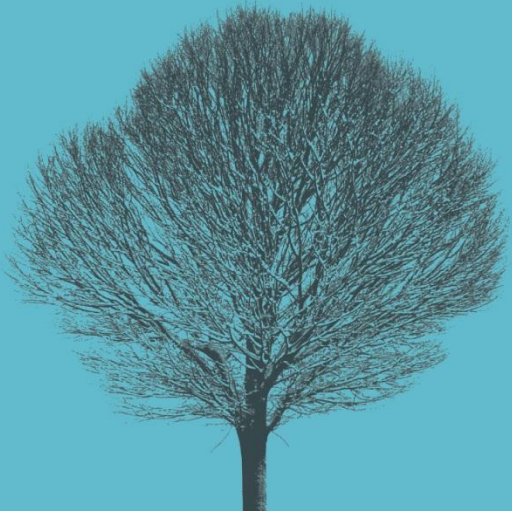


THE **7** HABITS
of Highly Effective People®



Welcome
BBA 2600
Ms. Piccolo

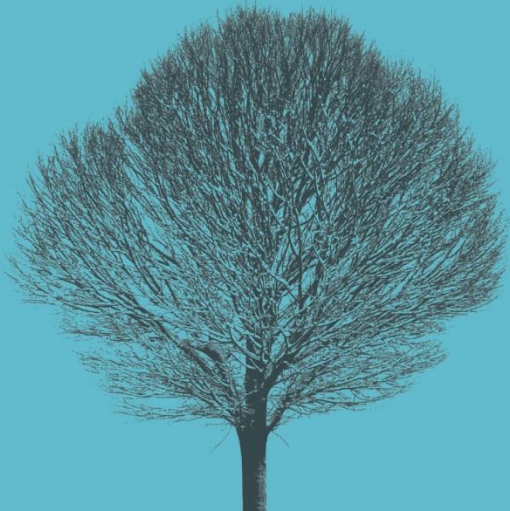


THE **7** HABITS
of Highly Effective People®



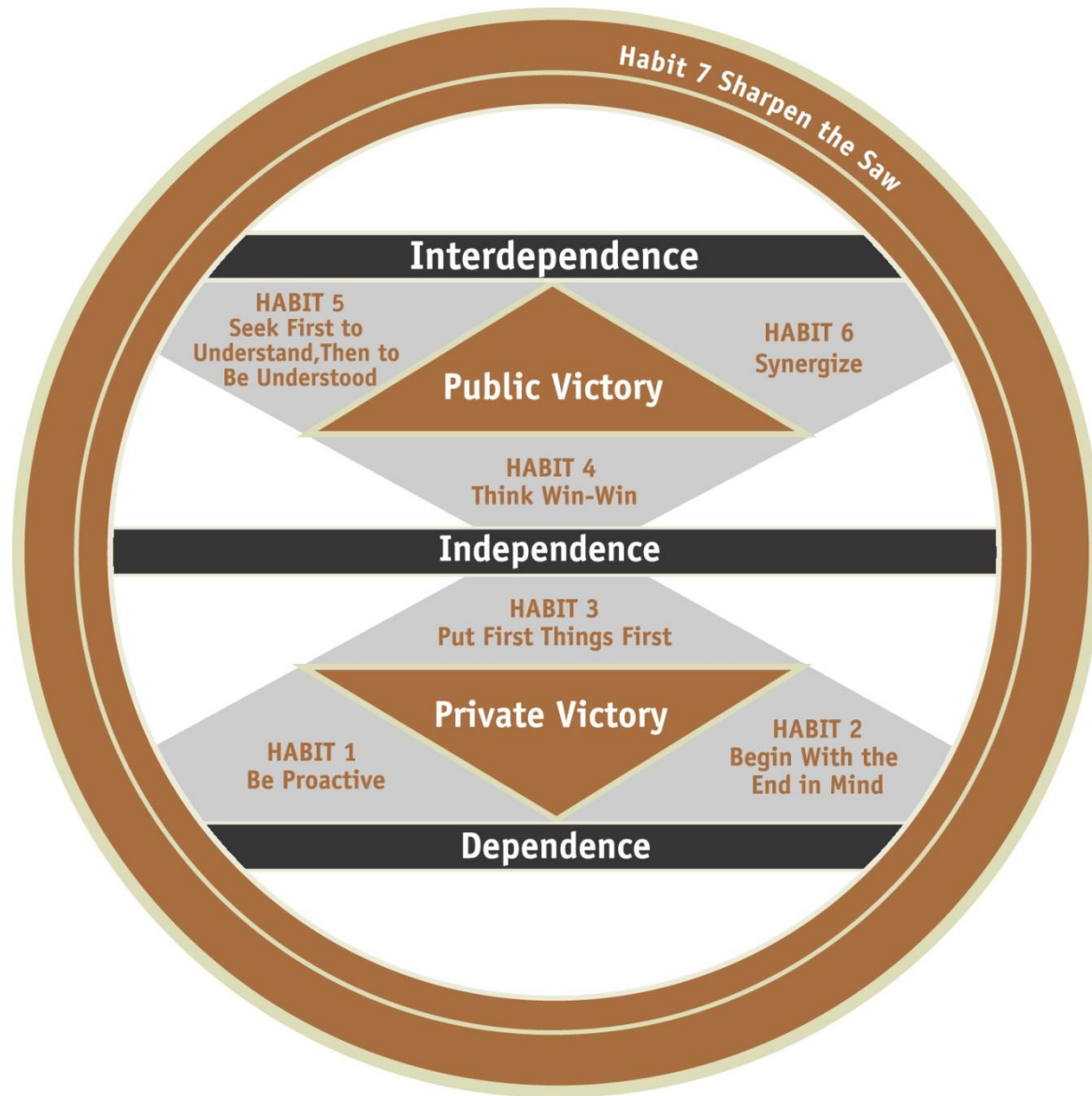
*Sow a thought, reap an action;
Sow an action, reap a habit;
Sow a habit, reap a character;
Sow a character, reap a destiny.*

—Samuel Smiles





The Stages of the Maturity Continuum



Definition of Habits

A habit is an acquired behavior or thought pattern that you repeat so many times it has become mostly unconscious.

It is the intersection of knowledge, skill and desire. We need all three to create a habit.

Knowledge – what to do

Skill – how to do

Desire – want to do

It takes 21 consecutive days to consciously make or break a habit, 66 days to make it unconscious and 88 + days for a lifetime habit.

Values

Values are a person's principles or standards of behavior; ones judgment of what is important in life: they internalize their parent's rules and values.

- Something is held to deserve the importance or worth or usefulness
- Belong, respect, forgiveness, generosity, responsibility, traditions, financial security are a few

Principles inform our choice of values, morals and ethics.

Principles

Existing in all humans regardless of consciousness. When honored in society, it thrives and without them it declines.

- ***Principles*** are fundamental truths that have universal application. When internalized into habits, they empower people to create a wide variety of practices to deal with different situations.

Process of Awareness

Action without awareness is reaction

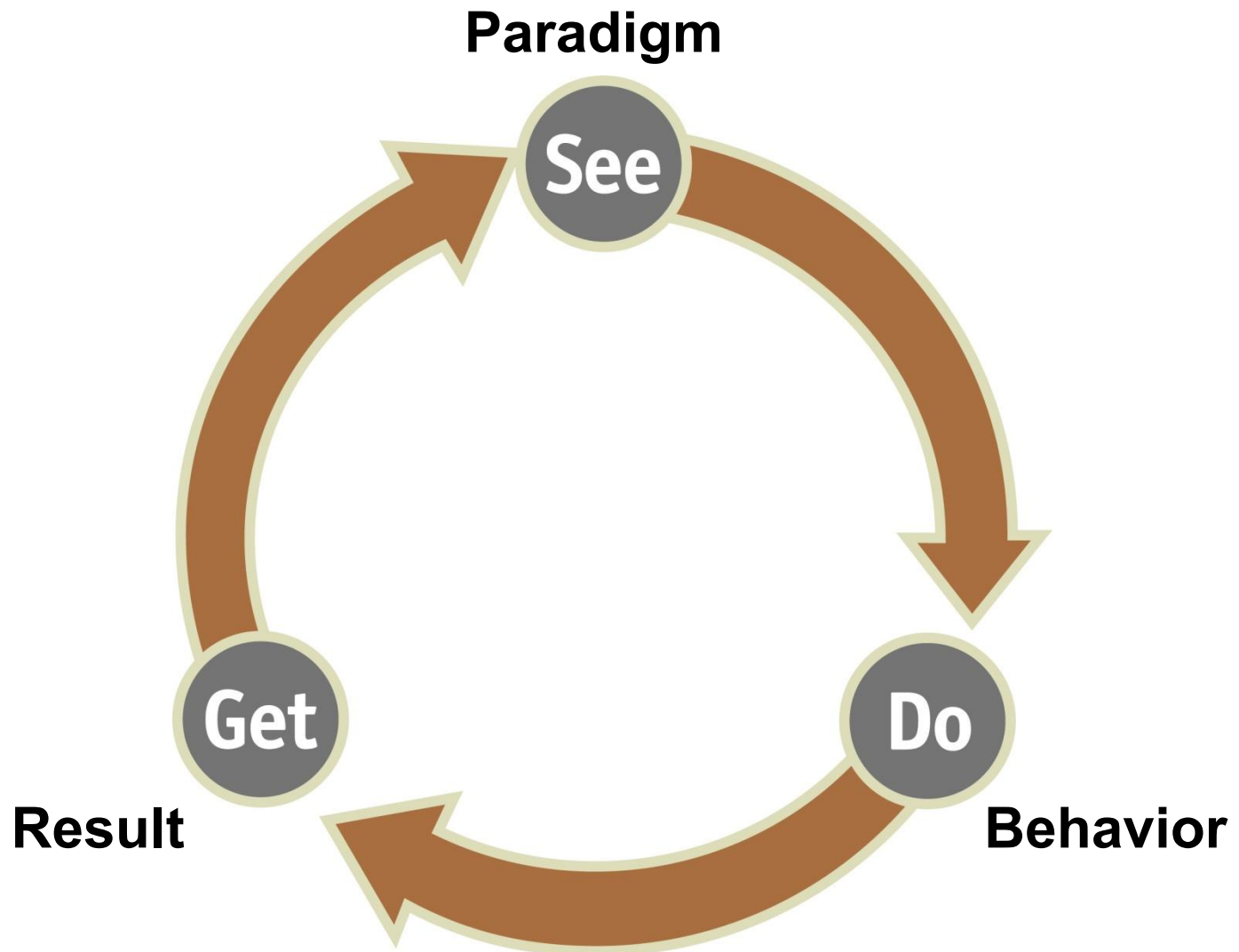
- 1 Become aware and notice what you do
- 2 See and notice after you do it
- 3 See and notice while doing what you do
- 4 Choose to continue what you do or stop it

Between stimulus (action) and response (a reaction) is a space. Here is where you develop ability to reflect and pause.



The Three Levels of Effectiveness





Paradigm

The word paradigm comes from the Greek. Today it means a model, theory, perception, assumption or frame of reference.

It is the way we “see” the world not in terms of our visual sight, but in terms of our perceiving, understanding and interpreting.

We assume the way we see things is the way it is or how it should be.

