



WINNING WITH PEOPLE

Discover the People Principles that Work for You Every Time

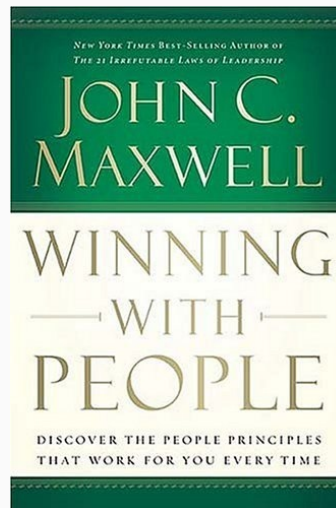
St. Martin's Press; New York, 2006

Most of the successes in businesses and personal life come from initiating relationships with the right people and then strengthening those relationships by using good people skills. Stanley Allyn said that, "Human relation is the most important science in living. The most useful person in the world today is the man or woman who knows how to get along with people."

However, most people fall into the trap of taking relationships at work or at home for granted. You may also know of some people who are talented, but who cannot succeed in life because they are difficult to deal with. This means building relationships and winning people is extremely important.

But what does it take to win people? "Winning with People" by John C. Maxwell offers the basic principles for building good relationships with others that work every time.

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About the Author:



In 1985, **John Maxwell** founded The INJOY Group, a collection of three distinct companies that employ 200 people and

provide resources and services that help people reach their personal and leadership potential. In addition to building a successful organization, John has authored more than thirty books, including the New York Times best sellers **The 21 Irrefutable Laws of Leadership** and **Failing Forward**.

Called the nation's foremost expert on leadership, John was born in central Ohio five and a half decades ago. He credits his excellent leadership instincts and his early leadership training to his father.

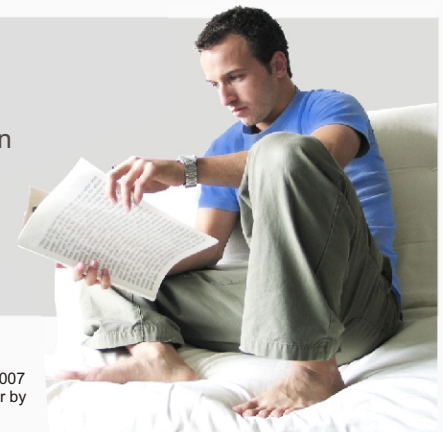
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Others?

- Can You Create a Win-Win Relationship?





I. Are you prepared for relationships?

First, there are five basic principles to learn or acquire to make sure you are ready for relationships.

1. The Lens Principle

This principle says that who you are determines what you see. This includes how you see yourself, how you see others, and how you view life and the world around you. And finally, who you are determines what you do in life.

And who you are is determined by five things: genetics, self-image, experiences in life, attitude and choices about those experiences, and friends. Anyone of these can be a positive or negative influence in your life.

2. The Mirror Principle

Based on this principle, the first person you must know and take responsibility for is you. "Know thyself" is a good prescription. You must have self-awareness, and have a good idea of your strengths and weaknesses, desires and motivations, your feelings and your problems.

A good self-image is therefore, important. The first person you need to be comfortable with is yourself. If you are unable to accept and be happy with any and all aspects of yourself, it would be more difficult for you to relate to others and the world around you.

You must therefore take an honest look at yourself, and then find the courage to change

whatever it is that you find difficult to accept within you. Because before you can change others, the first person you must change is yourself.

The mirror principle also teaches you to take responsibility for yourself, realizing that if you want to make a difference in the world, you must first take responsibility for yourself.

3. The Pain Principle

Hurting people have the tendency to hurt people and are easily hurt by them. There are many hurting people in this world; this is not a new phenomenon. And those hurting people often hurt people because when they lash out-- it is a natural response to what's happening to them. They feel or believe something negative within themselves. The problem is that people who don't believe in themselves will never succeed, and they will also keep those around them for succeeding.

