[ms-0398.006.017.033

RULES FROM HOW TO WIN FRIENDS AND INFLUENCE PEOPLE

Dale Carnegie

Fundamental Techniques in Handling People

1. Don't criticize, condemn or complain.
2. Given honest, sincere appreciation.
3. Arouse in the other person an eager want.

Six Ways to Make People Like You

1. Become genuinely interested in other people.
2. Smile
3. Remember that a man's Name is to him the most important sound in any language.
4. Be a good listener. Encourage others to talk about themselves.
5. Talk in terms of the other man's interests.
6. Make the other person feel important and do it sincerely.

Twelve Ways to Win People to Your Way of Thinking

1. The only way to get the best of an argument is to avoid it.
2. Show respect for the other man's opinions. Never tell a man he is wrong.
3. If you are wrong, admit it quickly and emphatically.
4. Begin in a friendly way.
5. Get the other person saying "yes, yes" immediately.
6. Let the other man do a great deal of the talking.
7. Let the other man feel that the idea is his.
8. Try honestly to see things from the other person's point of view.
9. Be sympathetic with the other person's ideas and desires.
10. Appeal to the nobler motives.
11. Dramatize your ideas.
12. Throw down a challenge.

Nine Ways to Change People Without Giving Offense or Arousing Resentment.

1. Begin with praise and honest appreciation.
2. Call attention to people's mistakes indirectly.
3. Talk about your own mistakes before criticising the other person.
4. Ask questions instead of giving direct orders.
5. Let the other man save his face.
6. Praise the slightest improvement and praise every improvement. Be hearty in your approbation and lavish in your praise.
7. Give the other person a fine reputation to live up to.
8. Use encouragement. Make the fault seem easy to correct.
9. Make the other person happy about doing the thing you suggest.

Seven Rules for Making Your Home Life Happier

1. Don't nag.
2. Don't try to make your partner over.
3. Don't critisize.
4. Give honest appreciation.
5. Pay little attentions.
6. Be courteous.
7. Read a good book on the sexual side of marriage.

Seven Ways to Cultivate a Mental Attitude That Will Bring You Peace and Happiness

1. Fill your mind with thoughts of peace, courage, health and hope.
2. Never try to get even with your enemies.
3. Expect ingratitude.
4. Count your blessings, not your troubles.
5. Do not imitate others.
6. Try to profit from your losses.
7. Create happiness for others.

How to Keep From Worrying About Criticism

1. Remember that unjust criticism is often a disguised compliment.
2. Do the very best you can.
3. Analyze your own mistakes and criticize yourself.

Four Ways to Prevent Fatigue and Worry and Keep Your Energy and Spirits High

1. Rest before you get tired.
2. Learn to relax at your work.
3. Apply these good working habits.
   a. Clear your desk of all papers except those relating to the immediate problem at hand.
   b. Do things in the order of their importance.
   c. When you face a problem, solve it then and there if you have the facts necessary to make a decision.
4. Put enthusiam into your work.