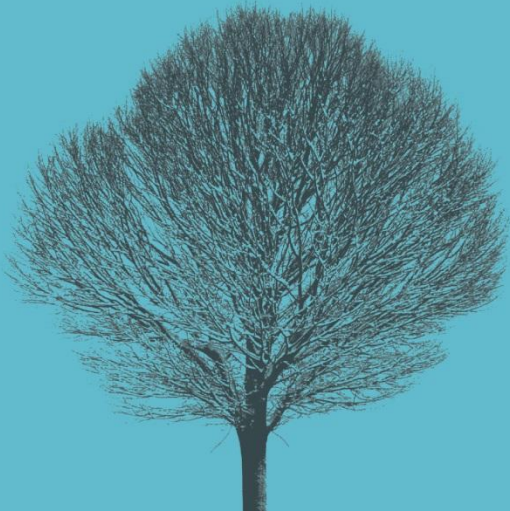
Habit 1



Be Proactive

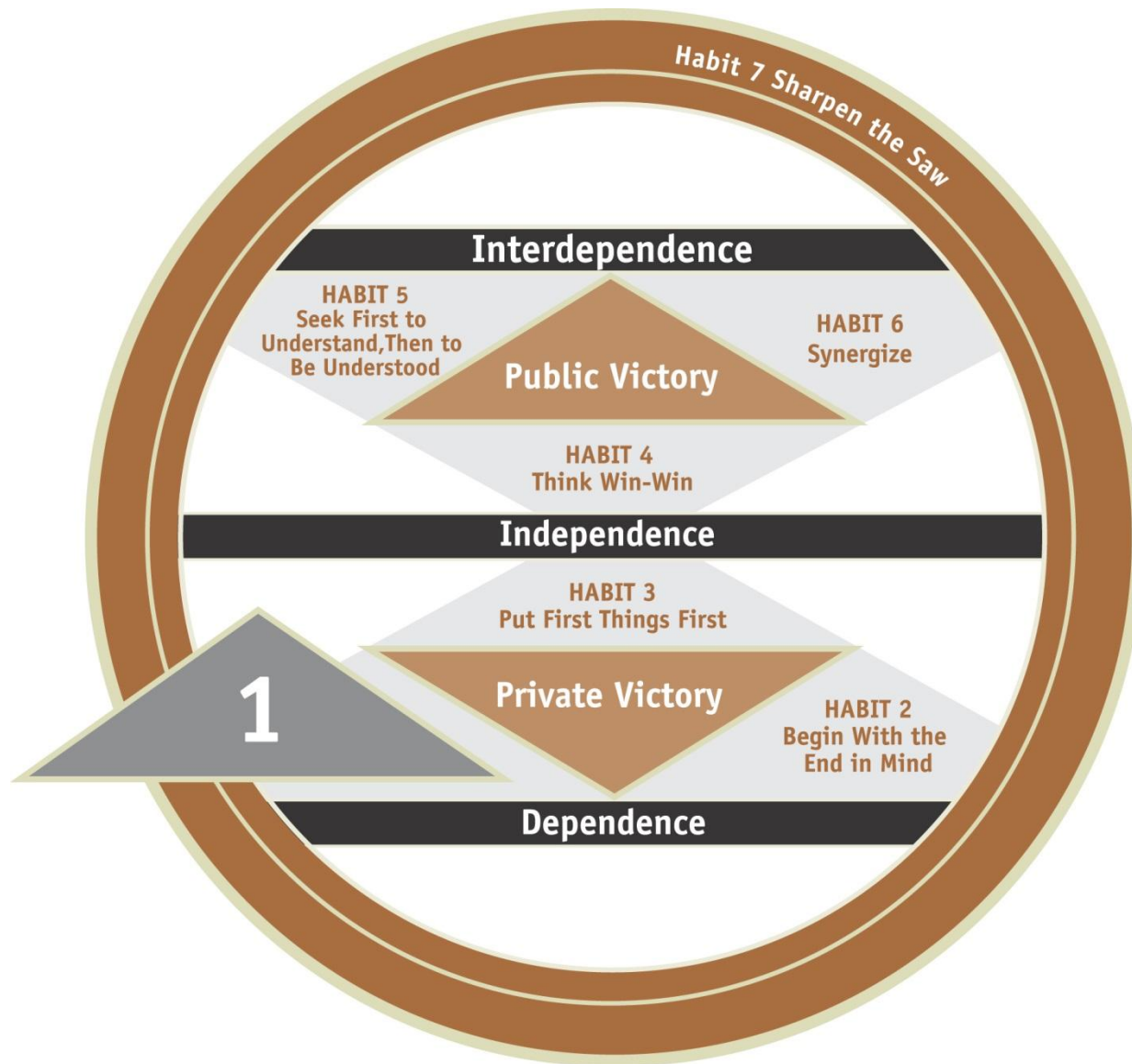
*When we can no longer change
a situation, we are challenged to
change ourselves.*

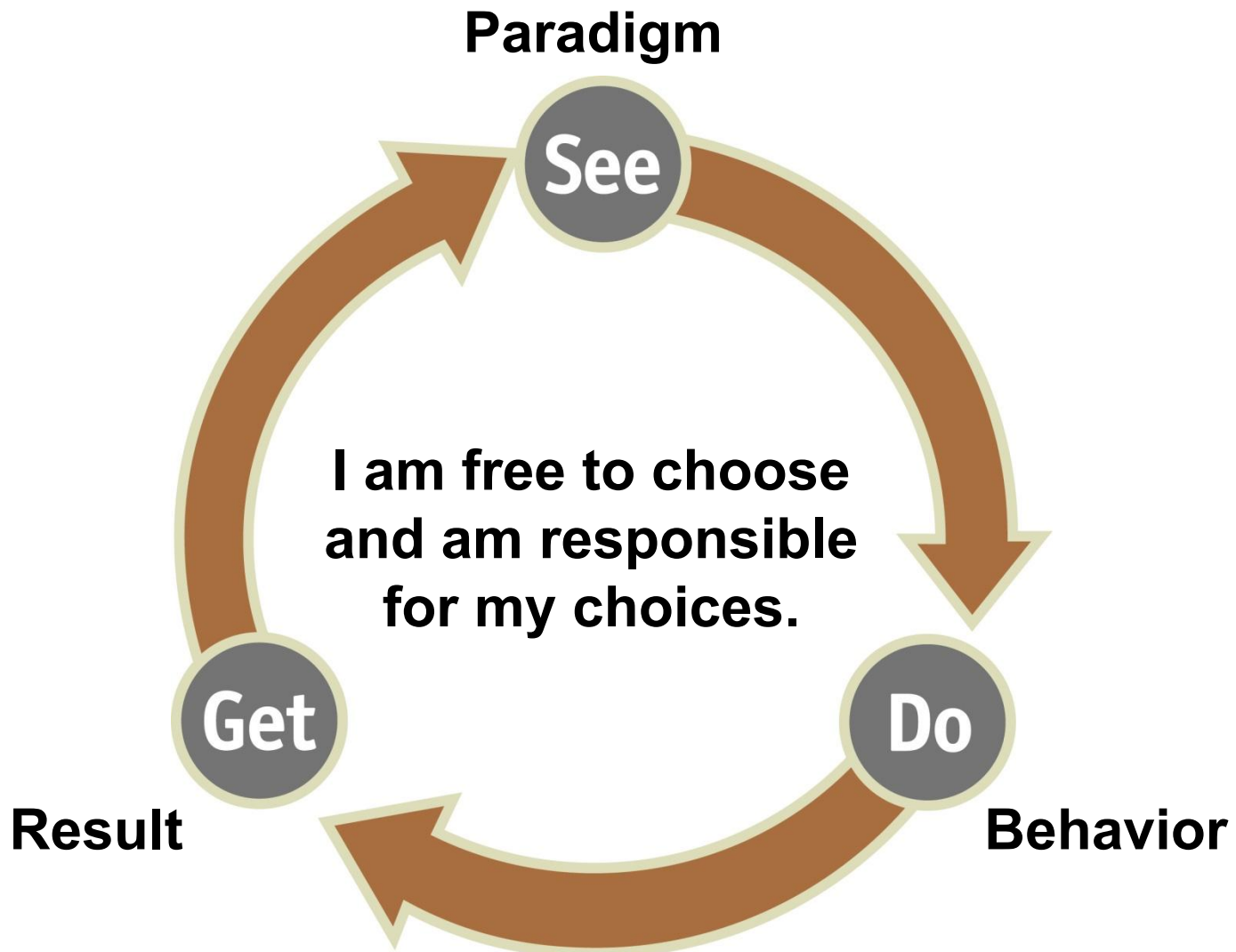
—Viktor Frankl





Habit 1: Be Proactive





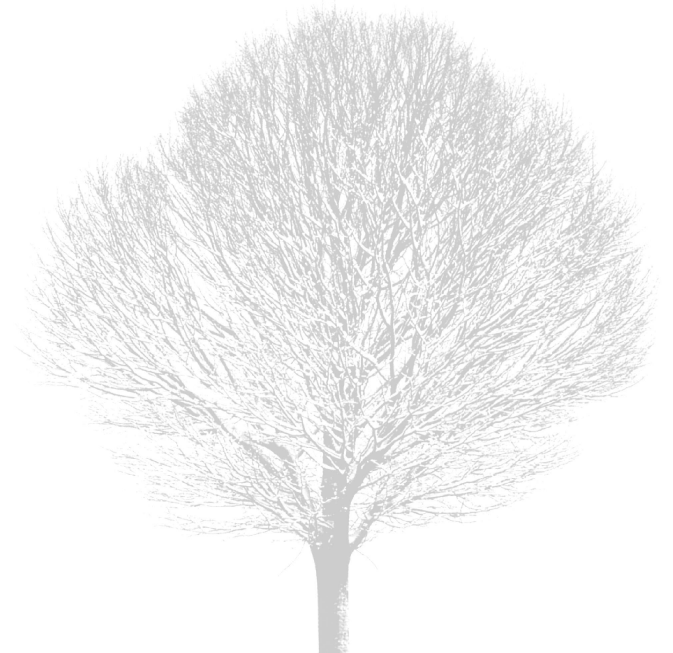


Ineffective:

I am a product of my circumstances.

Effective:

I am a product of my choices.





Pause and respond based on principles.



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

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



I decided to...

They made me...

I am going to...

I have to...

**There's gotta be
another way...**

It can't be done...

What is your favorite reactive response?

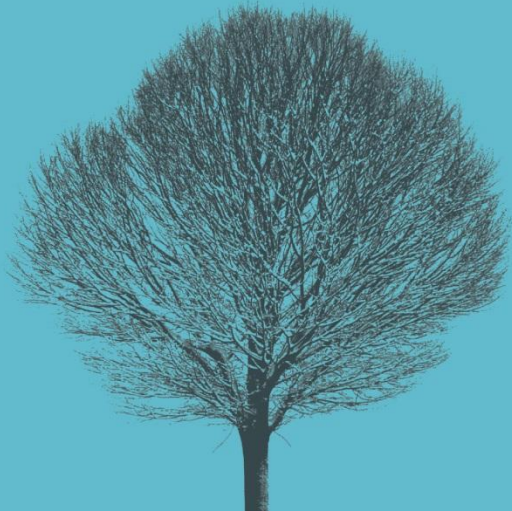
What is your favorite proactive response?



Habit 2



Begin With the End in Mind



*“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.*

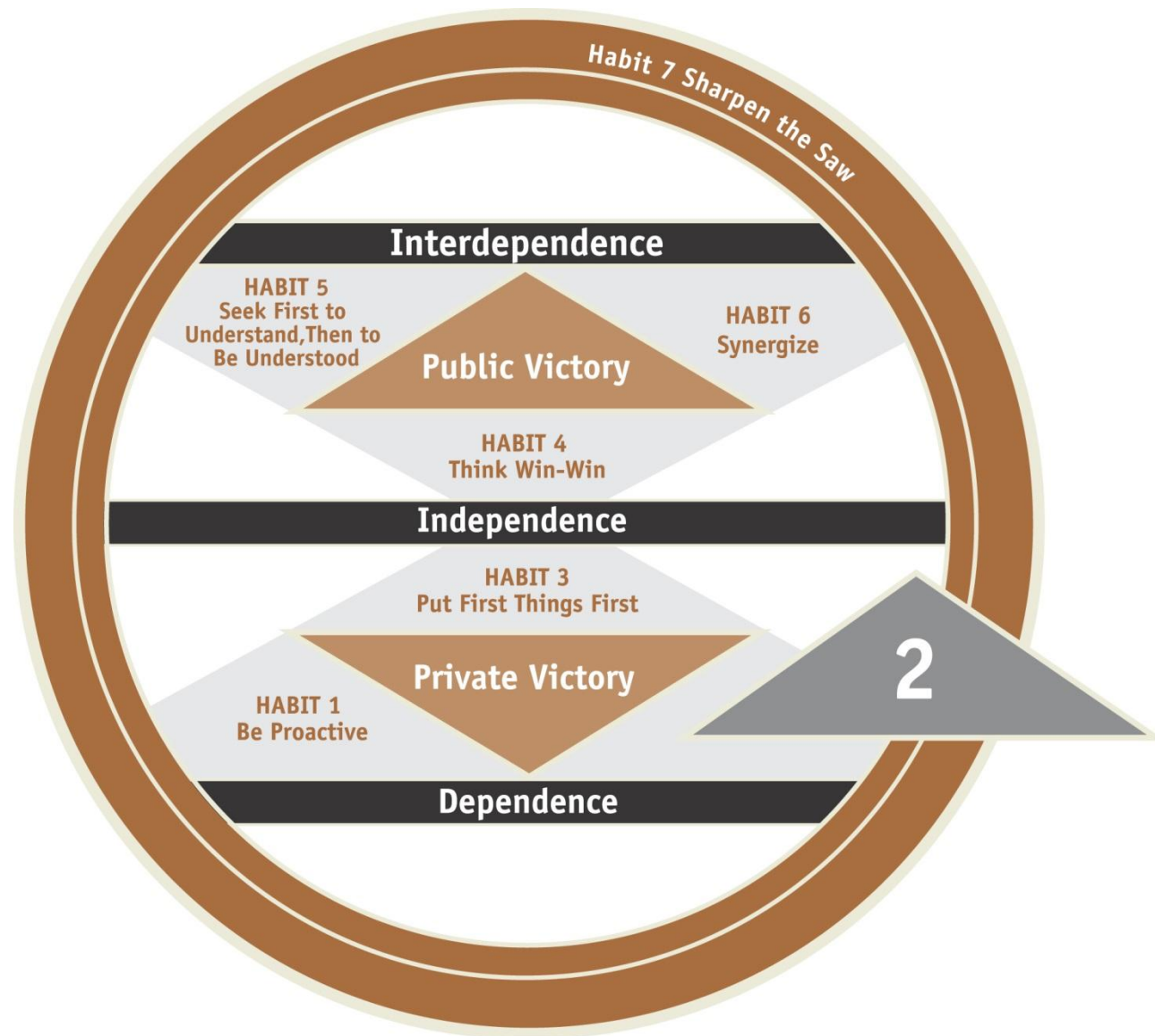
*“I don’t much care where...”
said Alice.*

