The 7 Habits of Highly Effective People
opportunitynowhere
How will I think or act differently as a result of today’s workshop?
If we always do what we’ve always done...

...we’ll always get what we’ve always got!
If we want what we've never had, then we have to do what we've never done!
Be Open to Change

Open mind, open heart
• Identify and explore the Seven Habits of Highly Effective People

• Decide what actions you need to take to move further forward in your personal and professional life?

• Have fun!
Getting to know each other
(a little better)
We are what we repeatedly do. Excellence, then, is not an act, but a habit.

Aristotle
The 7 Habits of Highly Effective People

Powerful Lessons in Personal Change

15th Anniversary Edition

15 Million Copies Sold
Setting the Context
What kind of future are you creating by the way you’re currently thinking or behaving?
“The significant problems we face cannot be solved at the same level of thinking we were at when we created them.”

A New Level of Thinking (Paradigm)
Paradigm Shift
Knowledge
(what to, why to)

Skills
(how to)

Desire
(want to)

HABIT
The Maturity Continuum

- Dependence - the paradigm of YOU
- Independence - the paradigm of I / ME
- Interdependence - the paradigm of WE
The 7 Habits of Highly Effective People

Interdependence

HABIT 5 Seek First to Understand, Then to Be Understood
HABIT 6 Synergize

Public Victory

HABIT 4 Think Win-Win

Independence

HABIT 3 Put First Things First

Private Victory

HABIT 1 Be Proactive
HABIT 2 Begin With the End in Mind

Dependence

Habit 7 Sharpen the Saw
The Private Victory must precede the Public Victory. You can’t invert that process any more than you can harvest before you plant.

—Stephen R. Covey
The 7 Habits of Highly Effective People

Production Capability

Production

Roots of Effectiveness
Permanent White Water
(Vaill, 1996, Covey, 2006)
The Constants

• Change
• Choice
• Principles

(Covey, 2006)
Challenge!

‘The Main Thing is to keep the Main Thing the Main Thing’
Habit 1

Be Proactive

Taking responsibility for your life

When we can no longer change a situation, we are challenged to change ourselves.

—Viktor Frankl
I am free to choose and am responsible for my choices.
The Four Human Endowments

Self-Awareness: Our ability to examine our own thoughts, moods, and behaviours

Imagination: Our ability to visualize beyond our current experience and circumstances

Conscience: Our understanding of right and wrong

Independent Will: Our ability to act independent of external influences
Carry Your Own Weather
Circle of Influence
God grant me the serenity to accept the things I cannot change;

the courage to change the things I can;

and the wisdom to know the difference.
Circle of Concern

Circle of Influence
Circle of Concern

Circle of Influence
Circle of Influence
Let's Nail It!
<table>
<thead>
<tr>
<th>Reactive Language</th>
<th>Proactive Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>There’s nothing I can do</td>
<td>Let’s look at other alternatives</td>
</tr>
<tr>
<td>That’s just the way I am</td>
<td>I can choose a different approach</td>
</tr>
<tr>
<td>He makes me so mad</td>
<td>I control my own feelings</td>
</tr>
<tr>
<td>I can’t</td>
<td>I choose</td>
</tr>
<tr>
<td>I must</td>
<td>I prefer</td>
</tr>
<tr>
<td>If only..</td>
<td>I will</td>
</tr>
</tbody>
</table>
Habit 1

Be Proactive

Be aware of yourself, your strengths, weaknesses, blind spots, motivations - and be proactive in finding out as much as you can about yourself. Then be proactive in applying that knowledge to your relations with others.
Habit 1
Be Proactive
Taking responsibility for your life

What action will I take concerning Habit 1?

When we can no longer change a situation, we are challenged to change ourselves.
—Viktor Frankl
• What have you started but not worked on?

• What is in progress, but not complete?

• What is almost complete, but still not finished?

• What things have you been unable to start?

• What things have you been unable to change?

• What things have you been unable to stop?
Habit 2
Begin with the End in Mind

Defining your mission and goals in life

“Would you tell me please which way I ought to go from here?”

“That depends a good deal on where you want to get to,” said the Cat.

“I don’t much care where…” said Alice.

“Then it doesn’t matter which way you go,” said the Cat.

—From Alice’s Adventures in Wonderland
Habit 2 - Principle

Mental creation precedes physical creation.
Imagination is the beginning of creation. We imagine what we desire; we will what we imagine; and at last we create what we will.

—George Bernard Shaw
Personal Mission Statement

Your purpose & meaning in life
Fast-Write Question

What is your mission?
Draft of Personal Mission Statement

The things that matter most to me are __________, __________, __________, __________, and __________.

The principles I will use to guide my life are __________, __________, __________, __________, and ________.

