
Skill With People Les Giblin

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Skill With People

Les Giblin Books

Are you having problems with the boss? Wishing you could be a better spouse? Not communicating well with your employees? Having trouble building business relationships? Or would you just like to improve your people skills and your ability to make strong, lasting impressions on the men and women you meet every day? The solution is "Skill With People!" Les Giblin's timeless classic has what you need to get on the fast track to success at home, at work, and in business. Life lessons from the Master of basic people skills. Described as "the most wisdom in the least words", Skill With People has sold over 2 Million copies and has been translated into 20 languages. Credited with transforming the lives of its many readers, Skill with People is a must-have for everyone's personal library. Communicate with impact. Influence with certainty. Listen with sensitivity. "Skill With People" shows you how!

The Art of Dealing With People

Les Giblin Books

What is the one quality that all successful people have in common? They have mastered the art of dealing with people! Let this book show you how to: Achieve your goals Handle the human ego Become a master conversationalist Make others feel good about themselves And much more! Skill with people is the one essential ingredient for success and happiness at home and in business. "The Art of Dealing With People" gives you the skills to take your people skills to a level that you never thought possible! Skill in human relations is similar to skill in any other field, in that success depends on understanding and mastering certain basic general principles. You must not only know what to do, but why you're doing it. As far as basic principles are concerned, people are all the same. Yet each individual person you meet is different. If you attempted to learn some gimmick to deal successfully with each separate individual you met, you would be face with a hopeless task. Influencing people is an art, not a gimmick. When you apply gimmicks in a superficial, mechanical manner, you go through the same motions as the person who "has a way," but it doesn't work for you. The purpose of this book is to give you knowledge based upon an understanding of human nature: why people act the way they do. The methods presented in this book have been tested on thousands of people who have attended my human relations seminars. They are not just my pet ideas of how you should deal with people, but ideas that have stood the test of

how you must deal with people. That is, if you want to get along with them and get what you want at the same time. Yes, we all want success and happiness. And the day is long past, if it ever existed, when you could achieve these goals by forcing people to give you what you want. And begging is no better, for no one has respect for, or any desire to help, the person who constantly kowtows and literally goes around with his hand out, begging other people to like him. The one successful way to get the things you want from life is to acquire skill in dealing with people. Download now and you will learn how.

How to Have Confidence and Power in Dealing with People *Penguin*

Taking a brass tacks approach to communication, How to Have Confidence and Power in Dealing With People explains how to interact with others as they really are, not as you would like them to be. The goal is to get what you want from them successfully – be it cooperation, goodwill, love or security. Les Giblin, a recognized expert in the field of human relations, has devised a method for dealing with people that can be used when relating with anyone – parents, teachers, bosses, employees, friends, acquaintances, even strangers. Giblin shows step by step how to get what you want at any time and in ways that leave you feeling good about yourself. Moreover, the people who have given you what you want wind up feeling good about themselves, too. The result? Nobody gets shortchanged. It's a win-win situation. Each chapter includes a handy summary, so there's absolutely no chance of missing the book's key points. You can also use these recaps to refresh your memory after you've finished the book. Instead of feeling miserable about your interpersonal skills, read this best-selling guide and learn to succeed with people in every area of your life.

SKILL WITH PEOPLE.

SKILL WITH PEOPLE

Life lessons from the Master of basic people skills. Described as "the most wisdom in the least words", Skill with People has sold over 10 Million copies and has been translated into 20 languages worldwide. Credited with transforming the lives of its many readers, Skill With People is a must-have for everyone's personal library. Learn to communicate with impact ; Influence with certainty and listen with sensitivity.

Friendshipping

The Art of Finding Friends, Being Friends, and Keeping Friends *Workman Publishing*

With eight billion people in the world, why is it so hard to meet and make new friends? Navigating the world of adult friendships can be a real challenge when everyone is busy, overwhelmed, or too often too far away. Here to help are Jenn Bane and Trin Garritano, the duo behind the cult favorite podcast Friendshipping. Insightful, empathetic, and just a touch irreverent, Jenn and Trin give readers the tools they need to make new friends and revitalize the quality of existing friendships. The book covers it all: Meeting new people Mastering the art of small talk Deciphering the levels of friendship in the workplace Making the first friend move, plus how to give a non-creepy compliment You'll also learn why it's important to use the same IRL etiquette when making friends online; how to decide if a friendship is toxic and know when it's time to move on; and most important, how to be a better friend, to yourself and others.

