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Enchantment: The Art of Changing Hearts, Minds, and

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Enchantment is described as the art of changing hearts, minds

and actions and you do this through delighting whoever you want (cus tomers/employees/emp lover) through actions that will delight them and help build meaningful relationships which will become beneficial to both parties. You use enchantment when. Aspiring to lofty, idealistic results

Enchantment: The Art of Changing Page 12/25

Hearts, Minds, and Hearts Minds And Enchantment: The Art of Changing Hearts, Minds, and Actions

Minds, and Actions
Audible Audiobook –
Unabridged Guy
Kawasaki (Author), Dan
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Enchantment by Guy Kawasaki (Book Summary) Page 13/25

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converts hostility into civility and civility into affinity.

Enchantment: The Art of Changing Hearts, Minds, and

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"Enchantment: The Art of Changing Hearts, Minds, and Actions", by Guy Kawasaki, is about influence and persuasion. The author defines "enchantment" as the process of delighting people with Page 1/25

a product, service, organization, or idea. The outcome of enchantment is voluntary and long-lasting support that is mutually beneficial.

Amazon.com:
Enchantment: The
Art of Changing
Hearts, Minds ...
The Art of
Enchantment is an
update of Dale
Carnegie's How to Win
Friends and Influence

People, in which Kawasaki asserts that the fundamental goal of influence is not to get your own way, but to bring about a change of heart in other people by working with and through them.

Guy Kawasaki -Enchantment

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