



**Fundamental Techniques in Handling People**

- Don't criticize, condemn or complain.
- Give honest and sincere appreciation.
- Arouse in the other person an eager want.

**Six Ways to Make People Like You**

- Become genuinely interested in other people.
- Smile.
- Remember that a person's name is to that person the sweetest and most important sound in any language.
- Be a good listener. Encourage others to talk about themselves.
- Talk in terms of the other person's interests.
- Make the other person feel important--and do it sincerely.

**How to Win Friends & Influence People by Dale Carnegie**

**How to Win People to Your Way of Thinking**

- The only way to get the best of an argument is to avoid it.
- Show respect for the other person's opinions. Never say, "You're wrong."
- If you are wrong, admit it quickly and emphatically.
- Begin in a friendly way.
- Get the other person saying "yes, yes" immediately.
- Let the other person do a great deal of the talking.
- Let the other person feel that the idea is his or hers.
- Try honestly to see things from the other person's point of view.
- Be sympathetic with the other person's ideas and desires.
- Appeal to nobler motives.
- Dramatize your ideas.
- Throw down a challenge.

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

- Begin with praise and honest appreciation.
- Call attention to people's mistakes indirectly.
- Talk about your own mistakes before criticizing the other person.
- Ask questions instead of giving direct orders.
- Let the other person save face.
- Praise the slightest improvement. Be "heartily in your approbation and lavish in your praise."
- Give the other person a fine reputation to live up to.
- Make the other person happy about doing the thing you suggest.