

Talk to me nicely - how to communicate your ideas and speed up your career.

Fundamental techniques in handling people

- Don't criticise, condemn or complain
 - Animal rewarded for good behaviour will learn much faster and effectively than punished ones - B.F. Skinner psychologist experiments
 - Criticism coming back. Criticise, correct, condemn person -> person will justify himself -> condemn in return (or gentle respond "I don't see how I could have done differently")
 - How would Lincoln handle this problem if he had it?
 - Improve yourself. More profitable and safer.
 - Not creatures of logic. Creatures of emotions. Full of prejudice, motivated by pride and vanity. 85% of your success depends on emotions.
 - Any fool can criticise, condemn or complain - and most do. It takes to have self-control to be understanding and forgiving.
 - God himself, sir, does not propose to judge man until the end of days. Why should you and I?
- Give honest and sincere appreciation
 - What do you want? I will do things for you only if you give me what I want.
 - Sex urge and desire to be great - Sigmund Freud - things that's motivate us
 - Dr John Dewey - desire to be important
 - What people want
 - Health
 - Food
 - Sleep
 - Money. What money can buy.
 - Life in the hereafter
 - Sexual gratification
 - The well-being of our children
 - A feeling of importance
 - Rockefeller vs Dillinger - both want to feel important
 - Ambition killer - criticism from superior. Give incentive instead. Did you hear good stuff or they are omitted?
 - Appreciate people. Main reason spouse run away.
 - Encourage children. Nothing pleases children more than parental interest and approval.
- Arouse in other person an eager want
 - Smoking cigarettes stops you from basketball team
 - Train ability to get other person's point of view and see things from that person's angle as well as from your own.
 - Applying to work - what employer gain from hiring me? How I can contribute?
 - Think always in terms of other people's point of view
 - What manager/customer want? Did you build an urge in him? (Faster delivery? Less client complaints? Etc...)

Six ways to make people like you

- Become genuinely interested in other people
 - Be interested in your fellow men
 - Love your audience. I am grateful these people come to see me.
- Smile
 - What smile says I like you. You make me happy. I am glad to see you
 - You manage, teach, sell more effectively and rise happier children.
 - Action go together with feeling not follow feeling. Act as happy to become happy.
- Remember person name.
 - Honor name (Name stuff after, company, factory)
 - Put effort in remembering name. Use name in communication.
- Be a good listener. Encourage people to talk about themselves
 - Success in business: Exclusive attention to the person who is speaking to you. Nothing else is so flattering as that.
 - Let people talk about their frustrations first. Make them feel important.
 - Do not interrupt.
 - Say "Thank you" for feedback. He did you a favour - tell it and appreciate. He shows you what can be improved.
 - Active listening. Listen, don't think what you want to say next.
 - People prefer good listeners.
 - People are 100x more interested in themselves and their wants and problems than in you and your problems.
 - (A person toothache means more than millions of people killed by famine)
- Talk in the term of other person interests.
 - Prepare. Spend time to learn about your guest. Know your visitor.
- Make the other people feel important. Do it sincerely.
 - People crave to be appreciated.
 - I'm sorry to trouble you; Would you be so kind as to...; Won't you please? Would you mind? Thank you.
 - As superior, show people they are important to you and to the company. Show it in front of others. Invite even to your house.

How to win people to your way of thinking

- The only way to get the best of an argument is to avoid it.
 - Why you want to prove someone is wrong? Is that make him to like you? Let him save face. He didn't ask for your opinion. Why argue?
 - Avoid acute angle. Don't make people feel uncomfortable.
 - Avoid argument. You can't win it. You win, you still lose - hurt another person pride. You will build resentment.
 - "I will not buy this, competitors is better." - Acknowledge. "If you buy them you will not regret." Argument avoided.
 - Then show good points of your solution.
 - What you want - academic theoretical victory or person's good will? Seldom you can have both.
 - Hatred is never ended by hatred but by love - Buddha.
 - Tact, diplomacy, conciliation, desire to see other point of view.
 - How to keep disagreement from becoming as argument
 - Welcome to disagreement. If two people agree - they not necessarily agree. Be thankful for other point of view.
 - Opportunity to be corrected before serious mistake.
 - Distrust your first instinctive impression. You are defensive - be careful. First reaction may be the worst.
 - Control your temper!
 - Listen first. Let them talk, let them finish. Do not resist, debate or defend - it only rises more barriers.
 - Look for areas of agreement.
 - Be honest. Apologise for your mistakes. Admit error. Disarm opponent.
 - Promise to think over your opponent's ideas and study them carefully. And mean it! He may be right.
 - Avoid position "We tried to tell you, but you wouldn't listen"
 - Thank your opponent sincerely for their interest. Think of them as people who want to help you. Turn them into friends if possible.
 - Postpone action to give both sides time to think through problem. New meeting next day. Prepare:
 - Could my opponent be right?
 - Partially right?
 - My action relieves my frustration or relieve the problem?

"Talk to me nicely." by Piotr Stawirej (@p_stawirej). Based on "How to win friends and influence people" by Dale Carnegie.

