causes the person to feel the initial praise was insincere.
3. **Talk about your own mistakes before criticizing the other person.**
 - It isn't nearly so difficult to listen to a recital of your faults if the person criticizing begins by humbly admitting that he/she is far from impeccable.
4. **Ask questions instead of giving direct orders.**
 - Always give suggestions, not orders.
 - Asking questions not only makes an order more palpable, it often stimulates the creativity of the persons whom you ask.
5. **Let the other person save face.**
 - What matters is not what I think of him, but what he thinks of himself.
6. **Praise the slightest improvement and praise every improvement.**
 - Let us praise even the slightest improvement. That inspires the person to keep improving.
 - Everybody likes to be praised, but when praise is specific, it comes across as sincere.
 - Inspire people to the realization of the hidden treasures they possess.
7. **Give the other person a fine reputation to live up to.**
 - If you want to improve a person in a certain respect, act as though that particular trait were already one of his or her outstanding characteristics.

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

- Be liberal with your encouragement, make the things seem easy to do, let the other person know that you have faith in his/her ability to do it, that he/she has a undeveloped flair for it and he/she will practice until dawn comes in the window in order to excel.

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

- Always make the other person happy about doing the thing you suggest.
 - Be Sincere
 - Know exactly what you want the other person to do.
 - Be Empathetic
 - Consider the mutual benefits.
 - Match benefits to wants.
 - Make the request in a form that conveys benefits.