

Compliment before you Critique

This is Part Four of the book. The general topic is *Leadership: How to Change People without giving Offense or Arousing Resentment*. The topic is misstated. It should read "How to Enable People to Change Willingly" because that's what Dale is actually teaching. I think for each chapter in this part, I'll add a short leadership tidbit at the end. The lessons are very short and easy to grasp.

This first chapter is simply this: If you have to find fault with someone, then at least give them some positive strokes so they feel good about themselves and they're willing to listen. Begin with praise and *honest* appreciation. The knack here is to be perceived as sincere, and to actually *be* sincere. The next few chapters tell us how to do that.

Leadership principle: "Leadership is getting people to do what they don't want to do so they can become what they've always wanted to be." Tom Landry.