How to Talk Your Way to Success *Pickle Partners Publishing*

Have you ever stopped to think how much “talk” occurs in our own little busy world every day of our lives? Do you realize how much talk is involved in our jobs in everyday business? How everything we do every day of our lives involves conversation and speech on many different topics? Our conversations in our household and community affairs, at our desk in the office, out in the factory or on the road, with our fellow workers, executives, vendors, customers, visitors, friends—all these involve thousands of words every day in our lives. Imagine what help it might be to your prospects of success if all your talk and conversation were consciously directed to specific objectives and goals of accomplishment. Think of the pleasant and desirable things that might happen if your talks, your conversations, your letters, your telephone messages, your public appearances all were consciously channeled along the road to success. This book has as its major purpose the directing of all these words into proper, efficient, and effective lines of communication.

Bringing Out the Best in People

How to Enjoy Helping Others Excel *Augsburg Books*

Alan Loy McGinnis, author of the best-selling book *The Friendship Factor*, studied the great leaders throughout history, the most effective organization, and many prominent psychologists to discover their motivational secrets. There are actually a small number of principles used by good motivators, and the best leaders were using them long before psychology had a name. Fascinating case studies and anecdotes about Lee Iacocca, Sandra Day O'Connor, and many others show how you can put 12 key principles to work in your family or organization. Whether you are a parent, executive, teacher, or friend, you can gain the satisfaction that comes from Bringing the Best Out in People.

SKILL WITH PEOPLE (HINDI)

Life lessons from the Master of basic people skills. Described as “the most wisdom in the least words”, *Skill with People* has sold over 10 Million copies and has been translated into 20 languages worldwide. Credited with transforming the lives of its many readers, *Skill With People* is a must-have for everyone’s personal library. Learn to communicate with impact ; Influence with certainty and listen with sensitivity.

How to Make People Like You in 90 Seconds Or Less *Workman Publishing*

Explains how to read body language and synchronize behavior in order to establish a positive rapport.

How to Have Confidence and Power in Dealing with People

Taking a brass tacks approach to communication, *How to Have Confidence and Power in Dealing With People* explains how to interact with others as they really are, not as you would like them to be. The goal is to get what you want from them successfully - be it cooperation, goodwill, love or security. Les Giblin, a recognized expert in the field of human relations, has devised a method for dealing with people that can be used when relating with anyone - parents, teachers, bosses, employees, friends, acquaintances, even strangers. Giblin shows step by step how to get what you want at any time and in ways that leave you feeling good about yourself. Moreover, the people who have given you what you want wind up feeling good about themselves, too. The result? Nobody gets shortchanged. It's a win-win situation. Each chapter includes a handy summary, so there's absolutely no chance of missing the book's key points. You can also use these recaps to refresh your memory after you've finished the book. Instead of feeling miserable about your interpersonal skills, read

this best-selling guide and learn to succeed with people in every area of your life.

The Art of People

11 Simple People Skills That Will Get You Everything You Want *Currency*

What does it take to win success and influence? Some people think that in today’s hyper-competitive world, it’s the tough, take-no-prisoners type who comes out on top. But in reality, argues New York Times bestselling author Dave Kerpen, it’s actually those with the best people skills who win the day. Those who build the right relationships. Those who truly understand and connect with their colleagues, their customers, their partners. Those who can teach, lead, and inspire. In a world where we are constantly connected, and social media has become the primary way we communicate, the key to getting ahead is being the person others like, respect, and trust. Because no matter who you are or what profession you’re in, success is contingent less on what you can do for yourself, but on what other people are willing to do for you. Here, through 53 bite-sized, easy-to-execute, and often counterintuitive tips, you’ll learn to master the 11 People Skills that will get you more of what you want at work, at home, and in life. For example, you’ll learn:

- The single most important question you can ever ask to win attention in a meeting
- The one simple key to networking that nobody talks about
- How to remain top of mind for thousands of people, everyday
- Why it usually pays to be the one to give the bad news
- How to blow off the right people
- And why, when in doubt, buy him a Bonsai

A book best described as “How to Win Friends and Influence People for today’s world,” *The Art of People* shows how to charm and win over anyone to be more successful at work and outside of it.

