**Winning With People**

By John Maxwell

Good Relationships are the foundation for achievement; they are the substance in living a successful and fulfilling life.

*Lens Principle* – Who you are, determines what you see and how you see it; the way you view others is determined by who you are. If you don’t trust others you don’t trust yourself.

*Mirror Principle* – Self awareness, we size up others; self-image, your image of yourself restricts your ability to build healthy relationships; self-honesty; self-improvement; self responsibility, i.e. look in to yourself first.

*Pain Principle* – If you hate a person, you hate something in him that is part of yourself. Any time a person’s response is larger that the issues at hand, the response is almost always about something else. Forgive those that lash out at you, as you have been forgiven and remember that forgiving is for the forgiver just as much as it is for the other person.

*Hammer Principle* – It the only tool you have is a hammer; you will see every problem as a nail.

Reminder never let the situation mean more than the relationship.

*Big Picture Principle* – When we fail to see things from the perspective of others, we fail in our relationships.

*Learning Principle* – Value people, develop relationships with growth potential, identify people's uniqueness and strengths, make learning your passion, and ask questions.

*Charisma Principle* – Be genuinely interested in others, smile, remember names, be a good listener.

*Number 10 Principle* – All people have potential … treat some one as he if already is what you hope he will be. Confront only if you care, meet regular, outline the issue, encourage response, agree on an action plan that spells out clearly who does what and when.

*Bedrock Principle* – ‘Integrity is the basis of trust, which is not so much an ingredient of leadership as it is a product. It is the one quality that cannot be acquired, but must be earned. It is given by co-workers and followers, and without it the leader can’t function’. Developing trust is like constructing a building. It takes time, and it must be done one piece at a time. Trust is not compartmentalized - many people try to compartmentalize it by cutting corners or compromising their values in one area of life and if it won’t affect another … but it does, as character does not work that way, and neither does trust. Trust is like a bank account – there are withdrawals and deposits and the later must be higher than the former or you have a bankrupt relationship.

*Situation Principle* – Never let the situation be more important than the relationship.

*Bob Principle* – Ask the ‘Bob’s’ i.e. those who are under your authority and are curmudgeons in your life to THINK before they say or do something.

T – Is it true?

H – Is it helpful?

I – Is it inspiring?

N – It is necessary?

K – Is it kind?

*Approachable Principle* – Approachable people are those who have personable warmth, appreciation for differences, consistency in mood, sensitivity to other’s feelings, understanding of human weaknesses and exposure of their own, forgive easily and ask for forgiveness quickly, and they are authentic.

*Foxhole Principle* – All relationships need cultivation: commitment, communication, friendship, memories, growth, spoiling each other.

*101% Principle* - When connection is difficult, find one area of agreement. Most look for differences and then naturally compete around them looking for an edge, sometimes to make themselves stand out. Once you find one area of agreement, give it 100% of your effort.

*Patience Principle* – The journey with others is slower than the journey alone so prioritize long-term gain over short- term return. People have and create problems – they also solve them.

*Celebration Principle* – The true test of a relationship is not only how loyal we are when a friend fails but how thrilled we are when they succeed. People identify with failure and sometimes have a hard time connecting with success; if they don’t identify with success they may resent it in others. How do you celebrate with others instead of ignoring or undermining them? Realize it is not a competition. Abundant vs. scarcity mindset, so celebrate with enthusiasm. Especially celebrate the successes that others don’t see.

*High Road Principle* – We go to a higher level when we treat others better than they treat us. Low road treatment damages relationships and middle road doesn’t attract others. ‘A successful man is one who can lay a foundation with the bricks others have thrown at him.’

*Boomerang Principle* – When we help others we help ourselves. Focus on investment and not on return; pick a few people with great potential and handle them with intensity, i.e. the ones whose need for growth matches your gifts and talents. With their permission, begin with process.

*Friendship Principle* – Most underestimate the power and importance of relationships; they try to learn the most recent management fad and focus on product or programs and systems to improve productivity. All the product knowledge won’t help someone without people skills, nor will the ability to brilliantly make an efficient organization. ‘Whatever business you are in, you are in a business of relationships.’ And that is why your reputation matters. The highest level of business relationship is reached when people like you more than your business.

Partnership Principle – Build relationships with people but forge partnerships with only a few.

Satisfaction Principle – Shared memories create a bonded environment; growing together creates a committed environment; mutual respect creates a healthy environment of trust and servanthood; unconditional love creates a safe environment.