**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