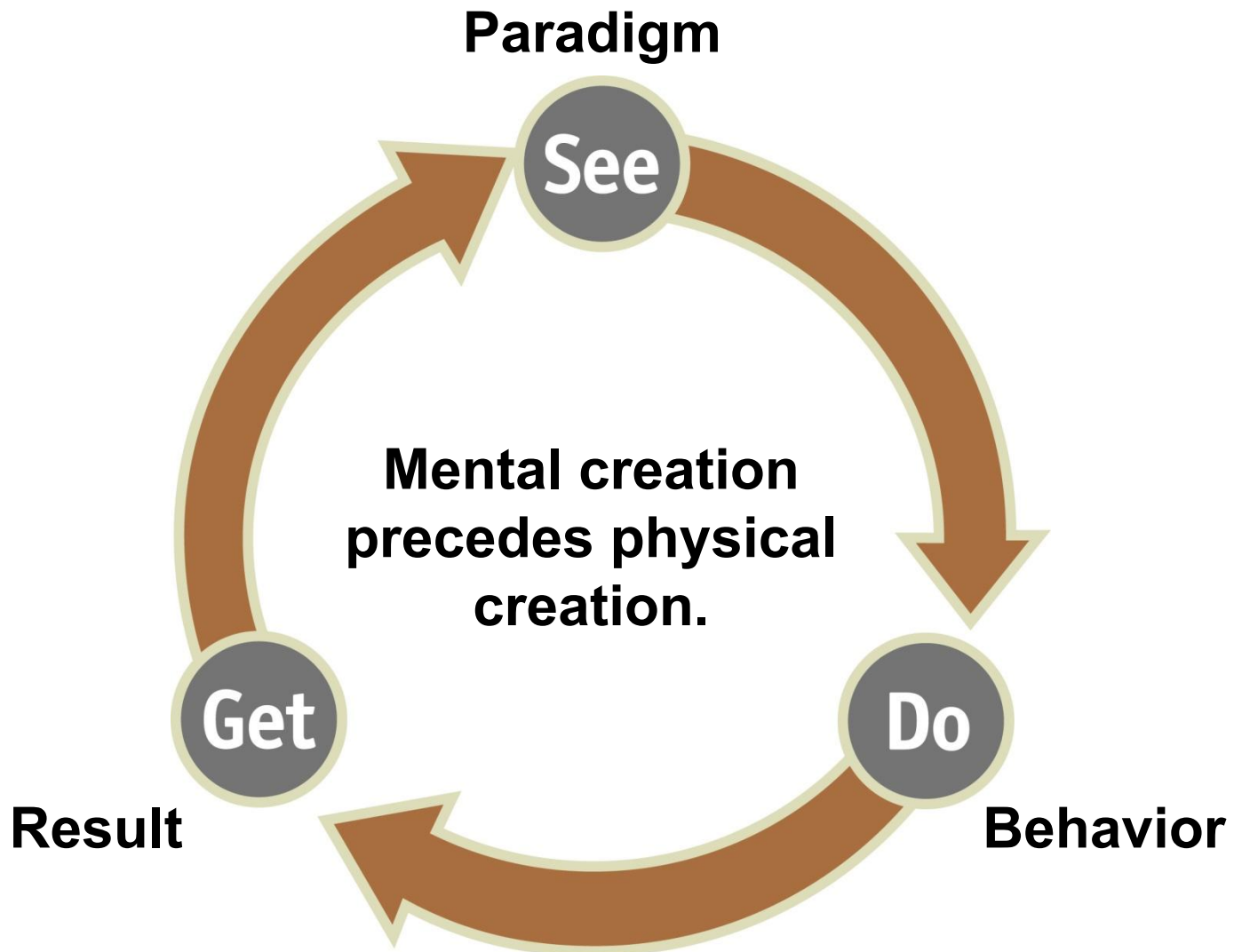
*“Then it doesn’t matter which
way you go,” said the Cat.*

*—From Alice’s Adventures
in Wonderland*



Habit 2: Begin With the End in Mind





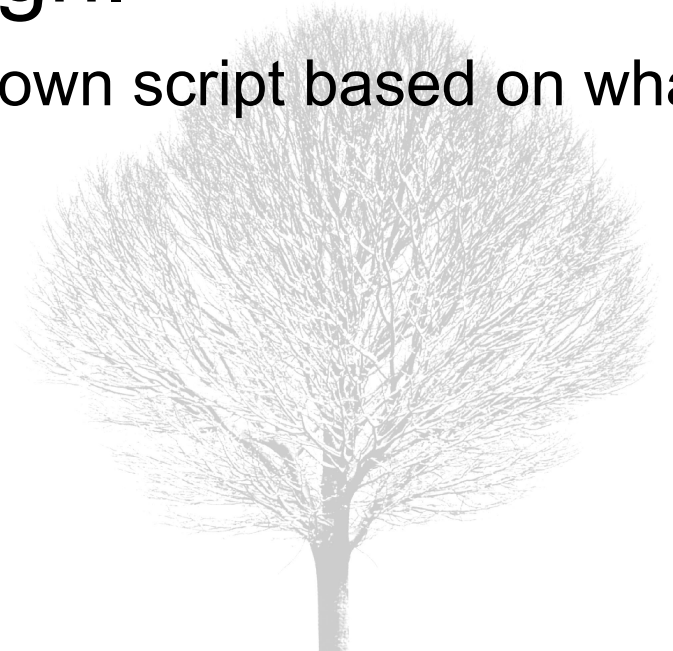


Ineffective: I live by default.

I react and follow your script. By habit I respond without questioning my choice.

Effective: I live by design.

I chose my response and write my own script based on what I value and the principles I live by.





The Two Creations



Habit 3

Put First Things First

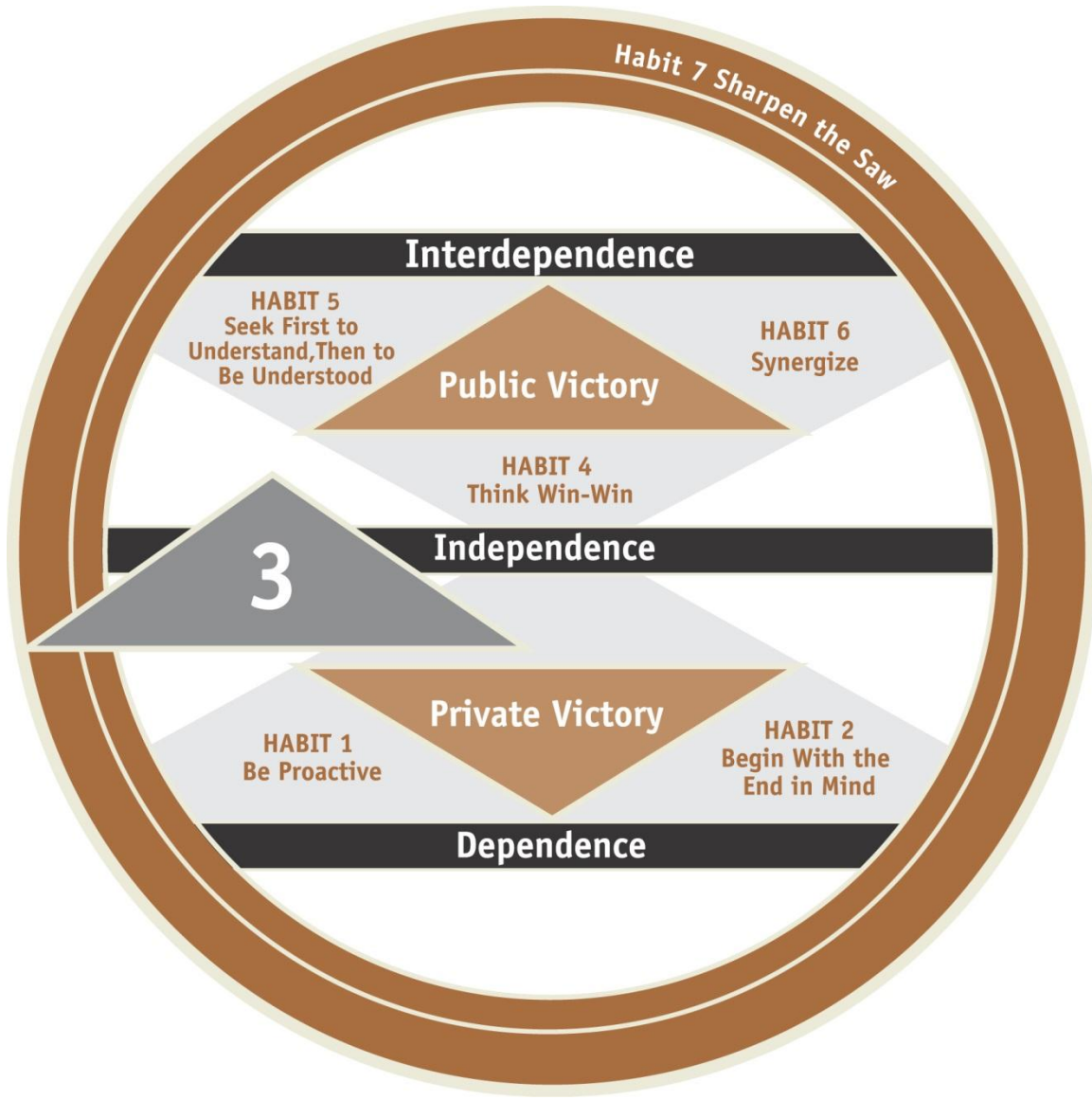
*Things which matter most must
never be at the mercy of things
which matter least.*