I will make a contribution and enjoy life by using my talents of __________, __________, and __________.

I will live with purpose in the following key roles of life:

As a [role], I will [responsibilities] __________, __________, and __________.
Begin with the End in Mind

In summary, create and live by a personal mission statement. This may lead onto more specific goals and objectives, but the idea is that you try to live as the sort of person you'd like to be remembered for when you've passed on.
Habit 2

Begin with the End in Mind

Defining your mission and goals in life

What action will I take concerning Habit 2?
Habit 3
Put First Things First
Prioritising and doing the most important things first

Things which matter most must never be at the mercy of things which matter least.
—Johann Goethe
Habit 3 - Principle

Effectiveness requires the integrity to act on your priorities.
The main thing is to keep the main thing the MAIN THING
The Time Matrix
The Time Matrix

I
NECESSITY

II
EFFECTIVENESS

III
DECEPTION

IV
WASTE AND EXCESS
Habit 3: Put First Things First

URGENT

• Crises
• Pressing problems
• Deadline-driven projects, meetings, reports

NOT URGENT

• Preparation
• Prevention
• Planning
• Relationship building
• Re-creation
• Values clarification

IMPORTANT

• Needless interruptions
• Unnecessary reports
• Unimportant meetings, phone calls, mail, e-mail
• Other people’s minor issues

NOT IMPORTANT

• Trivia, busywork
• Irrelevant phone calls, mail, e-mail
• Time-wasters
• “Escape” activities
• Excessive TV, internet, relaxation

Live North of the Line
Big Rocks
Habit 3

Put First Things First

Define what it is that really matters in your life, then spend your time on those important things. Do you ever find yourself in the ‘thick of thin things’? Rather than spreading our time thinly across too many activities, concentrate on doing a few things well.
Habit 3

Put First Things First

Prioritising and doing the most important things first

Things which matter most must never be at the mercy of things which matter least.
—Johann Goethe

What action will I take concerning Habit 3?
The Emotional Bank Account
The Emotional Bank Account

**Deposits**
- Seek first to understand.
- Show kindness, courtesy, respect.
- Keep promises.
- Be loyal to the absent.
- Set clear expectations.
- Apologize.
- Give feedback ("I" messages).
- Forgive.

**Withdrawals**
- Assume you understand.
- Show unkindness, discourtesy, disrespect.
- Break promises.
- Be disloyal, badmouth.
- Create unclear expectations.
- Be proud and arrogant.
- Give no feedback or evaluate character ("you" messages).
- Hold grudges.
The 7 Habits of Highly Effective People
How will I think or act differently as a result of this workshop?
The 7 Habits of Highly Effective People

- **Independence**
  - HABIT 3: Put First Things First

- **Private Victory**
  - HABIT 1: Be Proactive
  - HABIT 2: Begin With the End in Mind

- **Dependence**
The 7 Habits of Highly Effective People

- Habit 5: Seek First to Understand, Then to Be Understood
- Habit 6: Synergize
- Habit 7: Sharpen the Saw

- Interdependence
  - Public Victory
    - Habit 4: Think Win-Win
  - Independence
Habit 4

Think Win-Win

Having an ‘everyone can win’ attitude

What do we live for, if it is not to make life less difficult for each other?

—George Eliot
Habit 4 - Principle

Effective, long-term relationships require mutual respect and mutual benefit.
Think ‘WIN-WIN-WIN’
The Courage and Consideration Grid

- Win-Lose
- Win-Win
- Lose-Lose
- Lose-Win
Win-Win Agreements
The ‘Win-Win’ Process:

See the problem from the other point of view, in terms of the needs and concerns of the other party.
The ‘Win-Win’ Process:

See the problem from the other point of view, in terms of the needs and concerns of the other party.

Identify the key issues and concerns (not positions) involved.

Determine what results would make a fully acceptable solution.

Identify new options to achieve those results.
Think ‘Win-Win’

In all your dealings with others, aim for each little negotiation to provide success (a win) for both sides.
Habit 4

Think Win-Win

What action will I take concerning Habit 4?

What do we live for, if it is not to make life less difficult for each other?

—George Eliot
Habit 5
Seek First to Understand, Then to Be Understood

Listen, or your tongue will make you deaf.
—Native American Proverb

Listening to people sincerely
Habit 5 - Principle

Seek First to Understand, Then to Be Understood

To communicate effectively with me, you must first understand me.
Autobiographical Responses

Advising: Giving counsel, advice, and solutions to problems.

Probing: Asking questions from our own frame of reference or agenda.

Interpreting: Explaining another’s motives and behaviour based on our own experience; trying to figure people out.