The Art of Persuasion

Winning Without Intimidation *Sound Wisdom*

The Art of Persuasion teaches you how to get what you want when you want it. You would love to have that ability, right? After studying some of the most successful men and women in modern history, author Bob Burg noticed how many common characteristics these people have—and shares them all with you. One trait that stands above all the rest is their ability to win people over to their way of thinking—they were all persuasive. Each of these life winners had a burning desire, coupled with great creativity, and a total, unshakable belief in their mission or cause. The Winning principles you will learn include: Making People Feel Important Everything is Negotiable Dealing with Difficult People Persuasion in Action What Sets You Apart from the Rest Nuggets of Wisdom Presented in everyday, clear, and often humorous language, *The Art of Persuasion* leaves an impression on you that will last a lifetime—filled with one success after another!

How I Raised Myself From Failure to Success in Selling *Simon and Schuster*

A business classic endorsed by Dale Carnegie, *How I Raised Myself from Failure to Success in Selling* is for anyone whose job it is to sell. Whether you are selling houses or mutual funds, advertisements or ideas—or anything else—this book is for you. When Frank Bettger was twenty-nine he was a failed insurance salesman. By the time he was forty he owned a country estate and could have retired. What are the selling secrets that turned Bettger’s life around from defeat to unparalleled success and fame as one of the highest paid salesmen in America? The

answer is inside *How I Raised Myself from Failure to Success in Selling*. Bettger reveals his personal experiences and explains the foolproof principles that he developed and perfected. He shares instructive anecdotes and step-by-step guidelines on how to develop the style, spirit, and presence of a winning salesperson. No matter what you sell, you will be more efficient and profitable—and more valuable to your company—when you apply Bettger's keen insights on:

- The power of enthusiasm
- How to conquer fear
- The key word for turning a skeptical client into an enthusiastic buyer
- The quickest way to win confidence
- Seven golden rules for closing a sale

Improve Your People Skills: Build and Manage Relationships, Communicate Effectively, Understand Others, and Become the Ultimate People Person

Personal Branding For Dummies *John Wiley & Sons*

The fun way to create and maintain personal branding Distinguishing yourself from the competition is important in any facet of business. Creating a clear and concise image, reputation, and status in the professional world provides an edge, whether searching for a first job, exploring a change in career, or looking to be more viable and successful in your current career. *Personal Branding For Dummies* is a guide through the steps of creating and maintaining a personal trademark by equating self-impression with other people's perception. *Personal Branding For Dummies* covers everything you need to create your personal branding, including: using different organizations and associations to increase visibility and exposure to both clients and competitors; making the most of networking; tapping into Social Media outlets like Facebook, Twitter, and LinkedIn to showcase a personal brand; building a persona through websites and blogging; evaluating personal style and appearance; using conversation, negotiation, and sales techniques best suited to a personal brand; monitoring your brand reputation and successfully implementing feedback as it grows and develops, and more. Tips on utilizing Social Media to showcase your personal brand How personal branding can help advance your career Guidance on creating a clear and concise image With the hands-on, friendly help of *Personal Branding For Dummies*, you'll establish a professional presence and personal "brand" identity to keep yourself distinguished in the business world.>

The Dream Giver

Following Your God-Given Destiny *Multnomah*

Bestselling author Bruce Wilkinson shows how to identify and overcome the obstacles that keep millions from living the life they were created for. He begins with a compelling modern-day parable about Ordinary, who dares to leave the Land of Familiar to pursue his Big Dream. With the help of the Dream Giver, Ordinary begins the hardest and most rewarding journey of his life. Wilkinson gives readers practical, biblical keys to fulfilling their own dream, revealing that there's no limit to what God can accomplish when we choose to pursue the dreams He gives us for His honor. Are you living your dream— or just living your life? Welcome to a little story about a very big idea. This compelling modern-day parable tells the story of Ordinary, who dares to leave the Land of Familiar to pursue his Big Dream. You, too, have been given a Big Dream. One that can change your life. One that the Dream Giver wants you to achieve. Does your Big Dream seem hopelessly out of reach? Are you waiting for something or someone to make your dream happen? Then you're ready for *The Dream Giver*. Let Bruce Wilkinson show you how to rise above the ordinary, conquer your fears, and overcome the obstacles that

keep you from living your Big Dream. You were made for this. Now it's time to begin your journey.

Managing Assertively: How to Improve Your People Skills

A Self-Teaching Guide *John Wiley & Sons Incorporated*

The gateway to effectiveness - Building blocks to managing assertively - Supervisory styles : assertive-aggressive-passive - Unblocking your assertiveness to build your self-esteem - Listening - Taking risks - Constructives feedback : criticism - Saying no - Handling criticism - Giving and receiving positive feedback - Payoffs for success.