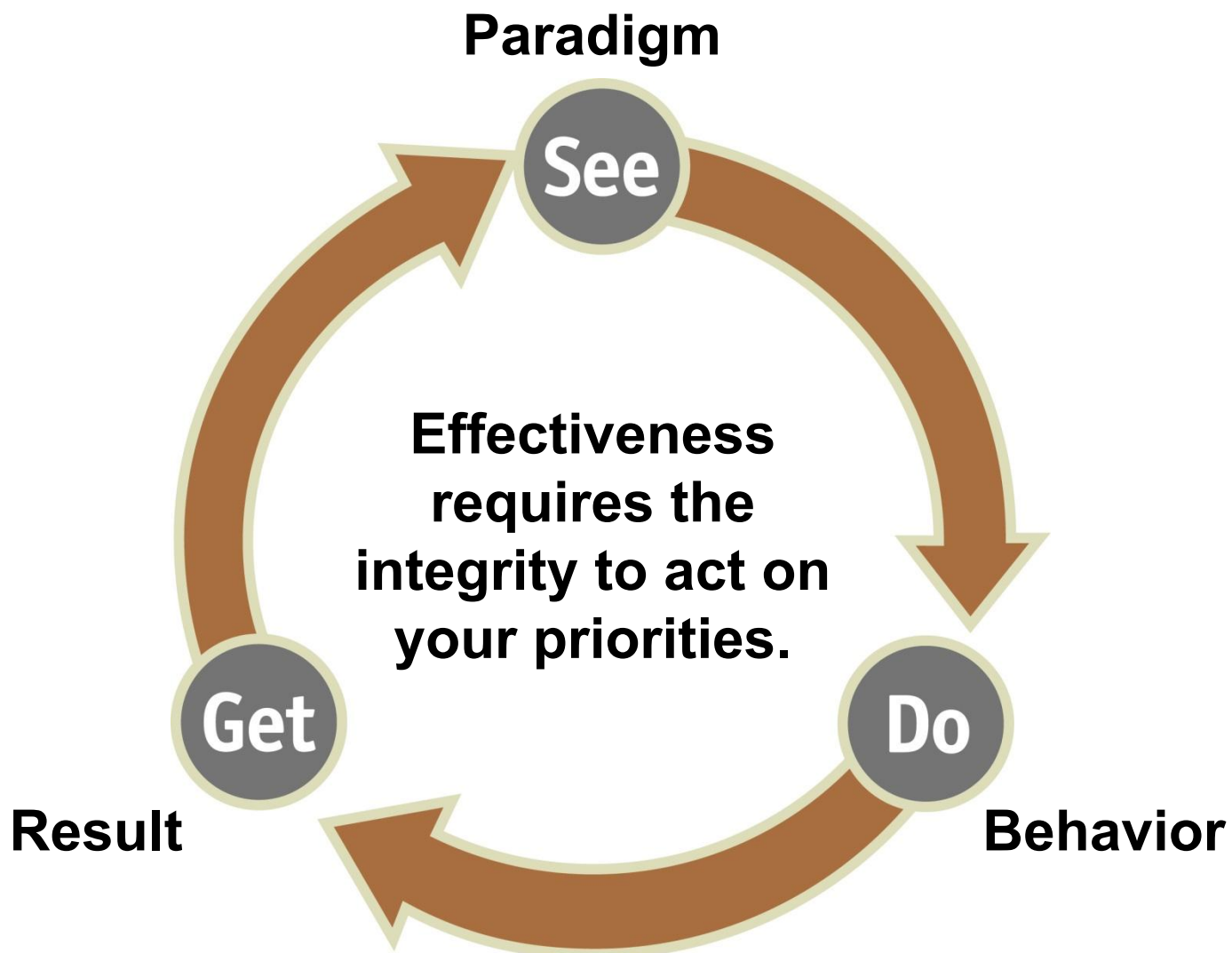
—Johann Goethe





Habit 3: Put First Things First





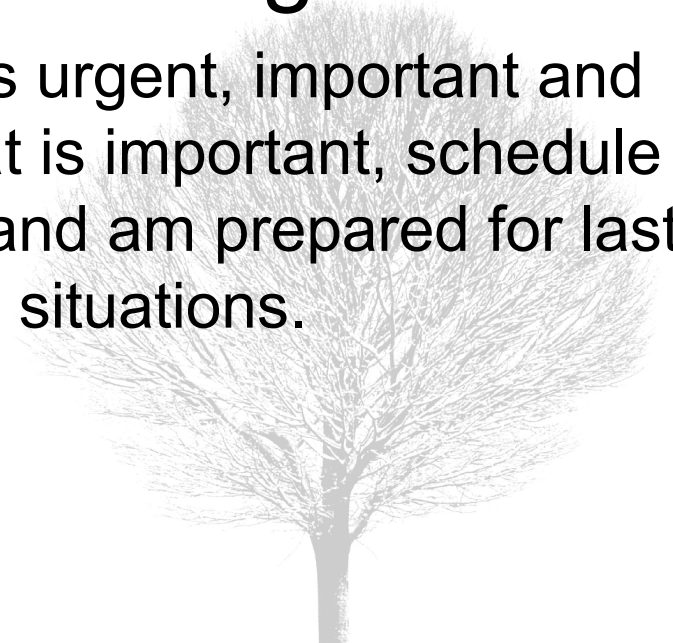


Ineffective: I put urgent things first.

I run from crisis to crisis without taking the time to distinguish what is important. I procrastinate and create further crisis.

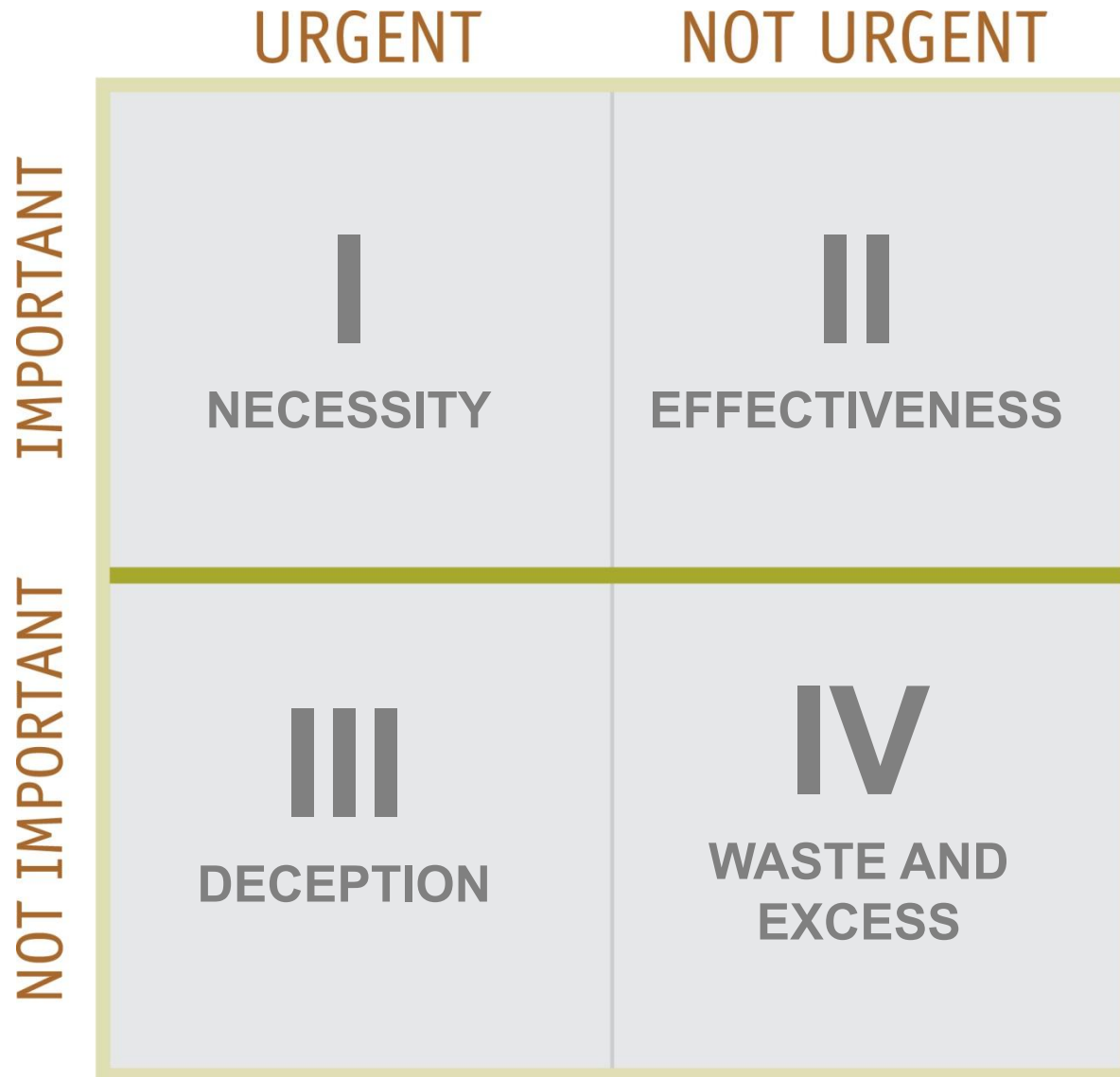
Effective: I put important things first.

I take the time to distinguish what is urgent, important and what wastes my time. I manage what is important, schedule my time to fit in fun and relaxation and am prepared for last minute changes and possible crisis situations.





The Time Matrix





	URGENT	NOT URGENT
IMPORTANT	<ul style="list-style-type: none">• Crises• Pressing problems• Deadline-driven projects, meetings, reports	<ul style="list-style-type: none">• Preparation• Prevention• Planning• Relationship building• Re-creation• Values clarification
NOT IMPORTANT	<ul style="list-style-type: none">• Needless interruptions• Unnecessary reports• Unimportant meetings, phone calls, mail, e-mail• Other people's minor issues	<ul style="list-style-type: none">• Trivia, busywork• Irrelevant phone calls, mail, e-mail• Time-wasters• "Escape" activities• Excessive TV, Internet, relaxation

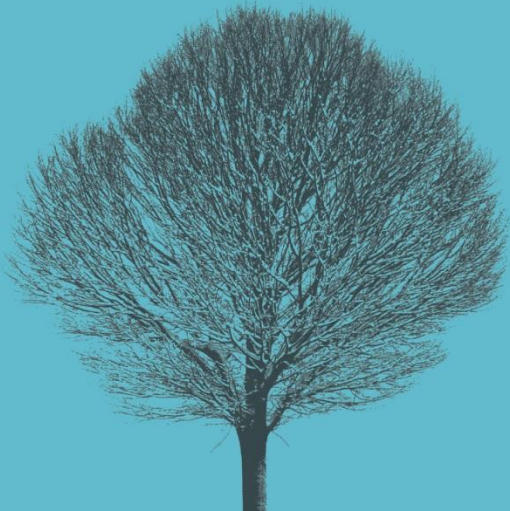


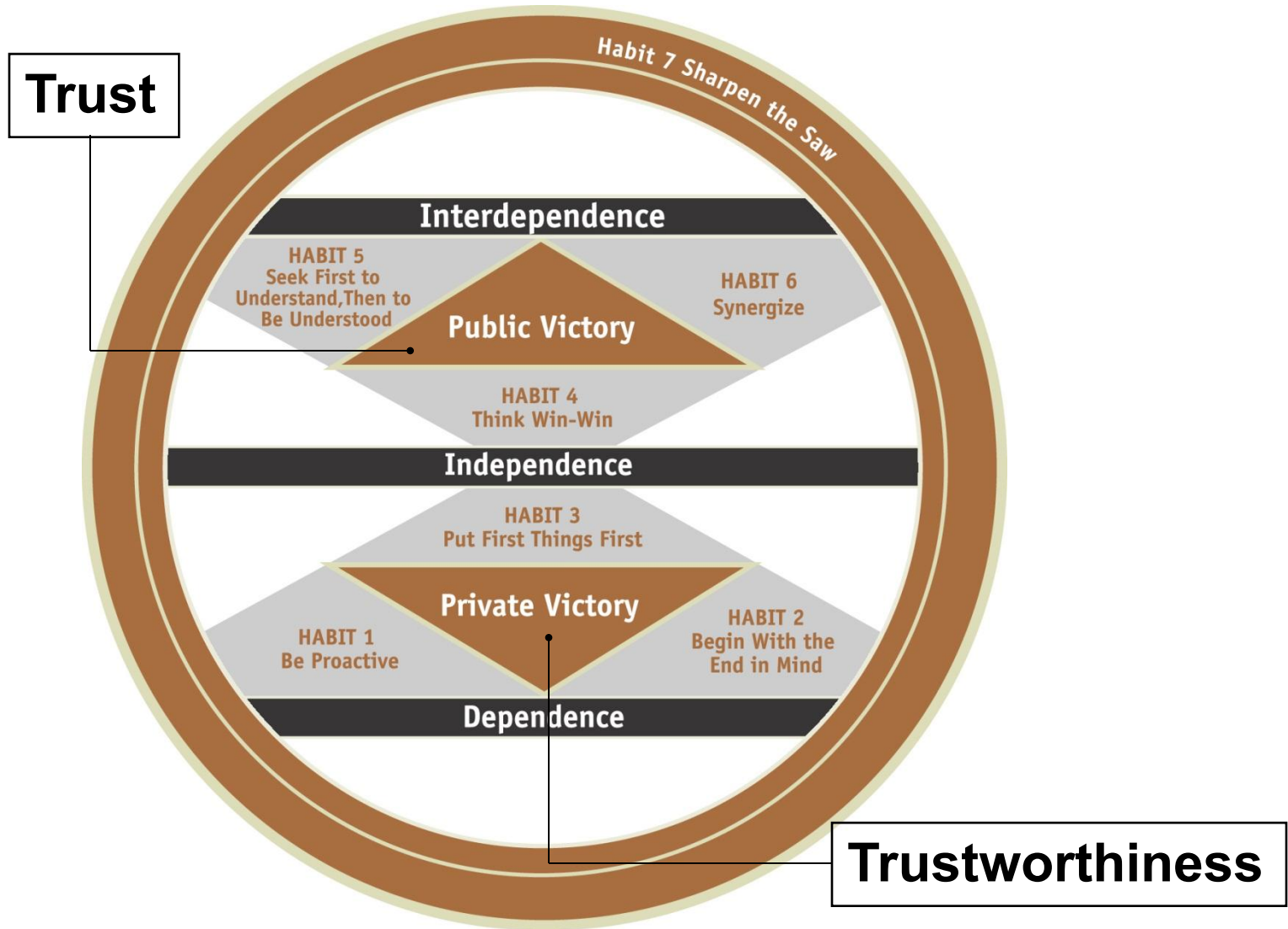
Private Victory to Public Victory



*The Private Victory must precede
the Public Victory. You can't invert
that process any more than you can
harvest before you plant.*

