

# How to win and influence people

Time For Words Of Wisdom!



## Step 1

### How 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 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.

## Step 2

### How to 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 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: dramatise your ideas.
- ☐ Principle 12: throw down a challenge.

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