

Dale Carnegie
**Nine tips for the expert
changer:**

- Think about a time when you have tried to change someone's behaviour, and it didn't work out. It may have been a colleague, your partner, your child or someone you were teaching.
- Write down 3 reasons why it didn't work.

1. Begin with praise and honest appreciation

- You might need to wait for the right moment
- Catch them doing something right, and use that time to effect change in another area



2. Call attention to mistakes indirectly if you can

- “Silent shame” technique
- Use *and* not *but* to draw attention from failure to future success



3. Talk about your own mistakes first

- **The Columbo gambit**
- **Acknowledge and genuinely understand the difficulty**



4. Don't give orders – ask questions

- Give the person a part in the decision
- “Would it help if...?”
“I’m wondering if...?”
“What would happen if...?”



5. Let the other person save face

- Even if we are right and the other person is definitely wrong, we only destroy ego by causing someone to lose face



6. Praise the slightest improvement

- Draw attention to the desired behaviours, not the negative ones
- Look for the positive things the person does
- Enjoy their success with them



7. Give the person a fine reputation to live up to

- Allow them the virtue you want them to develop
- Praise them for the qualities you would like to see them develop



8. Make the 'fault' seem easy to correct

- Minimise errors; have faith in ability
- Allow the person to believe in him/herself



9. Make them glad to do what you want

- Make the change worth their while
- Flatter with the suggestion of reward for changed behaviour
- They should feel empowered, not dictated to



- **Look again at the “failed” scenario with which we began**
- **How would you use what you have learned to do things differently?**