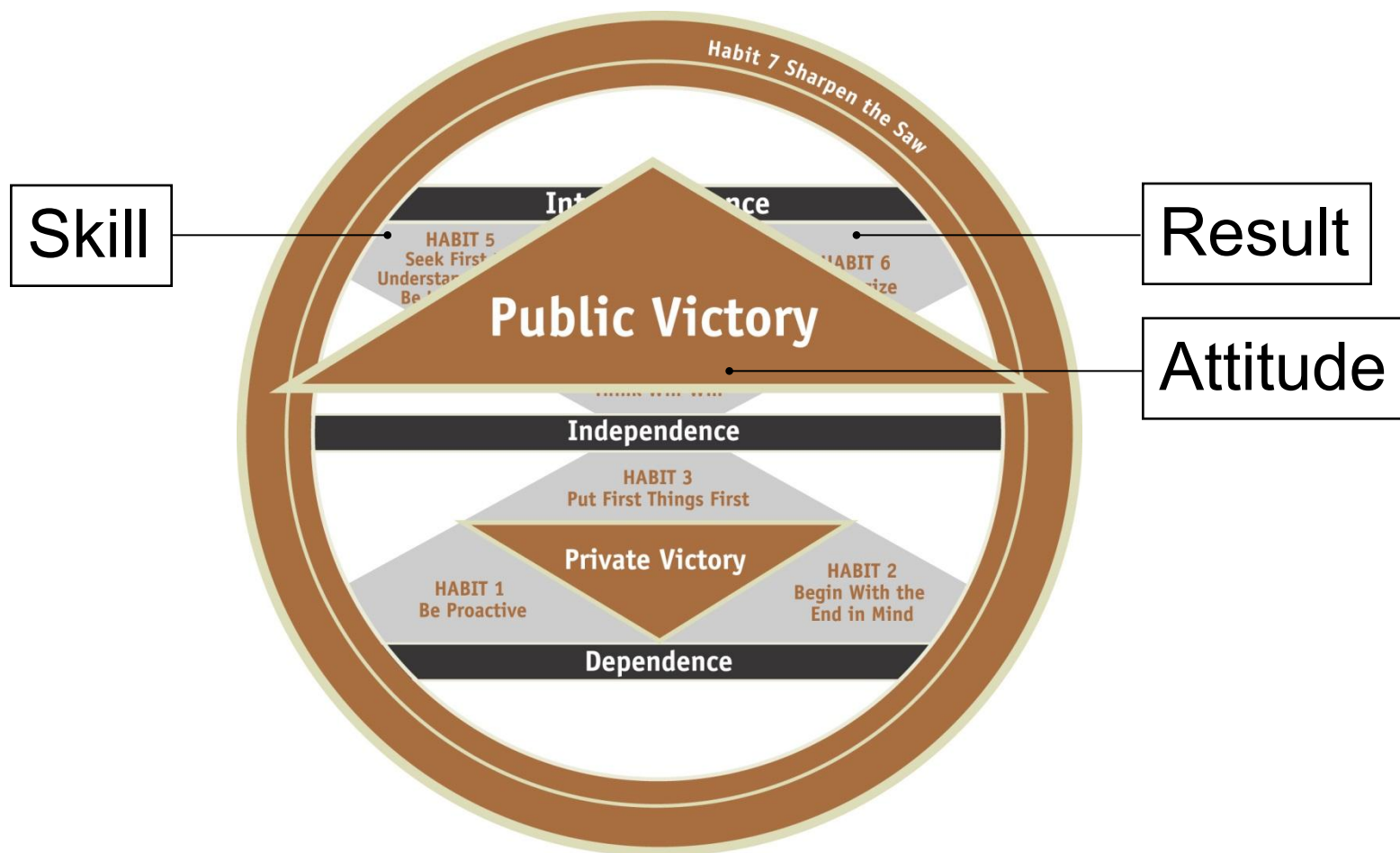
—Stephen R. Covey







Private Victory to Public Victory



Habit 4



Think Win-Win

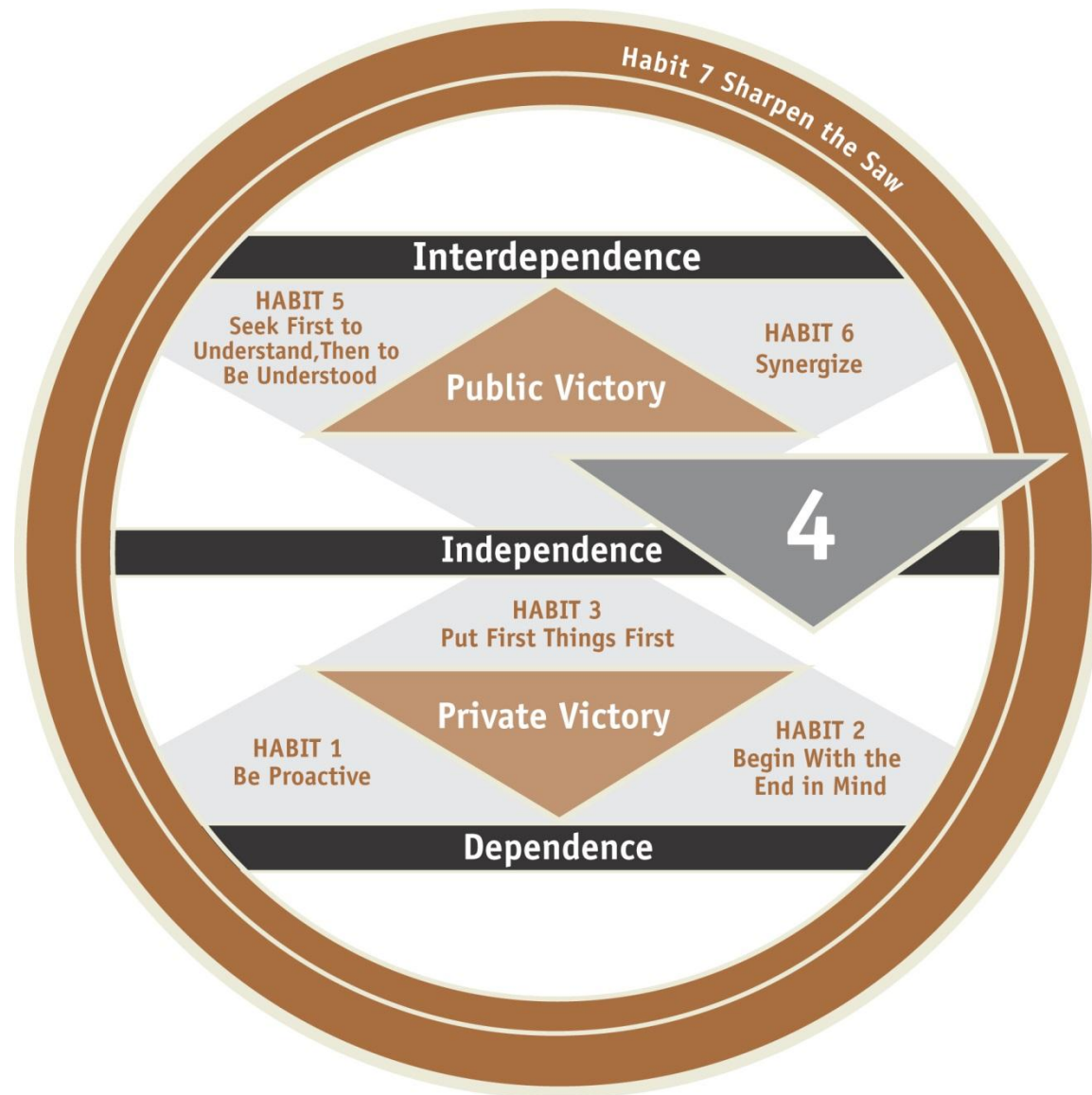
*What do we live for, if it is
not to make life less difficult for
each other?*

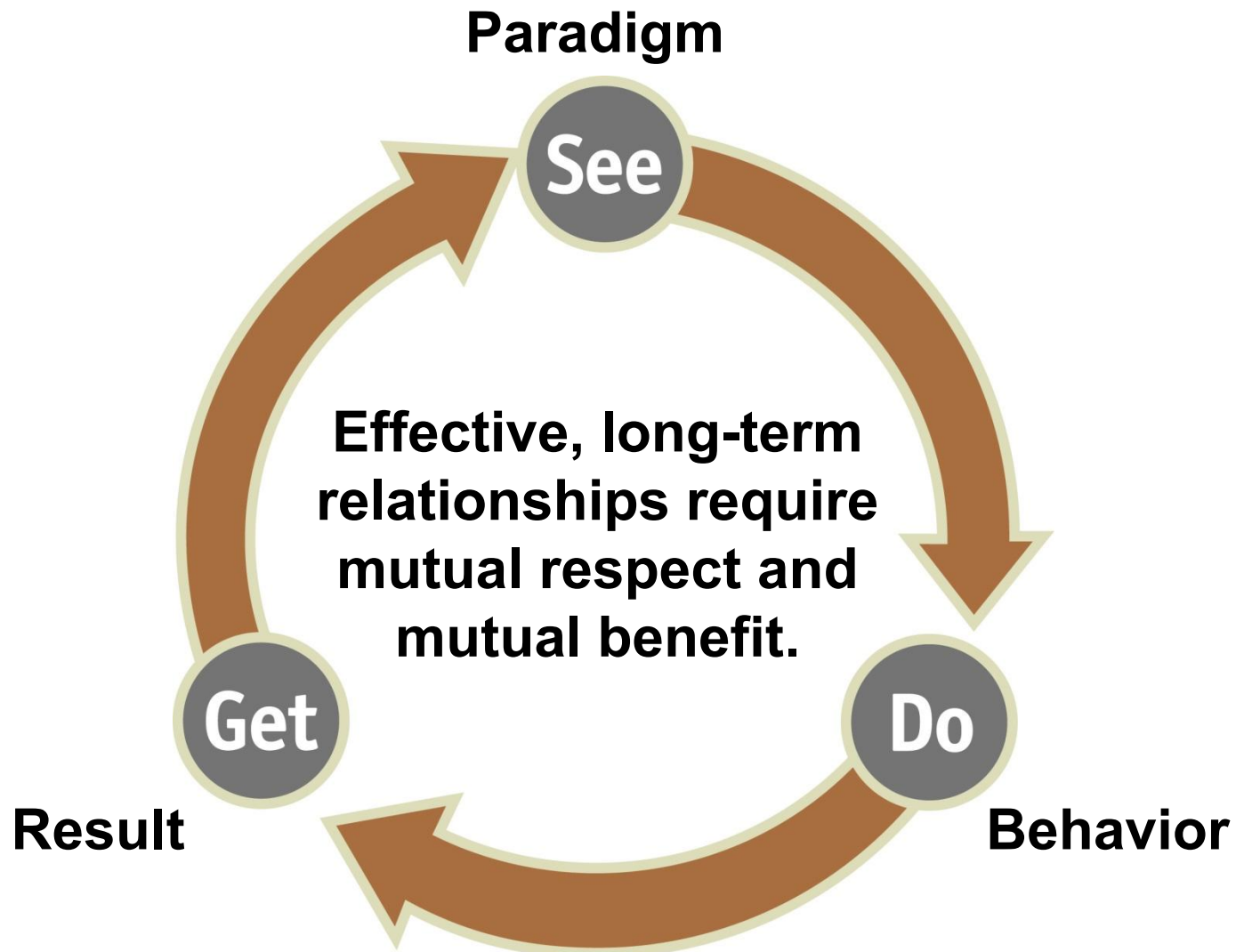
—George Eliot





Habit 4: Think Win-Win





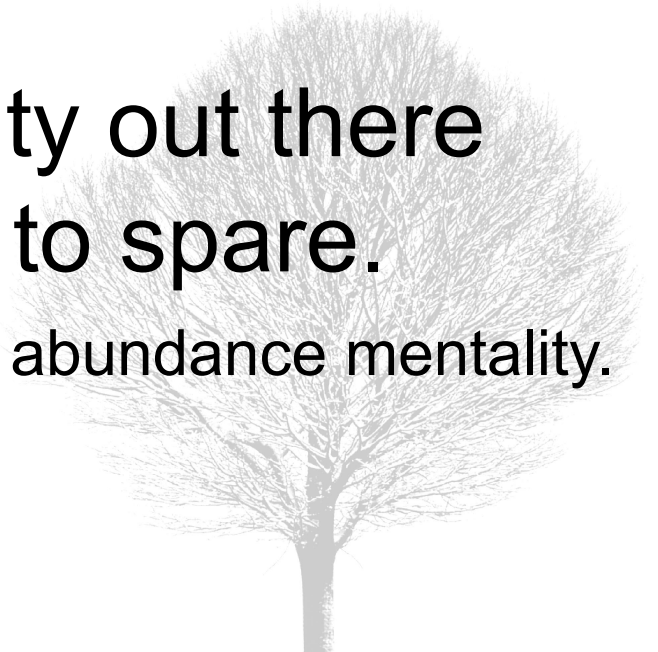


Ineffective: There is only so much, and the more you get, the less there is for me.

I believe the glass is half empty and have a lack mentality.