People Skills

How To Assert Yourself, Listen To Others, And Resolve Conflicts *Simon and Schuster*

A wall of silent resentment shuts you off from someone you love....You listen to an argument in which neither party seems to hear the other....Your mind drifts to other matters when people talk to you.... *People Skills* is a communication-skills handbook that can help you eliminate these and other communication problems. Author Robert Bolton describes the twelve most common communication barriers, showing how these "roadblocks" damage relationships by increasing defensiveness, aggressiveness, or dependency. He explains how to acquire the ability to listen, assert yourself, resolve conflicts, and work out problems with others. These are skills that will help you communicate calmly, even in stressful emotionally charged situations. *People Skills* will show you

- * How to get your needs met using simple assertion techniques
- * How body language often speaks louder than words
- * How to use silence as a valuable communication tool
- * How to de-escalate family disputes, lovers' quarrels, and other heated arguments

Both thought-provoking and practical, *People Skills* is filled with workable ideas that you can use to improve your communication in meaningful ways, every day.

Success Is Not an Accident

Change Your Choices; Change Your Life *Tyndale House Publishers, Inc.*

Tommy Newberry's best-selling *Success Is Not an Accident* (self-published in 1999) has helped over 100,000 readers achieve higher levels of success in both their personal and professional lives. Reminiscent of best-selling authors Stephen Covey and John Maxwell, Newberry teaches readers the power of goal setting, time management, visualization, and self-talk so they can achieve peak levels of performance in all areas of their lives.

Chanakya in Daily Life

Life is unpredictable and full of challenges. One wrong step and everything can come crashing down. In such a scenario, one often wishes for a roadmap of life, but how is that possible? Bestselling author Radhakrishnan Pillai's much-anticipated book, *Chanakya in Daily Life*, will help you navigate the rough seas of life and stay on course. Covering all aspects of life from the personal to the professional, it will tell you everything from how to begin your day to how to end it, how to choose the right job, stay financially secure, have a happy married life, raise your children the right way, achieve the perfect work-life balance and much more. Like always, Pillai decodes and simplifies the visionary king-maker Chanakya's teachings from the *Arthashastra* and *Chanakya Niti* to provide solutions for any problem that might crop up in any aspect of your life. Thus, *Chanakya in Daily*

Life is the perfect guru who expects only one thing from the shishya-a willingness to learn.

The Janitor

How an Unexpected Friendship Transformed a CEO and His Company *Thomas Nelson*

Do you ever find yourself losing sight of the important things in life-work and stress can become overwhelming at times. Such is the situation where CEO Roger Kimbrough finds himself in this business parable. The Janitor was inspired by Todd Hopkins's personal experiences of interviewing overqualified retired businessmen for evening shift janitorial positions. Todd's applicants consistently would say they simply needed something to do. In this fable, janitor Bob Tidwell helps Roger to reevaluate how he is leading his business and his life. Bob's counsel is based upon six principles that Todd and coauthor Ray Hilbert discovered have the most impact on succeeding in business while holding together a personal life. Their insightful advice is delivered in a real-to-life story that inspires you to find greater fulfillment in your life. Like so many CEOs in the corner office, still working when the janitor arrives to do the nightly cleaning, Roger is having a difficult and stressful evening when he spills his guts to the older janitor. As their relationship develops, Bob, a retired businessman, promises help that will turn Roger's business and personal life around. The story follows not only their weekly meetings at the office but also the application of each principle: Recharge vs. Discharge View Family as a Blessing, Not a Responsibility Pray, Don't Pout Pass It Around Don't Spend, Invest! Leave a Legacy The Janitor's message will capture your mind and heart; stimulate meaningful, lasting life-changes; and show you how to influence your family, neighbors, and coworkers while experiencing business and life to the fullest. "Take a few minutes and devour this little book by Todd Hopkins and Ray Hilbert. It's going to be a motivational classic, and you'll be in on the first wave of inspired readers." - Pat Williams, Senior Vice President, Orlando Magic; and Author, The Warrior Within

