

Fundamental Techniques in Handling People

1. Don't criticize, condemn, or complain about the other person
2. Give appreciation that is honest and sincere
3. To make someone do something, link it somehow to something they want to do

Six Ways to Make People Like You

1. Become genuinely interested in other people
2. Smile
3. Remember and use the person's name
4. Encourage the other person to talk about him or herself
5. Talk in terms of the other person's interests
6. Make the other person feel important

How to Win People to Your Way of Thinking

1. Don't get into arguments with people. It's the only way to "win" an argument.
2. Show respect for the other person's opinions. Never say "you're wrong"
3. If you are wrong, admit it quickly and emphatically
4. Begin by being very friendly
5. Get the other person to say "yes" twice to something first, to set a positive tone
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 to honestly see things from their point of view
9. Be sympathetic with the other person's ideas and desires
10. Appeal to a nobler motive
11. Dramatize your idea
12. Throw down a challenge

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

1. Begin with praise and 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
7. Give the other person a fine reputation to live up to
8. Use encouragement to make it seem like the fault is easy to correct
9. Make the person happy about doing the thing you suggest