Evaluating: Judging, and either agreeing or disagreeing.
Autobiographical Responses
Empathic Listening

Empathic Listening is reflecting what a person feels and says in your own words.

It is not listening to advise, counsel, reply, refute, solve, fix, change, judge, agree, disagree, question, analyze, or figure out.
Empathic Listening
When people who are not used to speaking are heard by people who are not used to listening, then real change occurs!
Seek First to Understand, then to be Understood

Put another way, "We have two ears and one mouth, and they should be used in that proportion." In your communications, be sure you know the other person's point of view before you start expounding your own ideas.
Habit 5
Seek First to Understand, Then to Be Understood
Listening to people sincerely

What action will I take concerning Habit 5?

Listen, or your tongue will make you deaf.
—Native American Proverb
Habit 6

Synergize

Working together to achieve more

The enemy of the best is the good.

—Voltaire
Habit 6 - Principle

Paradigm

The whole is greater than the sum of its parts.

See → Do → Get → Result
The Nature of Synergy
None of us is as smart as all of us!
Check Willingness

“Would you be willing to search for a solution that is better than what either of us has in mind?”
Getting to Synergy

- Your Way
- Reflect Viewpoints
- Check Willingness
- Create New Ideas
- Third Alternative
- My Way
How Do You Know?

You’ve created a ‘Third Alternative’ when you both:

• Have a change of heart.
• Feel new energy and excitement.
• See things in a new way.
• Feel the relationship has transformed.
• End up with an idea that is better than what either of you started with.
Synergise

Look for ways to take your ideas and other people's ideas and build on them together, on the basis that the outcome will be something greater than the sum of the inputs.
Habit 6

Synergize

Working together to achieve more

The enemy of the best is the good.

—Voltaire

What action will I take concerning Habit 6?
Habit 7

Sharpen the Saw

Renewing yourself regularly

A long, healthy, and happy life is the result of making contributions, of having meaningful projects that are personally exciting and contribute to and bless the lives of others.

—Hans Selye
Habit 7 - Principle

To maintain and increase effectiveness, we must renew ourselves in body, heart, mind, and soul.
Sharpen the Saw
The Four Dimensions

PHYSICAL

SOCIAL/EMOTIONAL

MENTAL

SPIRITUAL
Sharpen the Saw

The seventh habit that makes all the other six last!

Sharpening the saw is about renewing yourself - physically, mentally, spiritually and emotionally.
Habit 7
Sharpen the Saw

Renewing yourself regularly

What action will I take concerning Habit 7?

A long, healthy, and happy life is the result of making contributions, of having meaningful projects that are personally exciting and contribute to and bless the lives of others.

—Hans Selye
The 7 Habits of Highly Effective People

- **Habit 1**: Be Proactive
- **Habit 2**: Begin With the End in Mind
- **Habit 3**: Put First Things First
- **Habit 4**: Think Win-Win
- **Habit 5**: Seek First to Understand, Then to Be Understood
- **Habit 6**: Synergize
- **Habit 7**: Sharpen the Saw

**Interdependence**

**Public Victory**

- HABIT 5: Seek First to Understand, Then to Be Understood
- HABIT 6: Synergize

**Independence**

**Private Victory**

- HABIT 3: Put First Things First
- HABIT 2: Begin With the End in Mind

**Dependence**
Final Thoughts
To Do:

- Identify and explore the Seven Habits of Highly Effective People

- Decide what actions you need to take to move further forward in your personal and professional life?

- Have fun!
SO

WHAT?
What will I **do differently** as a result of today’s workshop?
Taking action – next steps!

What will be the first thing I do?

My ACTION List

PRIVATE VICTORY
The first three habits relate to our own internal or personal philosophy.

1: Be Proactive
2: Begin with the End in Mind
3: Put First Things First

PUBLIC VICTORY
The next three habits relate to our interaction with people and our environment.

4: Think Win / Win
5: Seek First to Understand, then to be Understood
6: Synergize

AND FINALLY, RENEWAL
Sharpening the saw is about renewing yourself - physically, mentally, spiritually and emotionally.
7: Sharpening the Saw

If I do nothing about it in 24 hours, I'll probably do nothing about it!
Workshop Evaluation / Feedback
The ‘Trim Tab’ effect
‘Trim Tab’
Be a TRIM TABBER!
‘That which we persist in doing becomes easier... 

...not that the nature of the task has changed, but our ability to do has increased.’

Ralph Waldo Emerson
...and finally
If I do nothing about it in 24 hours...

...I’ll probably do nothing about it!
GO FOR IT!

GO FOR IT!!!

GO FOR IT!

GO FOR IT!

GO FOR IT!

GO FOR IT!

GO FOR IT!!!
Thank You