Core Selling Skills *Les Giblin LLC*

SELLING IS ALL ABOUT PEOPLE This book talks about the fundamentals of selling ,",€," how to sell to people. In a digital age where product knowledge is easily acquired, the art of handling people to get sales, is more relevant than ever before. Cutting out the jargon, the author of multi-million copy bestsellers such as SKILL WITH PEOPLE, gives you the tools to take your sales sky-high. **WITH A SIMPLICITY OF STYLE THAT WILL STAY WITH YOU, THIS BOOK SHOWS YOU HOW TO:** - Win At Selling - Lean The Art Of Being Agreeable - Become A Master Of Opening the Sale - Handle Objections To Get Buying Decisions - Sell Yourself - Master The Art Of Effective Listening - Acquire Techniques of Conducting a Sale - Get The Skills Of Sales Presentations - How To Close The Sale Les Giblin not only gives you the skills and techniques, but tells you how to apply them when out there handling prospects. This book will change your appreciation to sales and make you a master at people skills. "You must learn to work with human nature, rather than against it, if you want to have power with people" **ABOUT THE AUTHOR** One of the pioneers of the personal development industry, Les Giblin was born in Cedar Rapids, Iowa. After serving in the military, Giblin began a sales job with the Sheaffer Pen Company. His successful career in door-to-door sales allowed him to become an ardent observer of human nature and eventually earned him the title of National Salesman of the Year. Taking lessons from his sales career, Giblin penned his classic SKILL WITH PEOPLE in 1968 and began conducting thousands of

seminars for companies and associations including Mobile, General Electric, Johnson & Johnson, to name a few. SKILL WITH PEOPLE has sold over two million copies and translated into over 20 languages across the world.

Bringing Out the Best in People *McGraw Hill Professional*

The classic bestseller on performance management is updated to reflect changes in today's working environment. When an employer needs to know how to gain maximum performance from employees, renowned behavioral psychologist--Aubrey Daniels is the man to consult. What has made Daniels the man with the answers? His ability to apply scientifically based behavioral stimuli to the workplace while making it fun at the same time. Now Daniels updates his ground-breaking book with the latest and best motivational methods, perfected at such companies as Xerox, 3M, and Kodak. All-new material shows how to: create effective recognition and rewards systems in line with today's employees want; Stimulate innovations and creativity in new and exciting ways; overcome problems associated with poorly educated workers; motivate young employees from the minute they join the workforce.

Hung by the Tongue *Francis P. Martin Pub.*

Skill with People

Exactly What to Say

The Magic Words for Influence and Impact *Page Two*

Often the decision between a customer choosing you over someone like you is your ability to know exactly what to say, when to say it, and how to make it count. Phil M. Jones has trained more than two million people across five continents and over fifty countries in the lost art of spoken communication. In Exactly What to Say, he delivers the tactics you need to get more of what you want.

How to Start a Conversation and Make Friends *Jaico Publishing House*

10 Common Mistakes Financial Advisors Make and Simple Ideas to Avoid Them

How to Create Happy Loyal Clients *Createspace Independent Publishing Platform*

Drawing upon Howard Lashner's more than two decades of success in the financial services industry, 10 Common Mistakes Financial Advisors Make & Simple Ideas to Avoid Them demonstrates that what many advisors consider standard operating procedures are really missed opportunities to build better, longer-lasting client relationships. Using real-world client experiences, as well as his own, Lashner focuses on eliminating mistakes that keep financial advisors from delivering the highest-level client experience possible, and from expanding their business and client roster. The result is his philosophy on how to work with clients, and a plan of action you can implement to create a personalized client experience.

How to be People-smart

The Rarest Skill : Reminder Course

Prospecting and Setting Appointments Made Easy

""Barry's book will help anyone improve their prospecting and appointment setting which are keys to a successful sales

career.'" - Hector LaMarque, Senior National Sales Director, Primerica Do you need to find people and set appointments to be successful in sales, relationships and life? Are you stuck? This book will get you going - prospecting and setting appointments with confidence and commitment. Barry Andruschak was an ineffective, introverted newcomer to sales until he discovered the techniques in "Prospecting and Setting Appointments Made Easy" and built a remarkably successful career. Now a National Sales Director and trainer, Barry provides you with the easy-to-follow, step-by-step process you, and your team, can follow to boost sales to new heights. It's a fact that no sales can happen until you find prospective clients and set up an appointment. Barry's proven approach makes it easy for anyone. Plus, net profits on book sales go to KidSport to help children in communities across the country play a sport that they may not otherwise be able to afford. Thank you! About the Author Barry Andruschak was born and raised in Vancouver, BC. He has a diploma in Aviation Technology from Selkirk College in Castlegar, BC. After being a charter pilot for 3 years, he was introduced to the A.L. Williams Corporation, now called Primerica Financial Service Ltd., in 1985. He became Primerica Canada's first Regional Vice President independent sales agent in 1986. He is currently holds the title of National Sales Director and lives with his family in Victoria, BC.

