

## **82. Short Course In Human Relations (1:07)**

I used to do a short course in the human relations thing - six most important words, five most important words, four most important words, three most important words, and two most important and the one most important word and one least important word.

SIX most important words - "I admit I made a mistake."

FIVE most important words - "You did a good job."

FOUR - "What is your opinion?"

THREE most important - "If you please"

And "Thank you!" are the two most important words.

"I" is the least most important word.

"We is the most important single word.

Ok, I finally got it. It's really true if you work it, if you do all of those things.

Admit you made a mistake. Come-on. Everybody makes a mistake.

Don't try to tell anybody you're perfect or you'll never make a mistake. That's the most - that's really ridiculous.

### **Related Primary Leadership Principles**

Accountability	Active Listening
Caring	Character
Credibility	Feedback
Field Presence	Information
Intellectual Abilities	Military Core Values
Political Savvy	Recognition
Team-Building	Training