

Audiobook in chinese : [高情商聊天术](#)

Gilian Wang: <https://zhuanlan.zhihu.com/p/291122721>

## 第一章

### 沟通语言要委婉

- For the weakness/shortcomings, avoid direct suggestions to smooth the communication.
- Avoid absolute words
- Be honest and smooth
- When people are not focusing on the conversation, stop talking and keep silent and let them/he/she talk first.

## 第二章

### 开口说到对方心里去

- Use chat (the other's interests) to bring the feelings closer
- When comfort others, bring hope and pictures the nice future
- When comfort others, pay attention to others' feelings. Don't talk about your own similar experience. It can be said that you understand the mood, you encountered such a thing.

## 第三章

### 不露痕迹的赞美

- Praise other people's shing points, especially those not easily be noticed
- Be present, accurate/concrete, honest when praising others
- When praising others, don't miss the small details
- Compliment others by mentioning that a third party's good words

## 第四章

### 情商告诉你该说什么，幽默让你说得更漂亮

- Humor is a talent, a kind of wisdom
- Avoid unclear purpose, control the comfort degrees
- Avoid vulgar contents
- Don't make fun of people who are inferior to you
- Don't use others' bad experience for your humorous content
- Need to be improvised for different situations
- Use pun, which can be more effective than stating directly

## 第五章

### 情理融合才能有效地说服人

- When arguing with others, show grace and pay attention to moderation
- Persuade people using indirect examples, so that people consciously understand their own faults, rather than direct accusations
- Get other party's favor first before negotiation
- Adopt progressive method by explaining thing layer by layer
- Quote some cases, and use sincere attitude to explain
- No matter how disapproving his/her point is, don't deny it directly. Guide till they feel satisfied, and you can raise your point subtly without causing resistance.
- Before persuading others, you must be prepared for the persuasion work for a long time.
- If you want to change a person in some way, treat him as already having this outstanding quality. Shakespeare once said, "Assume a virtue, if you have it not"

## 第六章

### 委婉拒绝 不伤情面

- Refuse, say no, when necessary. Admit your limitations.
- However, you will need some excuses, including rules/jokingly refuse/next time.

## 第七章

### 不得罪人的批评方法

- Avoid fact-to-face criticism
- Subtle hint is more effective than direct statement
- Stand in others' shoe, provide constructive comments
- Use the appropriate criticism
- Criticize the matter, not the person

## 第八章

### 窘迫时刻最显情商

- Improvised
- self-deprecating , make fun of yourself, entertain yourself
- Meditate and introspect, don't gossip about others

## 第九章

### 有礼有节，说话周全

- Make a good self introduction
- Avoid others' privacy, you can chat about current news/movies/non-work activities
- Don't talk behind others' back
- No complaints and resentments if request can not be agreed
- Be polite
- Build trust with Superior, and cultivate respect from subordinates

## 第十章

### 巧言妙语，和谐家庭幸福多

- Learn to communicate with your lovers/spouse
- Learn to break ices / cold wars between parents
- Acknowledge elders' experience
- Communication based on equality, especially with the offspring