

How to Win Friends & Influence People

By Dale Carnegie

Key Points – Parts 1 and 2

- Don't Criticize Condemn or Complain
What techniques do we use to correct undesirable behavior?
- Give Honest & Sincere Appreciation
How often do we praise another person's efforts?
- Arouse in the Other Person and Eager Want
What is in it for the other person?
- Become Genuinely Interested in Other People
What is someone else interested in?
- Smile
Attitude!
- The Person's Name, the Most Important Sound
How many times do we say a person's name when we are talking to them?
- Be a Good Listener
Are we giving people our undivided attention when they speak to us?