The 7 Habits of Highly Effective People

Habit One: "BE PROACTIVE"
Stimulus vs. Response

Habit Two: "BEGIN WITH THE END IN MIND"
Creating a Personal Mission Statement

Habit Three: "PUT FIRST THINGS FIRST"
Putting in the Rocks

Habit Four: "THINK WIN - WIN"
Creating WIN-WIN Agreements

Habit Five: "SEEK FIRST TO UNDERSTAND"
The Art of Empathic Listening

Habit Six: "Synergize"
A Cup Is A Cup Is A Cup

Habit Seven: "SHARPEN THE SAW"
Mental, Spiritual, Social/Emotional , Physical Renewal

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MATURITY CONTINUUM

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Habit 4: WIN-WIN RELATIONSHIPS

People who engage in **win-win** relationships establish high trust by making deposits in the Relationship Bank Account. They:

- Demonstrate consistent actions that convince people that they have well-earned reputation for honesty,integrity, and loyalty. Their actions are consistent with their behavior, decisions, and position.
- Believe in the best of other people.
- Disclose/help others understand their position, behavior, and decisions.
- Communicate clear expectations.
- Seek other ideas and listen with empathy.
- Treat people with respect and respond to other's needs.
- Focus on the positive, but provide constructive feedback on improvement areas.

Habit 5: EMPATHIC LISTENING RESPONSES

1. Repeat verbatim the content of the communication.
2. Repeat content - summarize their meaning in your own words.
3. Reflect feelings - begin to capture feelings in your own words.
4. Rephrase content and reflect feelings.
5. Discern when empathy is not necessary or appropriate.

You place a high value on……
As I hear it, you ……
Your feeling now is that……
Your message seems to be..?I ……
What I guess I'm hearing is ……
I'm not sure I'm with you, but……

Habit 6: CREATING A THIRD ALTERNATIVE

1. The whole is greater than sum of its parts.
2. Communicate until you both find a solution you feel good about.
3. Listen with the intent to understand, not reply.
4. Express how you feel about and see the situation.

Habit 7: Continuous Renewal

1. Renewing the four dimensions of our nature (physical, mental, spiritual, and social/emotional) increase our capacities and help us discipline mind, body and spirit.
2. To perform well, seek balance and make gradual changes daily.

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