

The Principles from *How to Win Friends and Influence People* by Dale Carnegie

FUNDAMENTAL TECHNIQUES IN HANDLING PEOPLE

PRINCIPLE 1

Don't criticize, condemn or complain.

PRINCIPLE 2

Give honest and sincere appreciation.

PRINCIPLE 3

Arouse in the other person an eager want.

SIX WAYS TO MAKE PEOPLE LIKE YOU

PRINCIPLE 1

Become genuinely interested in other people.

PRINCIPLE 2

Smile.

PRINCIPLE 3

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

PRINCIPLE 4

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

PRINCIPLE 5

Talk in terms of the other person's interests.

PRINCIPLE 6

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

WIN PEOPLE TO YOUR WAY OF THINKING

PRINCIPLE 1

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

PRINCIPLE 2

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

PRINCIPLE 3

If you are wrong, admit it quickly and emphatically.

PRINCIPLE 4

Begin in a friendly way.

PRINCIPLE 5

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

PRINCIPLE 6

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

PRINCIPLE 7

Let the other person feel that the idea is his or hers.

PRINCIPLE 8

Try honestly to see things from the other person's point of view.

PRINCIPLE 9

Be sympathetic with the other person's ideas and desires.

PRINCIPLE 10

Appeal to the nobler motives.

PRINCIPLE 11

Dramatize your ideas.

PRINCIPLE 12

Throw down a challenge.

BE A LEADER

A leader's job often includes changing your people's attitudes and behavior. Some suggestions to accomplish this:

PRINCIPLE 1

Begin with praise and honest appreciation.

PRINCIPLE 2

Call attention to people's mistakes indirectly.

PRINCIPLE 3

Talk about your own mistakes before criticizing the other person.

PRINCIPLE 4

Ask questions instead of giving direct orders.

PRINCIPLE 5

Let the other person save face.

PRINCIPLE 6

Praise the slightest improvement and praise every improvement. Be "hearty in your approbation and lavish in your praise."

PRINCIPLE 7

Give the other person a fine reputation to live up to.

PRINCIPLE 8

Use encouragement. Make the fault seem easy to correct.

PRINCIPLE 9

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

These wise principles included in Dale Carnegie's classic book will help increase your success not only in your career, but also how you interact with family members and friends and even strangers. This is something that should be printed and continually verbalized and read. A good idea would post it on the bulletin board at work and also on the refrigerator at home. You also should read the book.