

Bringing Out the Best In People

Under promise and over deliver; make promises sparingly and keep them faithfully.

- ✦ Never let an opportunity pass to say a kind and encouraging word to or about somebody; praise good work.
- ✦ Be interested in others, their pursuits, work, homes, families. Make merry with those who rejoice; mourn with those who weep. Let all people you meet, however humble, feel that you regard them as persons of importance.
- ✦ Be cheerful. Remember, everyone is carrying some kind of load.
- ✦ Keep an open mind; discuss but don't argue.
- ✦ Expect the best from people.
- ✦ Make a thorough study of the other person's needs
- ✦ Establish high standards for excellence
- ✦ Create an environment where failure is not fatal.
- ✦ If they are going anywhere near where you want to go, climb on other people's bandwagons.
- ✦ Recognize and applaud achievement.
- ✦ Place a premium on collaboration.
- ✦ Take steps to keep your own motivation high.

Twelve Commandments of Human Relations

Speak to people; there is nothing so nice as a cheerful word of greeting.

Smile at people. It takes 72 muscles to frown; only 14 to smile.

Call people by name. The sweetest music heard is the sound of your own name, especially when spoken by someone you love or admire.

Be friendly and helpful.

Be cordial; speak and act as if everything you do is a genuine pleasure.

Be genuinely interested in people. You can like almost everybody if you try.

Be generous with praise; sparing with criticism.

Be considerate of the feelings of others. Be thoughtful of the opinions of others; there are three sides to every issue – yours, theirs, and the right one.

Be alert to give service; what counts most is what we do for others.

Be true to your word.

Keep skid chains on your tongue; always say less than you think.

Cultivate a low, persuasive voice. *How* you say things often counts more than *what* you say.