

THE ART OF HANDLING PEOPLE

yashkolambekar.me/win-friends

Based on my personal experiences and lessons and structure from the book- **How to Win Friends and Influence People** by **Dale Carnegie**.

SMALL INTRODUCTION

You are surrounded with people all the way since we are born to the time you are reading this sentence. You talk to them all the time, you share emotions, you share profits, every action you make on this planet, in your life is regarding to your own self and other people. **The most important and repetitive task we do in our lives is dealing with people.**

But has anyone ever taught you how to do this task of “dealing with people” ideally? Have you ever learned what are the best ways to talk to people? What are the best ways to interact with others? No, this will be the answer of 99% population of the world. But you my friend, are going to be in the other 1%.

Maintaining Relations and Making Quality Contacts is the Greatest Quality of a successful leader. It can help you nourish and flourish in this society. So, Without wasting any time anymore, lets learn the most important thing in life. The art of “Handling and Influencing People”.

The ill effects of Condemning, Complaining and Criticism

Okay now Recall that feeling when you Scream on someone, you harshly Criticise someone or maybe Condemn someone because you don't like them or whatever the reason be. At that particular moment, how did you feel? All the anger and frustration was gone, isn't it. The negative energy somehow disappeared and you felt light. Feels good.

But now let's think about what the other person, who has just now received a negative vibe from you felt. Or let's discuss how will you feel when someone does that to you. I am not stating this to make you feel guilty but let's just look at our own experience, how was it. It was pretty bad right?

The same happens when you do that to the other person. Their ego gets hurt, their self-esteem is lowered, they feel bad and they see you as an enemy. So will this help you solve the dispute? The problem you had with the other person is solved? Definitely not. The other person will see this as a competition to destroy each others ego and in this influence they feel defend themselves. But here the main cause of the dispute gets faded and people start fighting without a reason.

Now you'll ask, so Yash what should I do?

Firstly, keep calm. Getting angry and creating a chaos is a waste of time and energy, so don't freak out. Now, observe and think, What is the possible reply or solution for this situation. What is the best way in which this situation can be handled. Now, execute it, talk to the person in a cool and humble manner. Your problem will be solved sooner and also the relationship with that particular person will not be voided.

So, remember "Do not Criticise, Condemn or Complain"

Arouse in the other person an Eager want.

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

Read the above sentence again and try to understand it. This statement is quite complex. Let's understand. Imagine I come to you and ask you - Hey, read this book called 'Rich Dad Poor Dad', why would you do it. Just because I told you? No chances of that. But what if I come to you and say - "Hey, you know this book 'Rich Dad Poor Dad', it's about financial education and after reading this, you will understand how money works and how to never get into a debt trap. You should read it" Umm I see back in your head you are curious about it and there are more chances of you, giving it a go. Now, what is the difference I made in the second sentence that made you think differently. I told you about 'Benefits' or profit that you will get from that book. So you chose to do it because it was in your interest.

In the same way when you will make people believe or aware about what benefits they will get after doing a particular task that you suggest, there are much much more chances that they other person will do as you say. There is only one way to get anybody to do anything, that is by making the other person want to do it.

"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."

Become genuinely Interested in the other person, Why?

How often do you keep staring yourself in the mirror or front camera, check your own posts and stories again and again, while chatting with someone on the internet, you pay more attention to your own messages than the other person's, Relatable? We all

are the same, we all do this. But why? Because you are interested in your ownself. You love yourself more than anything else, you must not realise it but you do.

So as you love yourself the most, you like it when people talk about your interests, your likes and dislikes, your experiences and your.. the list goes on. So when dealing with other people, when talking with them, why not let's use this? Talk with them about their interests, their likes and dislikes, their day and such. It makes the conversation interesting for them, they like it, the dopamine is realised and the person is happy. Now, because you had a exchange of information with them, you made them feel better, a bond is created between you and them. Which will in the long term, useful for both of you. This is in context of anything and everything, it applies on everyone, be it your partner, friend, teacher, some authority, parents or some celebrity that you met for the first time.

So if you want them to be interested in you, have a good image and conception about you, be genuinely interested in them.

