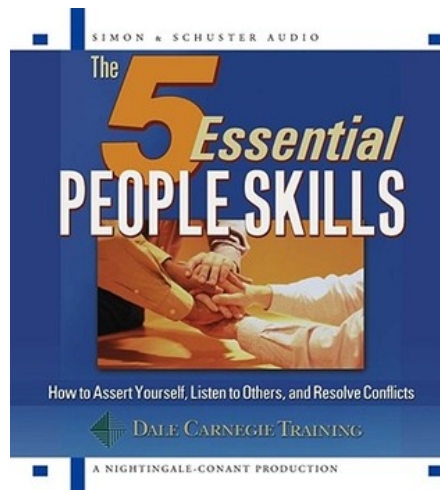




The 5 Essential People Skills: How to Assert Yourself, Listen to Others, and Resolve Conflicts

Dale Carnegie

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Have you ever walked away from a conversation full of doubts and insecurities? Do you feel as if you've lost a little ground after every staff meeting? Most of us are either too passive or too aggressive in our business life, and we end up never getting the support, recognition, or respect that we desire.

The business leaders and trainers from Dale Carnegie Training® have discovered that applying appropriate assertiveness to all your interactions is the most effective approach to creating a successful career.

The 5 Essential People Skills will help you be the most positively assertive, prosperous and inspired professional you can be. You will learn to:

- Relate to the seven major personality types
- Live up to your fullest potential while achieving personal success
- Create a cutting-edge business environment that delivers innovation and results
- Use Carnegie's powerhouse Five-Part template for articulate communications that grow business
- Resolve any conflict or misunderstanding by applying a handful of proven principles

Once you know and can employ these powerful skills, you will be well on your way to a new level of professional and personal achievement. You will see a transformation once you put these five essential skills to work for you.

The 5 Essential People Skills: How to Assert Yourself, Listen to Others, and Resolve Conflicts Details

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Author : Dale Carnegie

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Brian Kramp says

This was not written by Dale Carnegie, but someone who sounded more like a salesman than a professional. It was cliché and generally boring, and clearly targeted at managers rather than individuals.

One piece of interesting advice was when dealing with an employee who lacks motivation. In a review conversation with them, they may expect criticism, but don't do that. Instead say "I don't see a fire lit under you? What do you think you're missing in the job that would light it?"

Joey Doughty says

This book wasn't actually written by Dale Carnegie. I feel similarly about this book as I feel about How To Win Friends and Influence People - I feel the advice within is either largely manipulative and not conducive to facilitating meaningful relationships, or incompatible with my personality.

The 5 Essential People Skills may actually prove useful for someone in middle management, but for a near-college graduate like myself, there isn't much to be gained here.

Fahim Akhter says

I guess these classic self development books are sort of a guilty pleasure. The cheesy tunes before a chapter, the slow pacing of the book. The sound of the narrator who sounds like a person who has nothing behind those eyes. Sort of like the Tom Cruise of the books.

Having said those things, the principles taught by Dale Carnegie as cheesy and simple as they may seem hold true through all times. From leaders to sportsman everyone has learned something from the great man. The book is no exception. It's your little things that you know or heard at some point. Compiled in a short book.

One of the books that you just read for revision.

David Anusontarangkul says

Average book that has some good tips for the working world. I like the tip to always end meetings in a good note, even when the middle of the meeting can be negative.

Billy says

Similar to most of Dale Carnegie's book and a good refresher. Skill and human attitude to be assertive in our doings.

Jason Ong Wicky says

To assert yourself effectively enough to influence others, develop the “five essential people skills”: “rapport building, curiosity, communication, ambition” and “conflict resolution.”

Funny how the essential people skills are called 'ambition' and 'conflict management' and the book ended up telling us how to deal with ambitious people and problematic people.

Although this book is not an accurate summary of Dale Carnegie's books, I like how the book focus on making us more assertive.

Abeeda says

Corporate slant. Basic information. Nothing really new here. Would recommend it as a starter for fresh grads entering the corporate world.

Fahri Rasihan says

Setiap hal pasti memiliki ilmu untuk dipelajari, termasuk salah satunya adalah kemampuan untuk bersikap terhadap orang lain. Salah satu tokoh yang paling berpengaruh dalam bidang ini adalah Dale Carnegie. Carnegie tak diragukan lagi telah memberikan kontribusi yang besar terhadap gerakan potensi manusia. Melalui pengajaran dan karyanya yang telah membantu orang-orang di seluruh dunia untuk menjadi individu-individu yang percaya diri, menarik, dan berpengaruh. Dan lewat buku ini kita akan diberi tahu cara berhubungan antarmanusia dalam membangun relasi. Terdapat banyak sekali ilmu yang bisa kita pelajari lewat The 5 Essential People Skills.

Terdapat lima kemampuan potensi manusia yang dapat digunakan untuk menjadi pribadi yang tegas, mudah memahami orang lain, dan cakap menyelesaikan konflik. Kelima potensi tersebut dapat digunakan hanya jika kita bisa berperilaku secara asertif. Perilaku asertif adalah perilaku yang terdapat di antara perilaku agresif dan pasif. Jika perilaku agresif cenderung terkesan keras dan memaksa, sedangkan perilaku pasif lebih diam dan menerima, beda halnya dengan perilaku asertif. Perilaku asertif lebih menekankan pada kemampuan untuk menyampaikan keinginan kita terhadap orang lain secara jelas dan tegas. Perilaku asertif juga bisa melihat sudut pandang orang lain, sehingga bisa lebih bijak dalam bersikap. Selain itu perilaku asertif juga bisa menahan ego agar dapat lebih jernih dan adil dalam mengambil keputusan. Sikap asertif memberikan keadilan bagi masing-masing pihak dengan solusi menang-menang dalam menyelesaikan konflik.