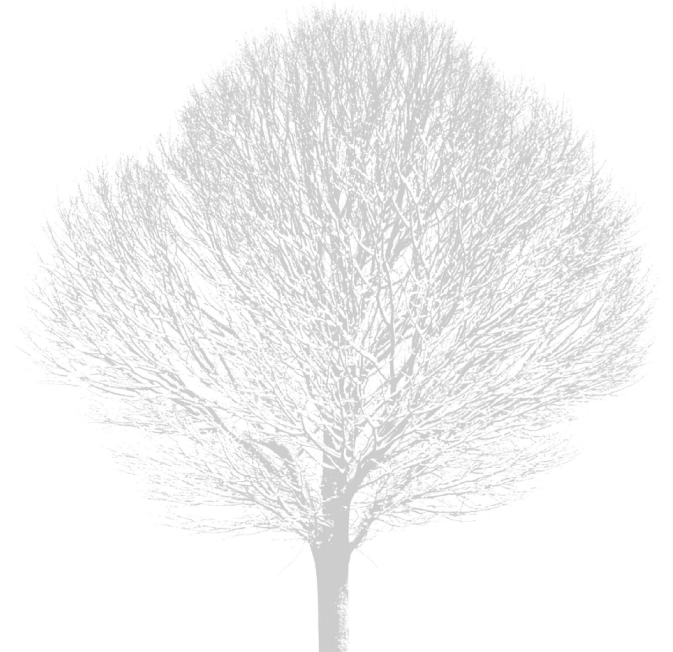
Effective: There is plenty out there for everyone, and more to spare.

I trust the glass is half full and have abundance mentality.



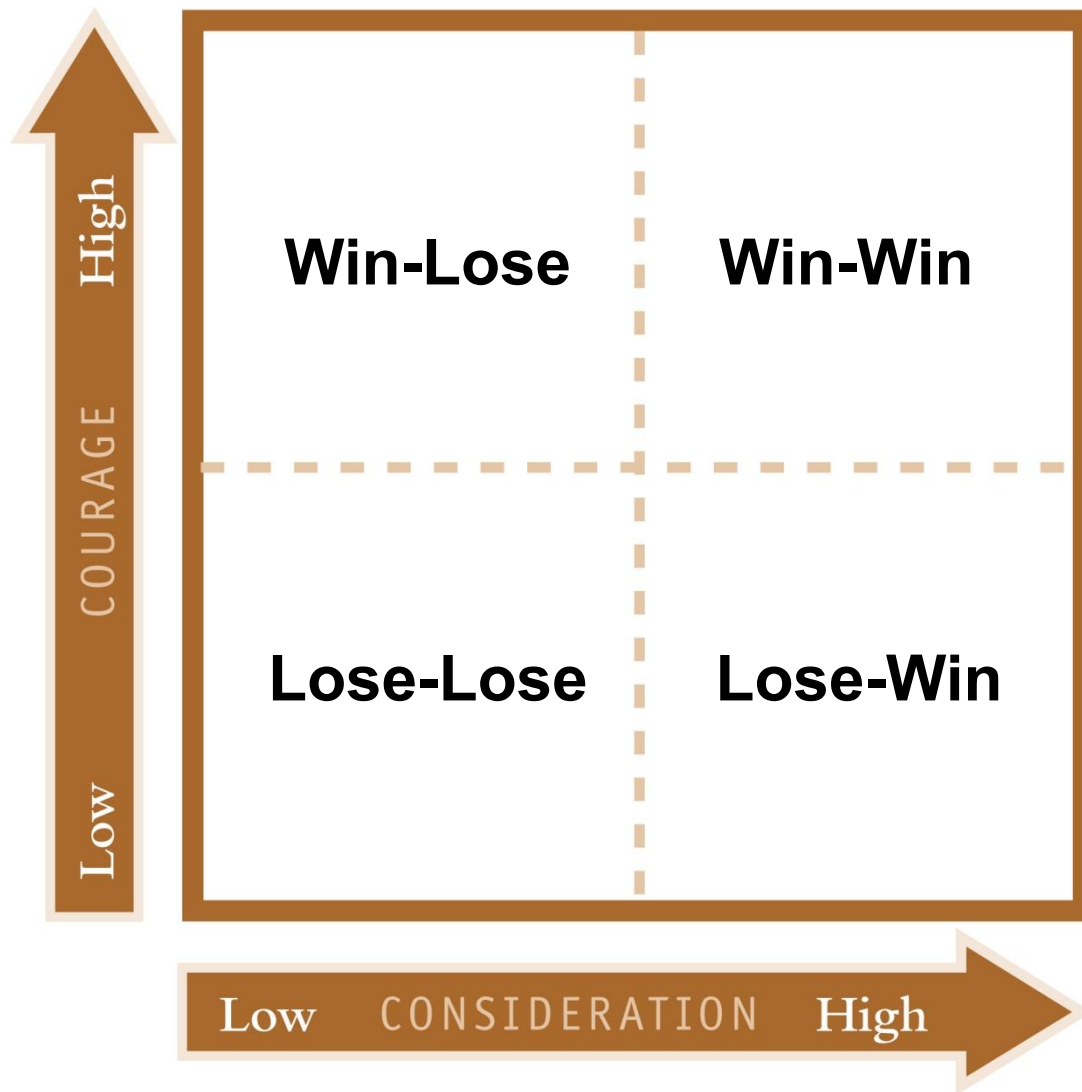


- **Win-Win**
- **Win-Lose**
- **Lose-Win**
- **Lose-Lose**
- **Win**
- **Win-Win or No Deal**





The Courage-and-Consideration Grid



Habit 5



Seek First to
Understand,
Then to Be
Understood

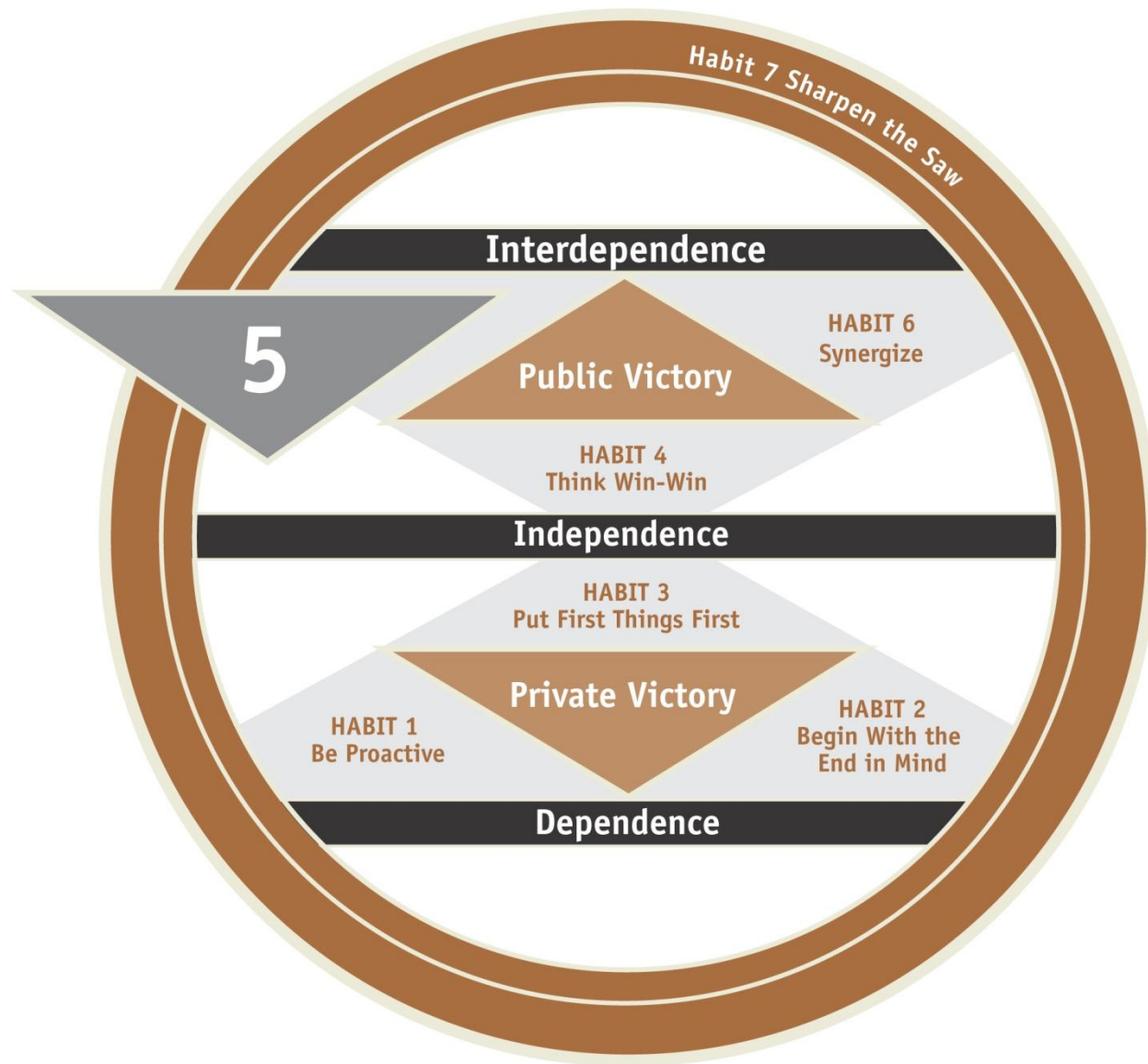
*Listen, or your tongue will make
you deaf.*

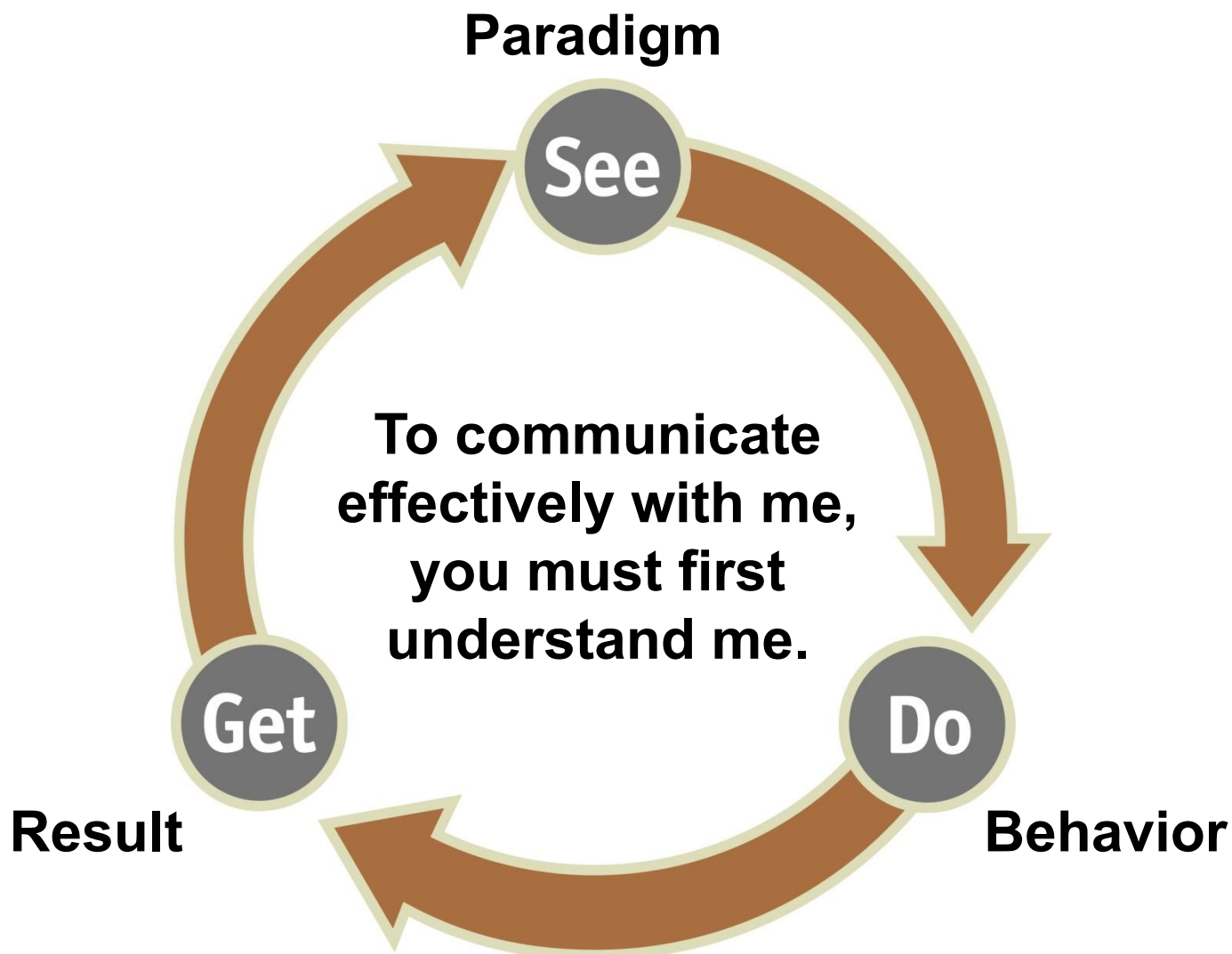
—Native American Proverb





Habit 5: Seek First to Understand, Then to Be Understood





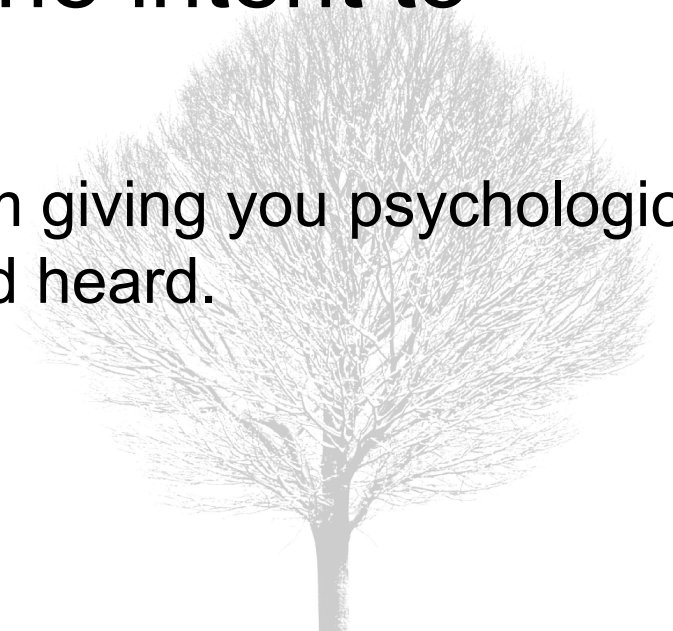


Ineffective: I listen with the intent to reply.