Smile

This one is small and simple, nobody likes a pale, depressed person, nobody likes bad vibes. You look more attractive when you smile. You give people a sense of optimism and happiness. And let alone the people, it's good for you too. So Smile :)

Everyone is proud of their Name

You are walking in a crowded place and someone shouts your first name, how does it feels? You instantly turn back and see if someone is addressing you, isn't it? Or some movie character has your name, you get butterflies in there right? It happens with me too though, it's normal.

Our name is the most important word for us in any language. It makes you different from a crowd, it's unique, it's your identity. And from the above examples, I can say you love it, and are proud of it.

So, it's obvious that this is the same with everyone. Then why not use it to make better relations. We do, we address people by their name everytime. I just made you realise the importance of it. And if you don't, then let's start doing it. It's never too late. A person who address people by their first name has an biased advantage in the other person's heart.

So, remember. Always address people by their first name.

Why being a good Listener is an essential skill?

Here, I give you two options to choose from - Listen to what I am saying or simply talk to me. So what is your answer? Talk to me, right? Everyone's answer will almost be same, nobody wants to listen to others. Everyone is interested in their ownselfes and want to share their thoughts.

When people say lets talk, they actually mean Let Me Talk. So, what it takes to be a good conversationalist? It takes 100% attention, in simple words be a good listener. People will love to have conversations with you when you will value their words and opinions, when you listen to their sentences with attention and respect.

You care more about your Toothache than a Famine in China. So, remember that people want attention, give it to them. Be a good listener and keep the conversation in their interest. Encourage others to talk about themselves.

Make the other person feel Important, and do it sincerely, why is it Important?

This is one of the most important topics in Human Relations. So make sure you pay more attention to this one.

Don't you want everyone to address you and give importance to you? Do you keep checking who saw your Whatsapp story? Do you feel good when people listen to you carefully? Do you feel good when you are served with a special treatment? Do you like it when your opinions are given importance?

There is no Human on this planet who will say No to any of these questions. We all have this urge, the urge to feel "Important". It's not just a desire, we crave for it. We crave for importance. Everyone one of us wants to feel superior than others. So isn't it great to know how we can use this in our interest.

No matter who you are dealing with. They have this urge to feel important, feel superior. Eventually they are going to prove that to you, either by bragging about what they are capable of or by showing you some kind of statistics. Their Marks, Money, Social Contacts, Intellect, anything they are great in. They will show that to you, to prove that they are superior, either directly or indirectly. So what you can do is, you can give them that importance beforehand, without them trying or asking for it. Give the other person importance and respect first and ever.

In what way is this helpful? So as you have given them the importance they seek for. Their ego is satisfied, the vacant place inside them is filled and they are now secure. Now because you helped them to do this, to prove the superiority. They turn to your favour, they have a soft corner for you in their heart. They will respect you the same. And this way you can make strong connections and even friendships for life.

Now, you will say okay Yash, I understood we have to make them feel important but how the hell I do this? It's not a big deal, it ranges from "Talking about their favourite TV Show, their hobbies", "Treating them with courtesy and respect" and even "Just having a small hearty talk." It totally depends on how much a person is sought after, some might be less or some may even be the most famous person in the college. Just go for the things that they like and give importance to them.

This part might have been complex for some but read it again if needed, and try to apply it in your life. It works 100%

Remember, **Make the other person feel important.**

Why to avoid arguments?

Arguments, what does it mean? A conversation caused due to difference in opinion between two or more people. But the problem is most of the times this conversation feels like a battle, people often forget the point from which this started, nobody wants to find a solution now it's all about Ego. Both of the parties want to win this battle, and win at any cost. You may win it with your bitter tongue and loud voice, but again you have transferred all your anger, bitterness, hatred to the other person and this is going to stay with them for lifetime. They will recall this at various occasions, while taking decisions regarding you and more. And most of the times this person will be your partner, friends, parents, colleagues and neighbours. You never want them to see you as an eristic person.

Now what is the solution to this. Conversation, yes there is no dispute on this planet that cannot be solved with conversation. If you choose this instead of shouting and cussing, your problem will be solved with the best possible result. With the thoughts and ideas of the both the parties, you can think of a solution that you both are happy with, also you are also saving the

relationship you have built with the person and even if you don't have such a relationship for example the other party might be a auto driver or a security guard who you don't have to deal with ever again, in that case too you are making sure you don't ruin their day, you are not making anyone feel bad. You are keeping the positive vibe alive.

