



## Store Meeting Notes & Quiz

Meeting #50 Notes

### People Skills

#### Dale Carnegie - *How to Win Friends and Influence People*

Smile

Firm Hand Shake

Eye Contact

Remember Names - Write them down

Find out what's important to them and ask questions about that

*"The royal road to a man's heart is to talk to him about the things he treasures most."*

*"You can make more friends in two months by becoming interested in other people than you can in two years by trying to get other people interested in you."*

Ask questions about them rather than spew info about you

Be genuinely interested in other people.

*"The person who seeks all their applause from outside has their happiness in another's keeping." Internal validation*

*"Instead of worrying about what people say of you, why not spend time trying to accomplish something they will admire."*

*"There is only one way... to get anybody to do anything. And that is by making the other person want to do it."*

*"The only way to get the best of an argument is to avoid it."*

*"There are four ways, and only four ways, in which we have contact with the world. We are evaluated and classified by these four contacts: what we do, how we look, what we say, and how we say it."*



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Take Notes

Send a thank you note

Assume the best intentions of the other person

If you want to be enthusiastic, act enthusiastic.

*“Any fool can criticize, condemn, and complain but it takes character and self control to be understanding and forgiving.”*

*“When dealing with people, remember you are not dealing with creatures of logic, but creatures of emotion.”*

**QUOTE FOR THE DAY**     *“The ideas I stand for are not mine. I borrowed them from Socrates. I swiped them from Chesterfield. I stole them from Jesus. And I put them in a book. If you don’t like their rules, whose would you use?”*     **Dale Carnegie**



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## **STORE MEETING #50 QUIZ**

### **People Skills**

#### **Exercises:**

1. Get a piece of paper for every person that works in your store and write each person's name on it (one name per piece of paper. Write 2 things you like about each person.

Get everyone together and everyone read out loud what they like about their co-workers. When the meeting is over, hand each person their piece of paper.

When you get your papers, keep them.

2. This week, with each customer, come up with a great question about them (be it their car, their purse, their clothes, their hair, their kids, their dog etc, and ask them a question about it. Listen and see what happens.

Signature: \_\_\_\_\_