Building Relationships Essay

Having a win-win attitude means building relationships with others. You will be writing an essay based on the work of Dale Carnegie. Dale Carnegie is famous for trainings he provided for corporate executives in the area of relationship building. In the early 1930s he was known for his books and a radio program. When he published *How to Win Friends and Influence People* in 1930, it enjoyed immediate success and would become one of the best-sellers of all time, selling more than 10 million copies in many languages. Use the outline of his work on page 2 to write a summary.

Due Dates:

*Typed final drafts* are due on __________________________ at the beginning of the period.

Paper Set-up:

- Typed
- MLA Format (double spaced, 1 inch margins, 12 point font (Times New Roman)
- 2 pages long

Organization of Paper:

Paragraph #1: Introduction
Paragraph #2: Talk about other people’s interests
Paragraph #3: Be a good listener
Paragraph #4: Make the other person feel important
Paragraph #5: Never criticize, condemn, or complain
Paragraph #6: Smile
Paragraph #7: Conclusion

Focus on Others

Building relationships is a lot like baking. With quality ingredients, a bit of tender-loving-care, and some patience, you have the perfect recipe – for baking and relationships!

The ingredients for building a healthy relationship include talking about the other person’s interests, being a good listener, making the other person feel important, …
• Talk in terms of the other person's interests.
  o Find the interests of others and talk about those things.
  o People love hearing their names, it's a favorite word. Use their name often!
  o Begin any conversation discussing the other’s interests and you’ll find them to be much more open to suggestion. If you talk to people about themselves, they will keep listening and listening.
  o If you know nothing of their interests, try to ask intelligent questions about their interests. Perhaps ask for the story of how they developed those interests.

• Be a good listener.
  o Give other's your exclusive attention.
    ▪ Urge others to talk about themselves.
    ▪ Ask pointed questions that get to the heart of the matter.
    ▪ By simply listening and asking questions, others will think you are a great conversationalist.
  o Listen to others’ concerns/complaints, you will ease tension and build relationships.
    ▪ Impress upon them how eager you are to hear them (good or bad)
    ▪ Thank them for bringing up their concerns

• Make the other person feel important.
  o People yearn to feel important and appreciated.
  o Continually recognizing someone’s expertise and abilities will make them feel important. They will want to demonstrate their expertise by possibly helping you.
  o Give others responsibilities and recognize what they do well. They’ll become more committed to the success of the project.
  o Be sincere.

• Never criticize, condemn or complain:
  o People very rarely criticize themselves, no matter how wrong they may be. Your criticism will not be welcome.
  o Criticism puts others on the defensive, hurts self-esteem and builds resentment.
  o Positive Reinforcement works better. For example, punishing soldiers for not wearing their helmets is less effective than asking if the helmets are uncomfortable and reminding them that the hats were designed for their protection.

• Smile.
  o Greet others with enthusiasm and animation.
  o A smile tells others that you like them and are glad to see them.
  o Smile even when on the phone; the smile will be clear in the tone of your voice.