- My reaction separates us or bring us closer?
 - Will I win?
 - What price I will pay?
 - If I am quiet about it, will disagreement blow over?
 - Is this disagreement an opportunity for me?
- Show respect to other person opinion. Never say " You're wrong!"
 - Well, now look. I thought otherwise, but I may be wrong. I frequently am. And if I am wrong, I want to be right. Let's examine the facts.
 - No one will ever object with sentence: "I may be wrong. Let's examine the fact."
 - Ask where they think their problems are? Ask for opinions what is the best way to proceed. Let's people develop your solution by themselves.
 - Ask questions. Do not insinuate someone is wrong. Emphasise you ask question for delivering exactly what your customer want.
- If you are wrong, admit it quickly and empathically
 - Better do it by yourselves.
 - Easier to listen self-criticism.
 - Say everything you know other person is thinking or want to say before he does that.
 - There are chances like 100 to 1 that your mistakes will be minimized. Generous and forgiving attitude will be taken.
 - If someone is attacking - respond nicely. "I don't agree with myself entirely... I am glad to learn what you think..."
 - Next time you are here I am inviting you talk about subject..."
- Begin in friendly way.
 - I am proud to be here..., I was visiting your homes..., I met many of you, We are not here as strangers but as friends...,
 - Spirit of mutual friendship..., Our common interests, Your courtesy...
 - A drop of honey catches more flies than gallon of gall - Lincoln
 - Friendly approach and appreciation can make people change their minds more readily.
- Yes, Yes - Socrates secret
 - Get a number of "yes" responses at the beginning. This will move listeners in affirmative direction.
 - Organism and neuromuscular system reaction.
 - If you are tempted to point someone is wrong ask gentle questions that will get "yes, yes" response
 - He who treads softly goes far. -Chinese saying.
- Let the other person do the great deal of talking.
 - Good for handling complains
 - Listen fully what people say to you (even children). Misbehavior may be a symptom of not listening.
 - Learn about person, what is important to him and allow him to talk about it.
 - E.g. I will be proud to join this company. I heard it was started in garage. Is that true?
- Let the person feel the idea is his or hers.
 - Ask for ideas. Ask what customer really want. (Example of artist selling drawings.)
 - Let person be part of the work.
 - Invite customer to review your work. Ask for improvements. (Doctor visiting X-ray factory. Don't talk about buying.)
- Try honestly to see things from other point of view
 - People can be totally wrong, but they don't think so.
 - Don't condemn. Try to understand them. Only wise and exceptional people try to do that.
 - How would I feel? How would I react if I were in his shoes?
 - Why she or he want to do that? Take time but could avoid making enemies.
- Be sympathetic with other person's ideas and desires.
 - Magic phrase: I don't blame you one iota for feeling as you do. If I were you I would undoubtedly feel just as you do.
 - When you make resentment, apologise and be sympathetic. Enable being sympathetic for you too.
- Appeal to nobler motives.
 - People are honest.
- Dramatise your ideas. Similar to WOW effect. Show and tell.
- Throw down a challenge.
 - The way to make things done is to stimulate competition but in the desire to excel way.
 - People like to prove they worth. Like to win. Like "the game". Desire for the feel of importance.
- Be a leader. How to change people without giving offense or arousing resentment.**
 - If you must find fault - begin with praise and honest appreciation.
 - Call attention to people's mistakes indirectly.
 - "And" instead of "But". We are really proud of you for... and if by continuing ... you will....
 - Talk about your own mistakes before criticising the other person
 - Remember your faults when you was at the age of person you are going to criticise.
 - Ask questions instead of giving direct orders.
 - Bad: Do this or do that.
 - Good: You might consider this. Do you think this would work? What do you think of this?
 - Maybe if we would do ... It would be better? How we can handle this? Can anyone think of different ways?
 - Let the other person save face
 - Do not offend people. Remember about their pride.
 - I have no right to say or do anything that diminishes a man in his own eyes.
 - What matters is not what I think of him, but what he thinks of himself. Hurting a man in his dignity is a crime. - Antoine de Saint-Exupery
 - Praise the slightest improvement and praise every improvement.
 - This inspire person to keep on improving.
 - Use price instead of criticism. Good things will be reinforced when priced. We are doing it with animals, why not on humans?
 - Emphasise good work and quality and people will improve to excel.
 - Give the other person a fine reputation to live up to.
 - If you want to improve a person in certain respect, act as though that particular trait were already one of his outstanding characteristics.
 - Dangerous minds (Michelle Pfeiffer movie example)
 - Use encouragement. Make the fault seem easy to correct.
 - Dance teacher example.
 - Make the thing seem easy to do. (E.g. Grębosz style of writing)
 - Show faith and person ability to do stuff.
 - Make the other person happy about doing the thing you suggest.
 - Give title and authority. You are "chief of..." you are responsible for...
 - To change attitude and behaviour
 - Be sincere. Don't promise anything you can't deliver. Forget about your benefits. Think about other person benefits.
 - Know exactly what it is you want the other person to do.
 - Be empathetic. What other person really want.
 - Consider benefits other person will receive doing what you suggest.
 - Match those benefits to the other person wants.
 - When you make request, put it in form that will convey to the other person the idea that he personally will benefit.
 - E.g. If we do it now you will not face this later. ...you will have done your part to provide a good company image