



Dr. AC Ng training system  
**Management Skills**  
**Distribution-2**



#### 5 Deepest Human Psychological Wants

1. Want to be happy
2. Want to live and live long
3. Want to feel important
4. Want a little variety
5. Want to be loved

#### 6 Deepest Human Psychological Needs

1. To be acknowledged
2. To be trusted
3. To be respected
4. To be loved
5. To be understood
6. To be heard

#### Leading and Motivating

- ❖ None of us is as smart as all of us
- ❖ Every business is basically a people business
- ❖ Business problems are basically people problems
- ❖ People don't get along because they fear each other. People fear each other because they don't know each other. They don't know each other because they have not properly communicated with each other. - Martin Luther King, Jr
- ❖ Real communication happens when people feel safe
- ❖ Trust and congruency
- ❖ Earn people's respect
- ❖ People with humility don't think less of themselves, they just think of themselves less
- ❖ Leaders are Readers
- ❖ Perpetual prosperity comes to those who help others
- ❖ Help Team Members To Think Better of Themselves
- ❖ The key to developing people is to catch them doing something right
- ❖ You get from people what you expect
- ❖ Help Create A Conducive Environment
- ❖ If you want your people to be responsible, be responsive.
- ❖ Without a change in behavior, just I'm sorry is not enough
- ❖ Think big, act big and be big
- ❖ Leadership is not something you do to people, it is something you do with people
- ❖ Leadership success depends on the ability to communicate with people, listen to people, attract people, influence people, inspire people, enrich people, help people, profit people and love people
- ❖ Different strokes for different folks. Only people can give other people the things that people need
- ❖ People need positive values to sustain team relationship