I will use my biography to solve your problems and prescribe with out understanding you.

Effective: I listen with the intent to understand.

You have my full attention, and I am giving you psychological air for you to be fully listened to and heard.





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 behavior based on our own experience; trying to figure people out.

Evaluating: Judging, and either agreeing or disagreeing.



Empathetic Listening is the highest form of listening.

You fully, deeply, understand that person, emotionally as well as intellectually.

Sympathy is a form of agreement, a form of judgment. People often feed on sympathy, it makes them dependent and can become a habit for seeking attention.



Habit 6



Synergize

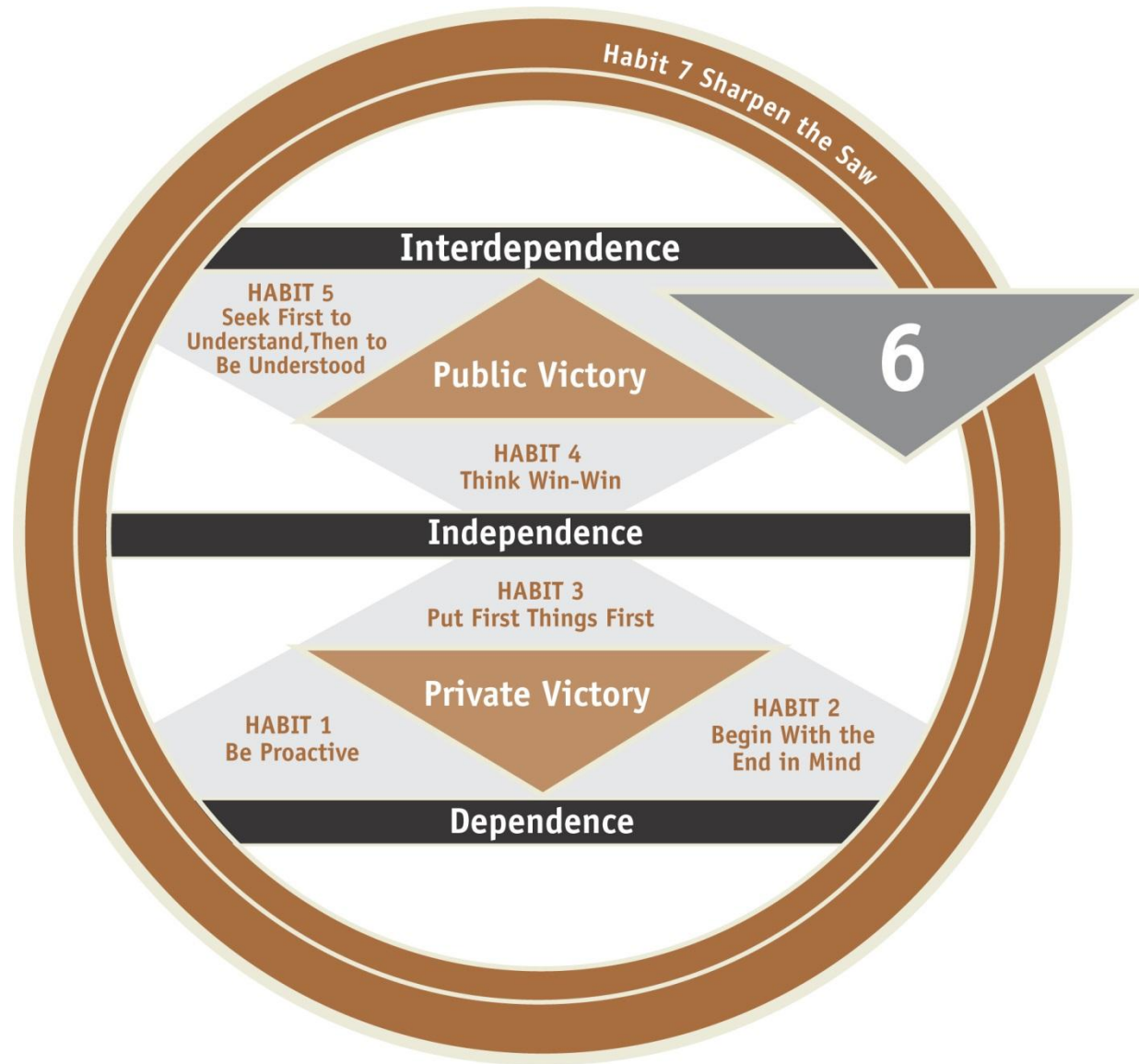
*The enemy of the best
is the good.*

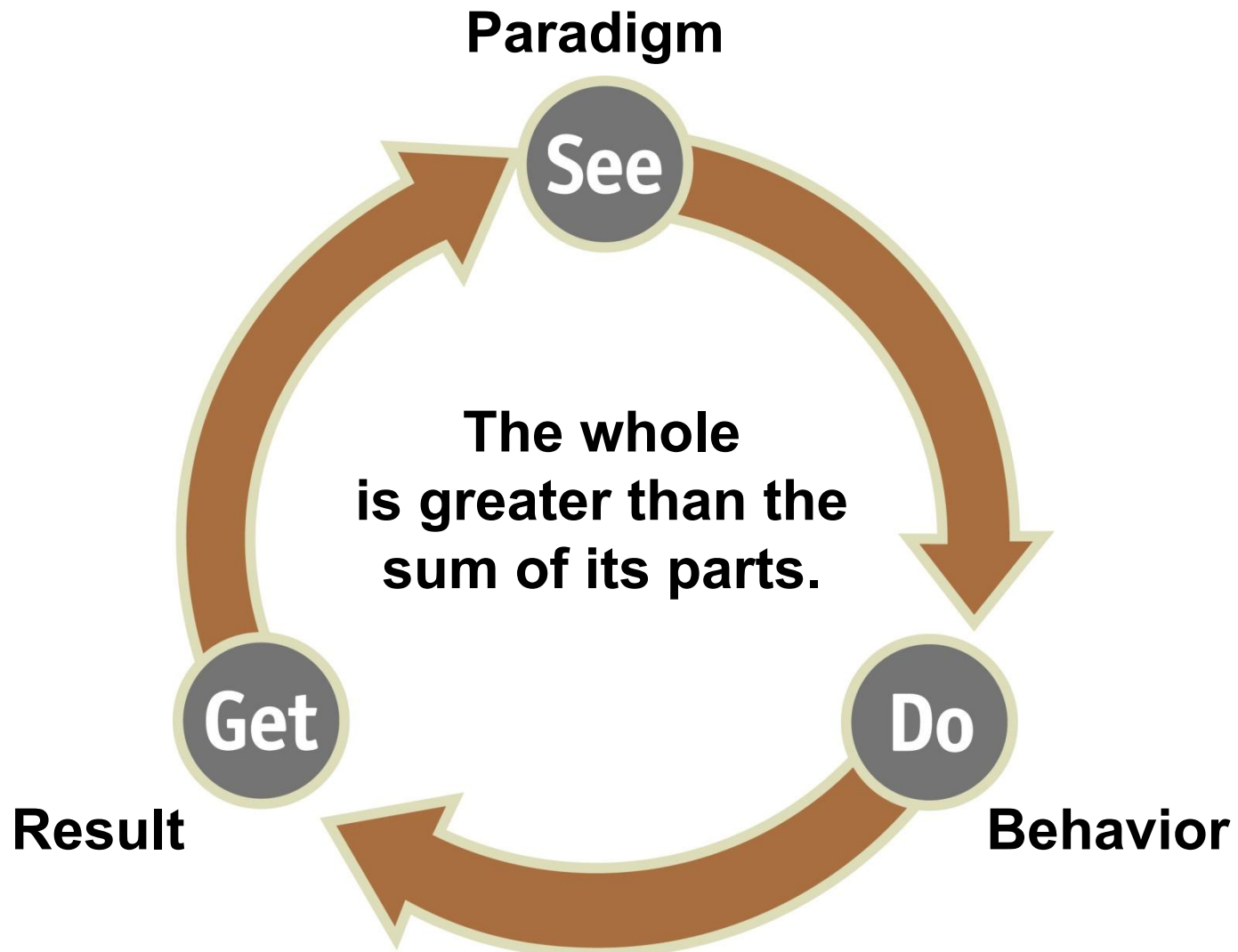
—*Voltaire*





Habit 6: Synergize





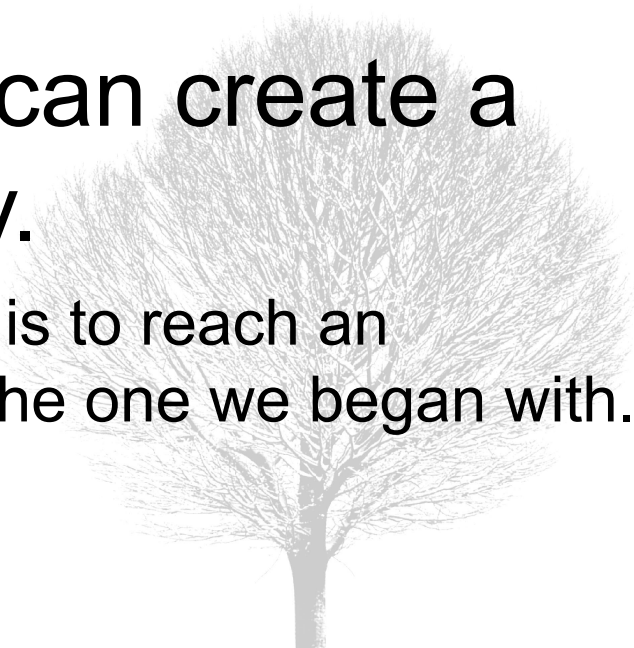


Ineffective: It's either your way or my way, or a compromise.

My needs are compelling me to push and get what I need without taking into consideration what you want or need.

Effective: Together we can create a better way, a higher way.

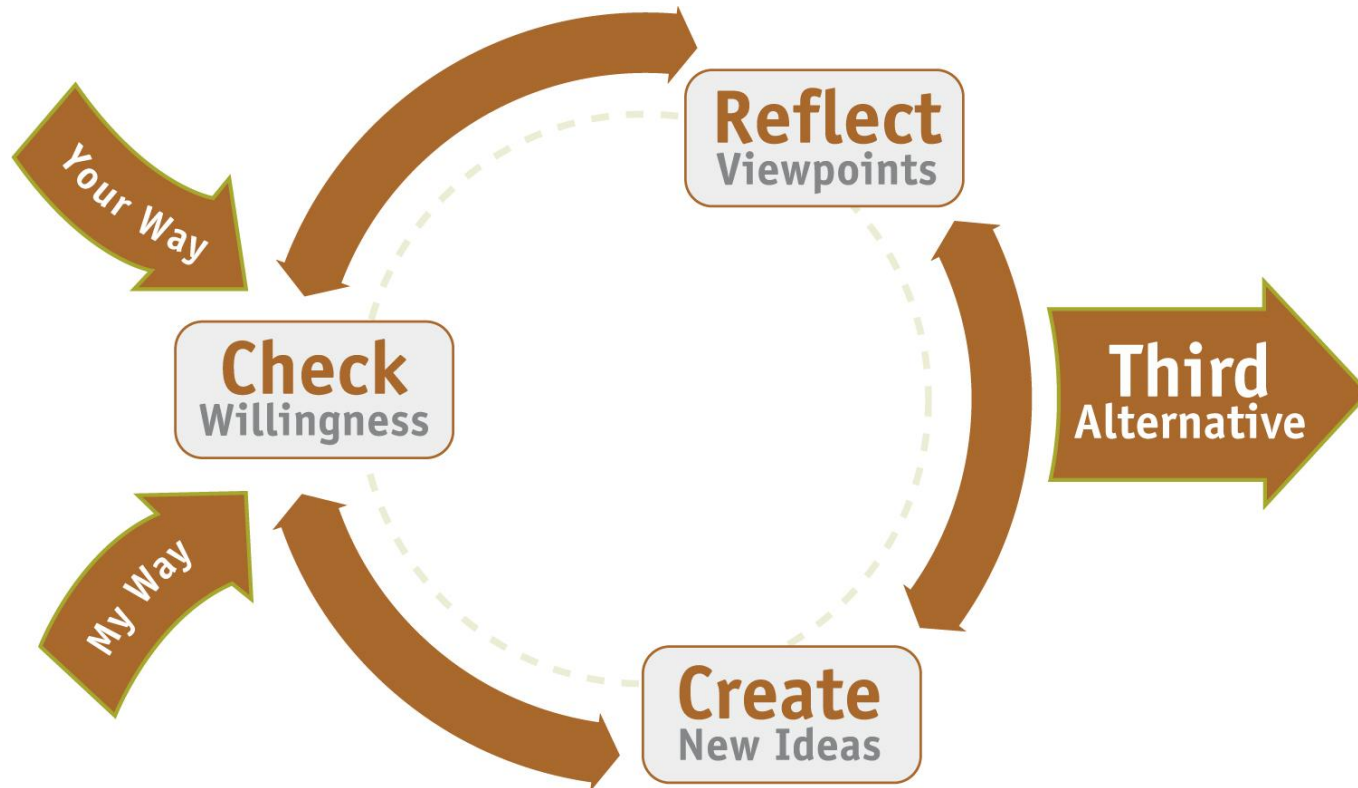
The 'I' becomes a 'we' and our goal is to reach an understanding which is better than the one we began with.