So make sure you remember this, "The best way to win an Argument is to avoid it."

Why you should Respect other person's opinion?

You, I and 7.9 billion people are different from each other, physically, mentally and emotionally. We are raised in different conditions, by different people and at different times. Then can you expect everyone to have the same opinion as you do? You do a certain thing because you think it's correct. You do something, say something, argue with someone because you think you are right. In the same way, the other person does what he does because they think it is the right thing to do. Everyone's approach on a particular thing can't be same. We are unique and the way we think is unique. This creates a difference in opinion. What you think is right can be wrong in someone else's point of view. And what they think is right can be wrong in your point of view, it's an obvious thing.

You should try seeing things from other person's point of view. Their opinion and their thought process. Maybe you are missing out something that they see or if they are missing out something and you can help them by explaining them. Always respect other person's opinion, everyone is right in their perspective.

Can you Influence someone's decision?

When we are sad or depressed, we mostly make negative decision, we make statements which consists a lot of negativity. And on the contrary we talk and think positively when we are happy and everything is going alright. So we can state that our decisions are based on our emotions. Our next step is decided on the basis of where we are right now.

In a situation where we desire a positive reply from the other person. What we can do from our end is to take the other person to a mental state where their statements and thoughts are positive. Talk positive to them and if possible ask them related questions to which answers will be positive. In simple words take the other person to a zone and a rythm where they talk and think positive and then keep our final or main approach. This influences the decision of a person to certain levels.

Next time you go to someone seeking a positive reply, make sure you get them in a positive state.

The Golden Way to Criticise

You might wonder that the first topic we discussed about is why you should not criticise someone and now I am telling you some accepted way to criticise someone. Is Yash a hypocrite? Yes, you should avoid criticising someone as much as you can, but there are certain times when you need to do that for the benefit of the other person, it gets necessary.

So at those times what we should do is - Begin with honest praise and appreciation. Appreciate the other person for whatever they might be doing good in respect to the situation. So here what happens is they are gone to an optimistic or positive state. Now, politely slide in your criticism or your disagreements. We need to understand what will happen here. As the other person is in an optimistic state of mind, if we criticise them, the negativity of the words will not affect them

much as usual. They are emotionally neutralised or balanced because of the positive and negative statements made to or about them. Now they are much much more likely to listen and understand what you have to say. This is the best possible way of criticising someone in a harmless way.

Make others do thing you suggest, happily. The subtle way of giving Orders

Do you like getting orders? Someone says “Hey you have to this particular thing by this particular time.” Ahh, this feels like someone has leashed you and you are being forced to work. Your freedom is hindered, you will never like this right? In the same way the other person you are dealing with will never like to take orders from you. We humans, never like to feel inferior than others.

So what to do when it is necessary to give orders, while acting as a team leader or in any other possible situation? We have to give our orders indirectly in the form of suggestions and questions. This theory may sound complex. To explain this let me give you a hypothetical example - ‘I am in a team of few people who are working on a particular product, let’s assume we are designing a new brand of notebooks. We have to design the front cover of the book and now I have to tell my graphic designer to make a design. Here, I have two ways of passing this order to him, either I can directly tell him “Hey, Design a Nice Cover for this book” which sounds a bit rude to me or I can go to the designer and say “Hey Mr John Doe, our book is looking flat and pale, can we make it a bit more attractive by adding some designs to the cover” to which the obvious answer of the designer will be a Yes, and now I will ask him “Then why don’t you design a good cover for the book, it will add to its value.” And again the expected answer is a Yes. So what I did here is almost the same, I passed an order and made him do a task, both of it will get the work done. But my way of approach was

different both the times, the 2nd one consisted of a question due to which the order sounded like a suggestion. This happened due to the involvement of the other person in the conversation. They felt the idea of making a cover is partially theirs and here they will work even harder. As easy as that

Remember, “Ask questions instead of giving Suggestions”

End Note

At the end it all sums up to “Attention and Respect”. Make sure you provide this to everyone. Love and Appreciate everyone and make this world a better place.

If you have read this till here. A hearty thank youuuuuuu. If this helped you or you have some queries or complaints, I am open for it.

- Yash Kolambekar

Website: yashkolambekar.me

Instagram: [yashhkolambekar](https://www.instagram.com/yashhkolambekar)