The Power of Focus Tenth Anniversary Edition

**How to Hit Your Business, Personal and Financial Targets
with Absolute Confidence and Certainty** *Health
Communications, Inc.*

This special 10th anniversary edition of an enduring classic provides a crystal clear picture of why focus is even more vital today in determining future success.

Think Like a Winner! *Pelican Publishing*

Time Management

30 Principles for the Best Utilization of Your Time *Manjul Publishing*

Different than other usual time management books available, this book details 30 strategies and tactics proven methods to get more done in the 24 hours that every single human being on earth has been granted. Discover how to maximize your time by setting priorities, create useful schedules and learn to overcome procrastination, how to boost your energy level and productivity with good habits, proper food habits, exercise and sleep. Learn how to use the latest technology etc. can enable you to manage information and communicate more effectively and efficiently.

The ABCs of Making Money

**Painless Strategies for Ordinary People to Create
Extraordinary Wealth** *Wealth Solutions Press*

64% of all Americans will retire below the poverty line. Only 2% will enjoy a life of wealth! We are working longer hours, suffering dangerous stress levels and carrying higher debt loads, yet we still only manage to live paycheck to paycheck. Financial worries are the #1 cause of sleep deprivation and marital problems. Do you feel frustrated and trapped in your daily routines? Are you desperately looking for solutions? This book will change your financial life forever!.

Color Your Future

Using the Character Code to Enhance Your Life *Simon and*

Schuster

In "The Color Code", Hartman defined the characteristics of four different personality types and assigned a color label to each. In this exciting sequel, filled with engaging case histories and simple exercises, he explains how to acquire the "unnatural" traits that complete us and give up true character.

தமிழர் வாழ்வுப் பாடல்கள் - தொகுப்பு - 1 / **Tamilaga Arasiyal Varalaru - Part - 1** Kizhakku Pathippagam

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God Wants You to Win

Inspiration and Proven Strategies to Win and Live the Real Life God Wants You to Live

Power of People Skills

How to Eliminate 90% of Your HR Problems and Dramatically Increase Team and Company Morale and Performance *Red Wheel/Weiser*

People are the problem. They're always the problem. If a business person goes home frustrated, if they talk with their significant other about it, if they lay awake at night stewing about it, inevitably the problem is some person at work--a colleague, subordinate, or boss. Handling people issues is every leader's major headache. It's what takes up the majority of their time and--more important--the bulk of their head space. Every leader can and must develop this most important of all management skills. The Power of People Skills will teach you that there's one primary difference between a great culture and a poor one: a great culture insists on having star players in every key seat, and a poor culture tolerates under performers. In this powerful book, you will learn how to: Make the people decisions that can double your results, relieve your stress, and cause team morale to soar. Attract and retain the very best talent. Deal with difficult people problems in an objective and kind way. Overcome the reluctance we all share to confront under performers. Permanently solve the problems causing most of your stress.

Whale Done!

The Power of Positive Relationships *Simon and Schuster*

A compendium of straightforward techniques on how to accentuate the positive and redirect the negative, increasing

productivity at work and at home. What do your people at work and your spouse and kids at home have in common with a five-ton killer whale? Probably a whole lot more than you think, according to top business consultant and mega-bestselling author Ken Blanchard and his coauthors from SeaWorld. In this moving and inspirational new book, Blanchard explains that both whales and people perform better when you accentuate the positive. He shows how using the techniques of animal trainers -- specifically those responsible for the killer whales of SeaWorld -- can supercharge your effectiveness at work and at home. When gruff business manager and family man Wes Kingsley visited SeaWorld, he marveled at the ability of the trainers to get these huge killer whales, among the most feared predators in the ocean, to perform amazing acrobatic leaps and dives. Later, talking to the chief trainer, he learned their techniques of building

trust, accentuating the positive, and redirecting negative behavior -- all of which make these extraordinary performances possible. Kingsley took a hard look at his own often accusatory management style and recognized how some of his shortcomings as a manager, spouse, and father actually diminish trust and damage relationships. He began to see the difference between "GOTcha" (catching people doing things wrong) and "Whale Done!" (catching people doing things right). In *Whale Done!*, Ken Blanchard shows how to make accentuating the positive and redirecting the negative the best tools to increase productivity, instead of creating situations that demoralize people. These techniques are remarkably easy to master and can be applied equally well at home, allowing readers to become better parents and more committed spouses in their happier and more successful personal lives.