

## Ten Commandments of Human Relations

Robert G. Lee (1886–1978, Southern Baptist leader)

1. **Speak to people.** There is nothing as nice as a cheerful word of greeting.
2. **Smile at people.** It takes seventy-two muscles to frown, only fourteen to smile.
3. **Call people by name.** The sweetest music to anyone's ears is the sound of his or her name.
4. **Be friendly and helpful.** If you would have friends, be friendly.
5. **Be cordial.** Speak and act as if everything you do is a genuine pleasure.
6. **Be genuinely interested in people.** You can like almost anybody if you try.
7. **Be generous with praise—cautious with criticism.**
8. **Be considerate with the feelings of others.** There are usually three sides to a controversy; yours, the other fellow's and the right one.
9. **Be alert to give service.** What counts most in life is what we do for others.
10. **Add to this** a good sense of **humor**, a big dose of **patience** and a dash of **humility**, and you will be rewarded many-fold.