Emotional Intelligence (EQ) is more important than one's IQ in attaining success in lives and careers. This success depends on our ability to read people, understand what they want and make it work for both.
Handling People

- Fundamentals
  - Don’t Criticize
  - Give sincere appreciation and encouragement
  - What does the other person really want?
    - Get to and understand their point of view

Getting People to Like You

- Why???
  - => they will work harder for you
  - =>They will have your back
- Become interested in others
- Smile!
- Remember names
- Be a good listener

Control Your Anger

- The only way to get the best of an argument is to avoid it
  - Corollary
- Little good can come from an argument
- Even if you “win”, it builds resentment
- Listen to the other person first
  - Show respect for the other persons opinion
  - Try to see the other person’s point of view
  - Never say “you’re wrong!”

Control Your Anger

- Don’t send that email…delete it and sleep on it!
If You are Wrong....
- Quickly admit and apologize with sincerity

Be a Leader
- Point out mistakes indirectly
- Talk about your own mistakes
- Ask questions instead of giving orders
- Let the other person save face
- Praise every incremental improvement
- Criticize behind closed doors with tact and restraint

Summary
- Be a Good Listener
- Control your anger
- Be a Good Leader

Key Reading
- Dale Carnegie, “How to Win Friends and Influence People”, Simon and Schuster
- Roger Fisher and William Ury, “Getting to Yes”