



9 Ways to Change People Without Causing Offense or Resentment

When someone in your life needs to make a change, it can be difficult to approach them and discuss negative topics that could potentially cause that person to become angry, offended or even cause them to resent you. In his book *How to Win Friends and Influence People*, Dale Carnegie gives nine suggestions of ways to handle people when you need them to change.

Here are his suggestions on how to approach people and influence them to change: **1) Begin with praise and honest appreciation.** Showing a person that they are valuable and pointing out their strengths will get their attention. Approaching them with the negatives with a negative attitude will automatically turn them off to what you have to say. **2) Call attention to people's mistakes indirectly.** Try not to zoom right in and focus on mistakes. Be gently and make suggestions rather than focusing solely on what has been done wrong. **3) Talk about your own mistakes before criticizing the other man.** We've all made mistakes. No one is exempt from this rule. Demonstrate that you too have made mistakes, and you can recover and do better. **4) Ask questions instead of giving direct orders.** Be polite and make requests not demands. A person is more likely to do something for you if you ask in a nice manner. **5) Let the other man save face.** If someone must be demoted or let go, be sure to make it seem less severe.

Most importantly, be positive. Keeping a positive attitude when making correction can change the entire nature of the interaction. **6) Praise the every slight improvement.** Make sure the person knows when they've done right. People want to be praised, so this will encourage behaviors that allow them to receive praise. **7) Give people a fine reputation to live up to.** Set them up as a successful and productive person, when they hear your expectations they are more likely to attempt to make them happen. **8) Use encouragement. Make the fault seem easy to correct.** Do not set them up for failure. Encouragement is a powerful tool that influences people to make changes. If they believe they can succeed, they can and will. **9) Make other people happy about doing the thing you suggest.** Giving someone ample praise when they have made a change or exhibited a good behavior will make them happy to complete tasks that are requested of them. All in all, the key takeaway is be positive when approaching people who need correction. Kindness and encouragement will get you much farther than anger and harshness.

Source: Anthony, R. (n.d.). *How to Win Friends and Influence People*. Retrieved April 27, 2015, from <http://ecclesia.org/truth/friends.html>

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