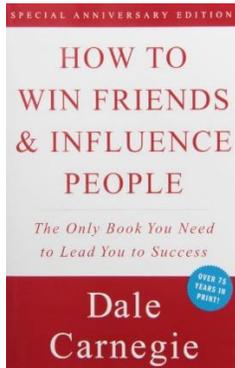


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HOW TO WIN FRIENDS & INFLUENCE PEOPLE

By Dale Carnegie

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"The world is full of people who are grabbing and self-seeking. So the rare individual who unselfishly tries to serve others has an enormous advantage." Dale Carnegie

Conflict Resolution

Don't Criticize

- 1) Identify **why** you want to criticize. What purpose will it serve?
- 2) Have you ever been guilty of doing the same thing you are about to criticize? If not, think of something similar you have done.
- 3) Begin in a friendly way. **Connection before Correction.** Acknowledge you mess up sometimes too & then respectfully give constructive criticism. This will increase the receptivity.

Ask Questions & Seek to Understand

- 1) STOP Talking and ask questions to gain better clarity on the other person's position.
- 2) Simply asking what they expect from you and what you should expect from them can radically increase willful cooperation.
- 3) When you understand the other parties position, just as well as your own, you can you make an educated decision on how to proceed.

Look For Areas of Agreement

- 1) This is somewhat self-explanatory but certainly not always easy. Perhaps, the only commonality you share is that you are both passionate about the topic at hand.
- 2) When discussing the issue always lead with and go back to areas of agreement to foster connection and cooperation.

Come up with a Solution that serves all parties.

- 1) Using your understanding of the other person's positions and your mutual points of agreement come up with a plan that will be fair for all parties.
- REMEMBER: When one person wins and the other person loses; you both lose.

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Your Turn!



Write out your criticism the way you WANT to deliver it. Now rewrite it beginning in a friendly way.

What is the other person's point of view? What do they want from you? What do they need to resolve the issue?

What do you two agree on? Can you write a statement that outlines your points of agreement?

Come up with as many solutions as you can. What is the best win-win solution to the issue?