



DALE CARNEGIE TRAINING®  
[www.dalecarnegie.com](http://www.dalecarnegie.com)

**Develop an environment that promotes new ideas.**

Your team can give you valuable input, which can lead to innovation. Being a good listener and encouraging others to talk about themselves will make innovative ideas flourish. People take better care of things they own, so giving your employee ownership of his or her position will arouse a more eager want to strive for excellence.

**Acknowledge human potential and reward the accomplishments of others.**

People like to be recognized for their work. When you make your employees feel important - and if you do it sincerely - they will look at their job with more pride and enthusiasm.

**Show respect for the other person's opinion.**

Telling an employee that he or she is wrong will only trigger negative feelings. Call attention to people's mistakes indirectly and be sympathetic to their ideas and desires. If you are wrong, admit it quickly and apologize.

**Be confident and lead by example.**

Remain aware of your actions and set an example for others to follow. Be assertive in voicing your opinion and what you would like to get done. Stay proactive and follow up with your team regarding pending projects. Your involvement will translate into more effective results.