Potensi manusia yang pertama adalah mengembangkan relasi dengan perilaku asertif. Agar bisa mengembangkan relasi, sikap asertif dan percaya diri mutlak diperlukan. Contohnya adalah lebih mampu melawan tekanan dan dominasi orang-orang agresif, memiliki kemampuan untuk membela keyakinan pribadi kita, serta mampu mengendalikan diri dalam situasi-situasi penting. Selain itu mengembangkan hubungan yang harmonis merupakan kunci dalam membangun relasi. Terdapat beberapa sikap yang bisa kita

ambil untuk membangun hubungan yang harmonis, seperti tersenyum, mengutarakan pendapat dengan volume suara yang pas, lebih rinci dan jelas dalam menyampaikan gagasan, membudayakan sikap diam yang asertif, dan lain-lain. Semua sikap tersebut dapat membantu kita dalam membangun hubungan yang harmonis untuk mengembangkan relasi kita.

Kemudian potensi manusia yang kedua adalah rasa ingin tahu asertif. Rasa ingin tahu asertif adalah sebuah kerangka berpikir yang sangat unik dan agak rumit. Untuk memaksimalkan rasa ingin tahu asertif kita bisa melihat poin-poin berikut:

Poin 1: Menjadikan rasa ingin tahu asertif sebagai sebuah pengalaman emosional.

Poin 2: Melihat diri kita sendiri sebagai seorang murid dan pemasok.

Poin 3: Menyimak secara interaktif.

Poin 4: Bersikap interaktif tanpa tujuan tertentu.

Poin 5: Berbagi kisah pribadi kita dengan penuh gaya.

Poin 6: Humor

Poin 7: Mengetahui apa yang perlu dipelajari orang lain.

Poin 8: Memperkuat dengan dukungan kelembagaan.

Poin 9: Bimbingan oleh pejabat senior.

Poin 10: Menciptakan lingkungan yang menyenangkan.

Kesepuluh poin tersebut dapat membantu kita dalam mengembangkan rasa ingin tahu asertif terhadap lingkungan kerja dan bisnis.

Terdapat tiga potensi manusia lainnya yang dibahas dalam buku ini. Selain mengembangkan relasi dan rasa ingin tahu, masih ada komunikasi, ambisi, dan penyelesaian konflik yang dijabarkan lewat penjelasan yang ringan dan mudah dimengerti. Terdapat pula beberapa contoh kasus yang dapat membantu kita agar bisa lebih paham akan cara yang diberikan. Satu hal lagi yang membuat buku ini menarik adalah terdapat langkah-langkah tindakan yang bisa kita ambil dan praktikan untuk mengembangkan kelima potensi manusia yang kita miliki. Secara keseluruhan *The 5 Essential People Skills* merupakan buku pengembangan diri yang tidak hanya menuntun, tapi juga mengajak kita untuk mempraktikannya. Sebuah buku yang cocok untuk dibaca oleh siapa saja, khususnya bagi kalian yang berkecimpung di dunia kerja dan bisnis.

Cassidy Shea says

man, this books sucks. i picked it up at the library, wanting to read some material about assertiveness, and i was seriously disappointed.

this book is all over the place. it reads like some low-functioning stoner's thesis paper. it's disorganized. it's full of typos (page 78 has some bizarre underscore additions like this). it has a huge lack of concrete examples to support its theories (which also makes it a really dull, textbook-ish read). and it's just plain bad writing. i wish i could remember what page this is on, but there's a sentence that goes something like, "Instead of antagonizing people, try complimenting them instead." instead instead **INSTEAD**. and it's full of sentences like this: "Each of these principles is essential to resolving conflict in a business setting, and now we'll look at them in detail." thanks for giving me the game plan, i'm not used to handling a new section of a book without a debriefing. i was a more savvy writer than the author by the time i was in 10th grade.

who IS the author, by the way?! it just says "Dale Carnegie Training" and on the copyright page simply "by Dale Carnegie & Associates." well, dale carnegie died in 1955 & this book was published in 2009 (and makes reference to obama lolz), so who REALLY wrote this shit? cause i want to send him hate mail.

i DO really love the way they just added the word "assertive" to some nouns to make this book pretend like it was about assertiveness. "assertive ambition." "assertive curiosity." indeed.

also, this book has an extreme corporate-business-world slant. this should REALLY be emphasized in the description/title/whatever because i got so bored reading about board room meetings and marketing departments. it also, beginning somewhere in the first few chapters, assumes that you, the reader, are a manager/supervisor. huh? i'm a 22-year-old recent college graduate who's trying to figure out how to stand up for herself and get employers to take her seriously. why is this book written for people who have an entire team of employees underneath them?

so, i suppose if you're a manager at a corporation who wants to learn how to inspire "assertive curiosity" into his team, you might find this book worthwhile. for everyone else, don't waste your time.

Nidhal Ben Tahar says

Somehow, this book ended up in my phone (in audio form). How I could finish it without becoming a zombie, no one knows.

Muhammad Habib says

makes you think, but you have to want to be better first

Jess Organista says

Me pareció muy interesante el tema. Muy sencillo de digerir.

Pancho says

This book is for anyone who has been living under a rock, who is from outer space, or who is under the age of 14. Dale Carnegie's name should not be associated with this book. I made it through eight chapters, and I've had enough.

Elizabeta says

Might be useful for working in a corporate world. It was an ok book, but still not as great as "How to Win Friends and Influence People".

Masa Nishimura says

A good old Dale Carnegie book. The gist is similar to How to Win Friends.