Those hurting people are often hurt by people. They are easily hurt by others. As you interact with others, remember this: anytime a person's response is larger than the issue at hand, the response is almost always about something else.

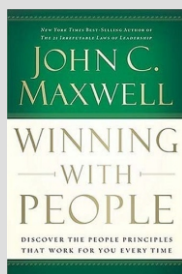
In dealing with hurting people, we advise you to do the following: Don't take it personally, look beyond the person for the problem, look beyond the situation, do not add to their hurt and help them find help.

4. The Hammer Principle

Never use a hammer to swat a fly off someone's head. This principle is about overreacting to small things. When tempted to use overkill in a situation, try to temper your behavior by using the following four T's.

- **Total Picture.** When someone is sharing his point of view, try to listen, ask questions, listen again, ask more questions, listen some more, then respond.
- **Timing.** When you act is as important as taking the right action. Even knowing when not to act can be important.

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- **Tone.** People often respond to our attitudes and actions more than to our words. The next time a person says something to you in anger, respond with gentleness and kindness. When you do that, the person who spoke harshly is likely to tone down, if not soften his attitude.

- **Temperature.** If the reaction is worse than the action, the problem usually increases. If the reaction is less than the action, the problem usually decreases.

If you desire to develop a softer touch with people, take the following advice to heart:

- Let the past stay in the past.
- Ask yourself; is my reaction part of the problem?
- Remember that actions are remembered long after words are forgotten.
- Never let the situation mean more than the relationship.
- Treat your loved ones with unconditional love.
- Admit wrongs and ask forgiveness.

5. The Elevator Principle

The principle says that you can lift people up or take people down in your relationships. People can be the wind beneath your wings or the anchor of your boat. The intensity in with which we lift or lower others can determine that there are really four kinds of people when it comes to relationships.

- Some people add something to life- you enjoy them.
- Some people subtract something from life- you tolerate them
- Some people multiply something in life- you value them.
- Some people divide something in life- you avoid them.

II. Are You Willing to Focus on Others?

6. The Big Picture Principle

The entire population of the world, with one minor exception, is composed of others.

People who remain self-centered and self-serving will always have a hard time getting along with others. To help them break that pattern of living, they need the big picture, which requires three things: Perspective, Maturity and responsibility.

7. The Exchange Principle

Instead of putting others in their place, you must put yourself in their place.

You naturally do not see yourself and others from the same perspective. When you fail to see things from the perspective of others, you fail in your relationships. Learning to see things from others' perspectives helps you succeed in your relationships.

8. The Learning Principle

Each person you meet has the potential to teach you something. Every person has an attitude. All people fall into one of the categories described by the following statements:

- No one can teach me anything- Arrogant attitude.
- Someone can teach me everything- naive attitude
- Everyone can teach me something- teachable attitude.

9. The Charisma Principle

People are interested in the person who is interested in them.

There are six ways to make people like you:

- Become genuinely interested in other people.
- Smile
- Remember that person's name is to him or her the sweetest and most important sound.
- Be a good listener- encourage others to talk about themselves.
- Talk in terms of the other person's interests.
- Make the other person feel important, and do it sincerely.

10. The Number 10 Principle

Believe that the best in people usually brings the best out of people. Here are "5 things I know about people" by Jim Dobson:



- Everybody wants somebody.
- Nobody cares how much you know until he knows how much you care.
- Everybody needs somebody.
- Anybody that helps somebody influences lots of bodies.
- Somebody today will rise up and become somebody.

11. The Confrontation Principle

Caring for people should precede confronting people. This is about caring enough to confront the right way. It speaks of the road map to a healthy confrontation and handling conflict in tough situations.

III. Can You Build Mutual Trust?

12. The Bedrock Principle

Trust is the foundation of any relationship. It is about asking yourself if you are a trustworthy person. Trust is the foundation, the frame and the height of any relationship. Trust begins with yourself and trust cannot be compartmentalized. Trust works like a bank account.

