

## A Short Course In Human Relations:

The 6 most important words: *"I admit I made a mistake."*

The 5 most important words: *"You did a good job."*

The 4 most important words: *"What is your opinion?"*

The 3 most important words: *"If you please."*

The 2 most important words: *"Thank you."*

The most important word: *"We."*

The LEAST important word: *"I."*