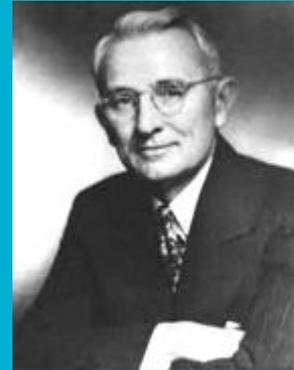


How To Win Friends And Influence People

- Dale Carnegie



By R...R...R...Rohil Zalke

1. Techniques In handling People

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



2. Six Ways To make People Like You

- Become genuinely interested in other people



- Smile



- Remember that the persons name is the most sweetest and the most important sound in any language

- Be a good listener, encourage others to talk about themselves.
- Talk in terms of other person's interest
- Make the other person feel important, and do it sincerely

A Good Listener is someone who...



**A Good Listener
is someone like you!**

3. Win People To Your Way Of Thinking

- The Only Way To Get The Best Of An Argument Is To Avoid It.
- Show respect to other people's opinion, never say that "You are wrong."
- If you are wrong, admit it quickly and emphatically.
- Get the other person say "Yes, Yes" immediately.



- Let the other person do a great deal of talking.
- Let the other person feel that this idea is his/hers.
- Try honestly to see things from other people's point of view.



- Dramatise your idea
- Be sympathetic with the other person's idea and desires.



4. Be A Leader: How To Change People Without Giving Offence Or Arousing Resentment

- Begin with a praise of honest appreciation.
- Call people's attention to their mistakes indirectly.
- Talk about your own mistakes before criticizing the other person.
- Ask questions instead of giving them direct orders.



- Let the other person save face.
- Praise the slightest improvement, and praise every improvement.
- Give the other person a fine reputation to live up to.
- Use encouragement, make the fault seem easy to correct.
- Make the other person happy about doing the things you suggest.



Criticism

- Criticism is futile because it puts a person on the defensive and usually makes him strive to justify himself.
- Criticism is dangerous, because it wounds a person's precious pride, hurts his sense of importance, and arouses resentment.
- Any fool can criticize, condemn and complain—and most fools do. But it takes character and self-control to be understanding and forgiving.

Next time you feel like criticising others, think about the positive points in him/her.

People Are Emotional

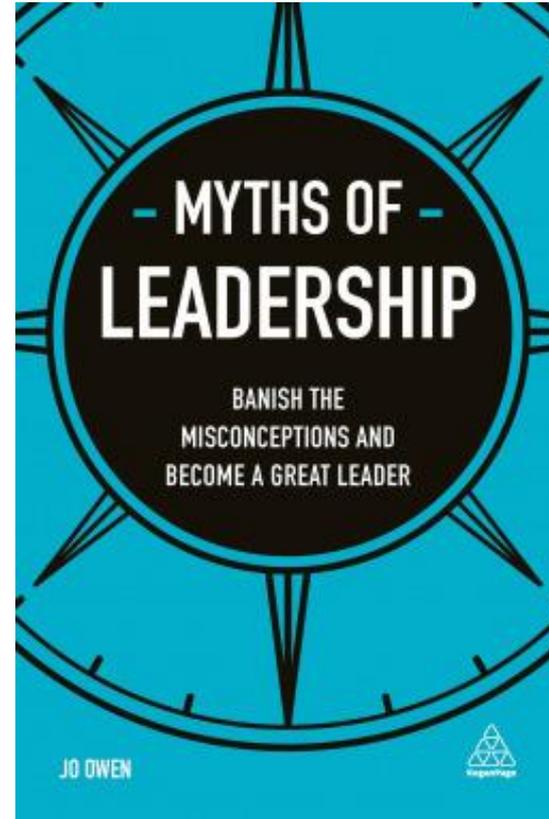
When dealing with people, let us remember we are not dealing with creatures of logic. We are dealing with creatures of emotion, creatures bristling with prejudices and motivated by pride and vanity.

The Secret Of Being A Great Leader

If there is any secret it lies in the ability to get other person's point of view and see things from that person's angle as well as from your own.

Myths Of Being A Leader

- A leader must be dominating.
- A leader must be cold.
- Leaders must be extroverts
- Leaders must know everything.
- Only a boss can lead.
- Leaders have all the answers



Are You A Leader?



We All Are Leaders In Our Own Way- Dale Carnegie

Biggest Myth About A Good Communicator

PWS are not good at communication



Thank You
:)

