

COACHING TIP

From Rex C. Houze

WINNING WITH PEOPLE

1. Become genuinely interested in other people.
2. Smile.
3. Remember a person's name is the sweetest and most important sound in any language.
4. Be a good listener; encourage others to talk about themselves.
5. Talk in terms of the other person's interest.
6. Make other people feel important – and do it sincerely.

WINNING PEOPLE TO YOUR WAY OF THINKING

7. The only way to get the best of an argument is to avoid it (you don't have to attend every fight you're invited to).
8. Begin in a friendly way.
9. Get the other person saying "Yes" immediately.
10. Find areas of mutual agreement.
11. Let the other person do a majority of the talking.
12. Let the other person feel the idea is theirs.
13. Try honestly to see things from the other person's point of view.
14. Be sympathetic with the other person's ideas and desires.
15. Appeal to the nobler motives.
16. Dramatize your ideas.
17. Throw down a challenge.
18. Show respect for others' opinions. Never say, "You're wrong!"
19. If you are wrong, admit it quickly and emphatically.

COACHING A WINNING TEAM

20. Be generous with encouragement.
21. Give positive feedback regarding outstanding, improved, and consistent performance.
22. Help people set and achieve personal, business, and professional development goals.
23. Communicate your expectations clearly (preferably in writing).
24. Help people clarify their thinking.
25. Reinforce the behaviors you want repeated.
26. Focus on specific issues or behaviors the person can control.
27. Avoid personal attacks, sarcasm, or innuendos.
28. Avoid inflammatory words such as should have, ought to, have to, always, and never.
29. Believe in your people.
30. Be a positive role model.
31. Stay in the moment. Give the other person your complete time and attention.

Adapted from "How to Win Friends and Influence People" by Dale Carnegie