13. The Situation Principle

Never let the situation mean more than the relationship. To keep the situation in proper perspective ask yourself, do I see the big picture or just the bad picture? Do I communicate the big picture along with the bad one? Do I make too many situations a life-or-death issue? Do I show my unconditional love during difficult situations?

14. The Bob Principle

When Bob has a problem with everyone, Bob is usually the problem. This is about asking yourself if it is you who has the problem and not someone else. Bob which is you, can be the problem finder, problem creator, and the problem receiver.

15. The Approachability Principle

Being at ease with yourself helps others be at ease with you. It is about making yourself

available for others and putting them at ease. To put people at ease you can exhibit personal warmth, appreciation for the differences of people, consistency mood, sensitivity toward people's feelings, understanding human weakness and exposure of their own, ability to forgive easily and quickly ask for forgiveness and authenticity.

16. The Foxhole Principle

When preparing for battle, dig a hole big enough for a friend or a colleague. You face many kinds of battles in life, and the "foxholes" you sometimes inhabit come in many shapes and sizes. The home is the most important one. And of course, the people who accompany you in these places are as varied as they are. Foxholes prove friendships.

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Called the nation's foremost expert on leadership, John was born in central Ohio five and a half decades ago. He credits his excellent leadership instincts and his early leadership training to his father, Melvin Maxwell, whom he followed into the ministry. For over twenty-five years, John led churches in Indiana, Ohio, and California.

In 1995, John began dedicating himself full-time to writing, speaking, and consulting. Each year he speaks live to more than 350,000 people. Known as a dynamic communicator, he is in high demand on the topic of leadership, and he speaks to many American corporations and entrepreneurial organizations.

John has earned bachelor's, master's, and doctoral degrees and has also received five honorary doctorates. He lives in Atlanta, Georgia.

Two of John's favorite books are **How to Win Friends & Influence People** by Dale Carnegie, and **As a Man Thinketh** by James Allen.

To know more about the author, please visit <http://www.injoy.com>.



IV. Are You Willing to Invest In Others?

17. The Gardening Principle

All relationships need cultivation. In order for a relationship to grow, it needs proper amount of caring to achieve a healthy growth. People come to our lives for a reason. Some people come into our lives for a season and some come into our lives for a lifetime.

18. The 101Per Cent Principle

Find the 1 percent you agree on and give 100 percent of your effort. This principle takes a big commitment of time, energy, and thinking. Therefore, before practicing this principle, you need to ask yourself some questions: Is the person worth the commitment? Is the situation worth the commitment? Is the issue worth the commitment? Is the return worth the commitment?

19. The Patience Principle

The journey with others is slower than the journey alone. To become a more patient person, you must prioritize patience as a virtue worthy of developing and understand that it takes time to build good relationships. One must realize that people have and create problems. Recognize that all relationships have give-ups, give-ins and give-and-takes.

20. The Celebration Principle

The true test of relationships is not only how loyal you are when friends fail, but how thrilled you are when they succeed. It is about enjoying the success of your friends. The joy of accomplishment is diminished when no one celebrates with you. Many people identify with failure; fewer people identify with success.

21. The High Road Principle

You go to a higher level when you treat others better than they treat you. High roaders understand that it's not what happens to you but what happens in you that really matters. High roaders commit themselves to traveling the high road continually.

V. Can You Create a Win-Win Relationship?

22. The Boomerang Principle

You help yourself by helping others. What goes around comes around. Investors understand that people are of great value. Investors embrace the boomerang principle. Investors practice the principle of sowing and reaping.

23. The Friendship Principle

All things being equal, people will work with people they like: with all things not equal, they still will. Your understanding of people helps build your business. Your treatment of people helps build your business. Your reputation for relationships helps build your business.

24. The Partnership Principle

Working together increases the odds of winning together. Learn to look to others. You should make a difference with people. When you partner with others, you lose nothing.

25. The Satisfaction Principle

In great relationships, the joy of being together is enough. Shared memories create a bonding environment. Growing together creates a committed environment. Mutual respect creates a healthy environment.

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