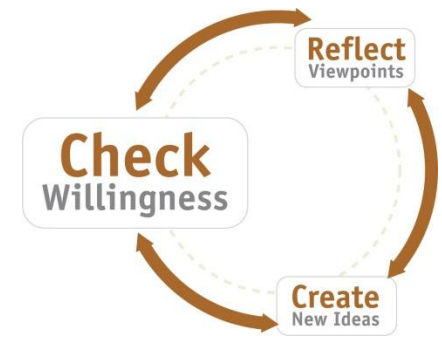




Types of Interaction

Types of Interaction		Outcome
Synergy—Third Alternative	$1 + 1 = 3, 10, 100$	Transformation
Compromise	$1 + 1 = 1\frac{1}{2}$	Transaction
Defensiveness	$1 + 1 = \frac{1}{2}$	Contention
Hostility	$1 + 1 = -1, -10, -100$	

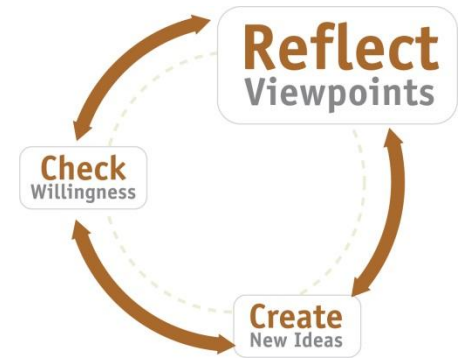




“Would you be willing to search for a solution that is better than what either of us has in mind?”

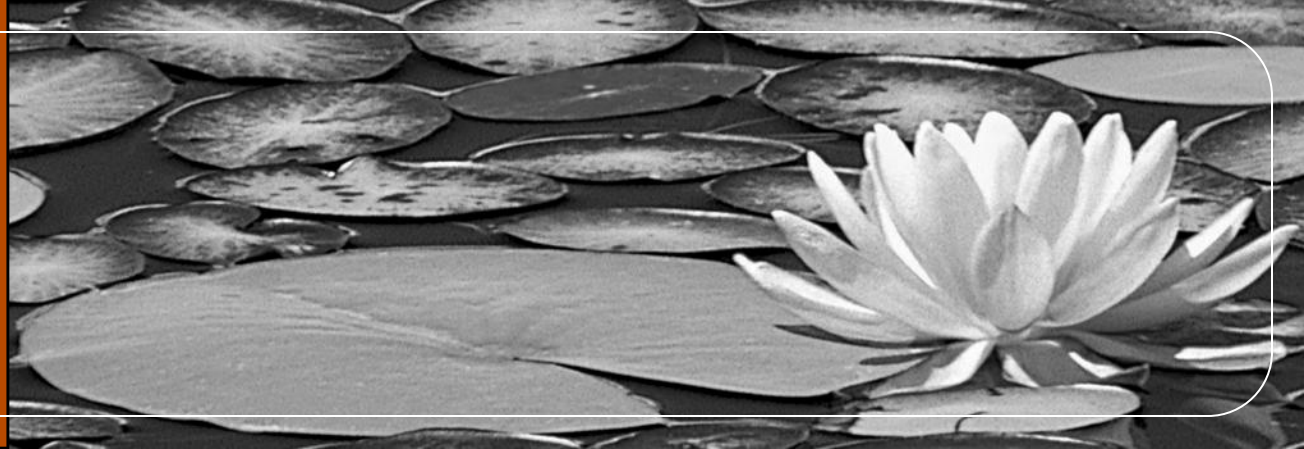


2. Reflect Viewpoints



“Would you agree to a simple ground rule: I can’t make my point until I restate yours to your satisfaction; you can’t make your point until you restate mine to my satisfaction?”

Habit 7



Sharpen the Saw

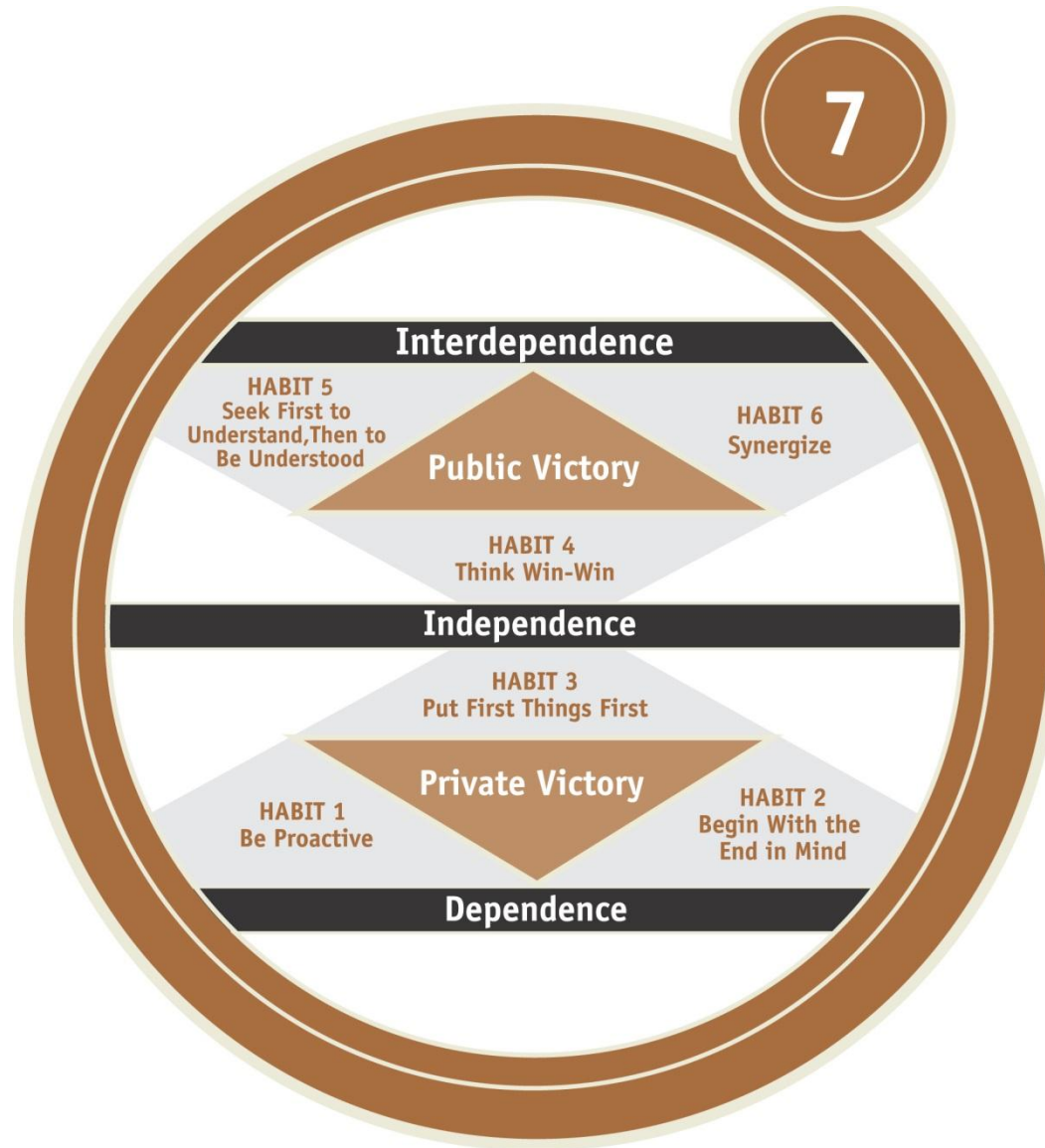
A long, healthy, and happy life is the result of making contributions, of having meaningful projects that are personally exciting and contribute to and bless the lives of others.

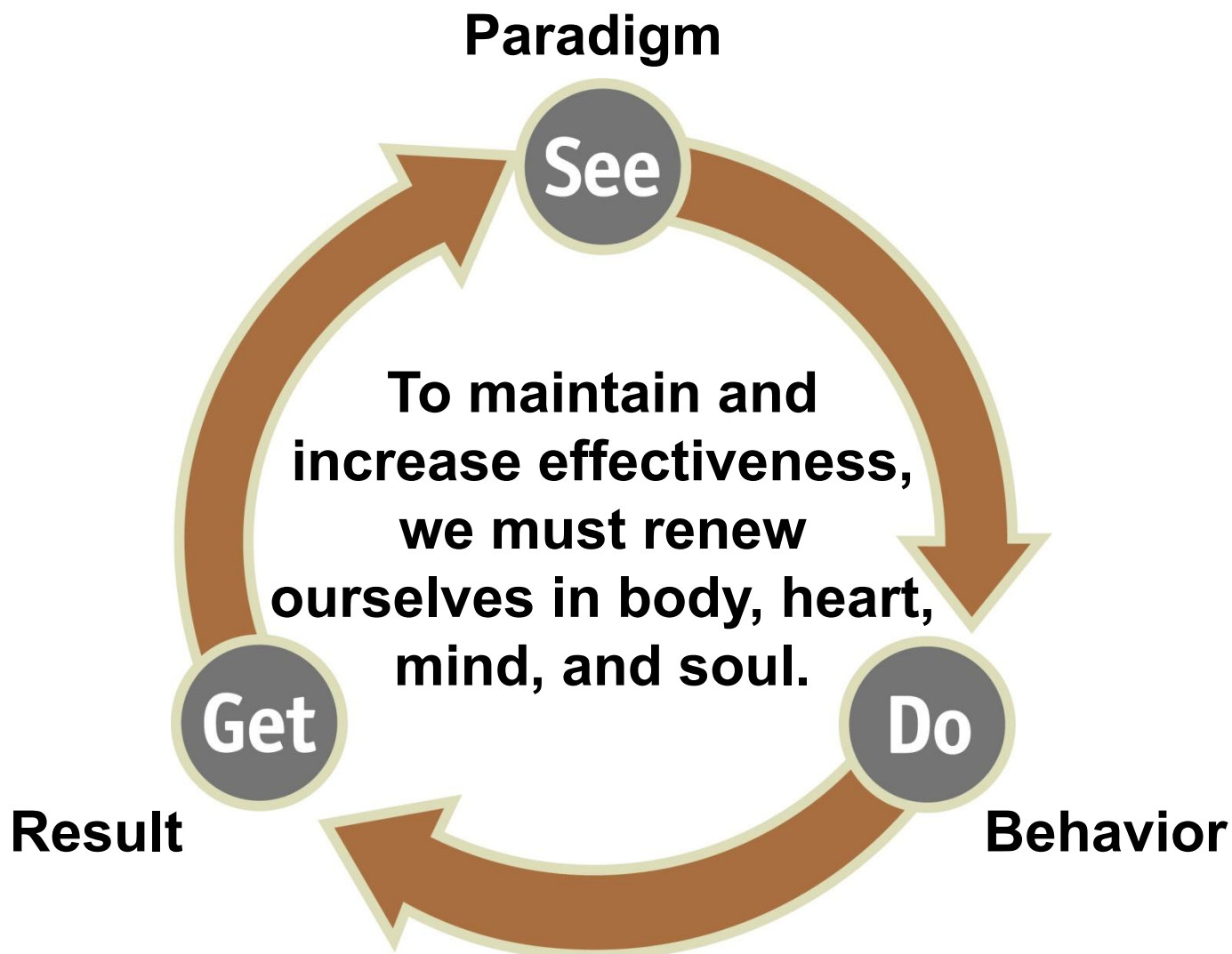
—Hans Selye





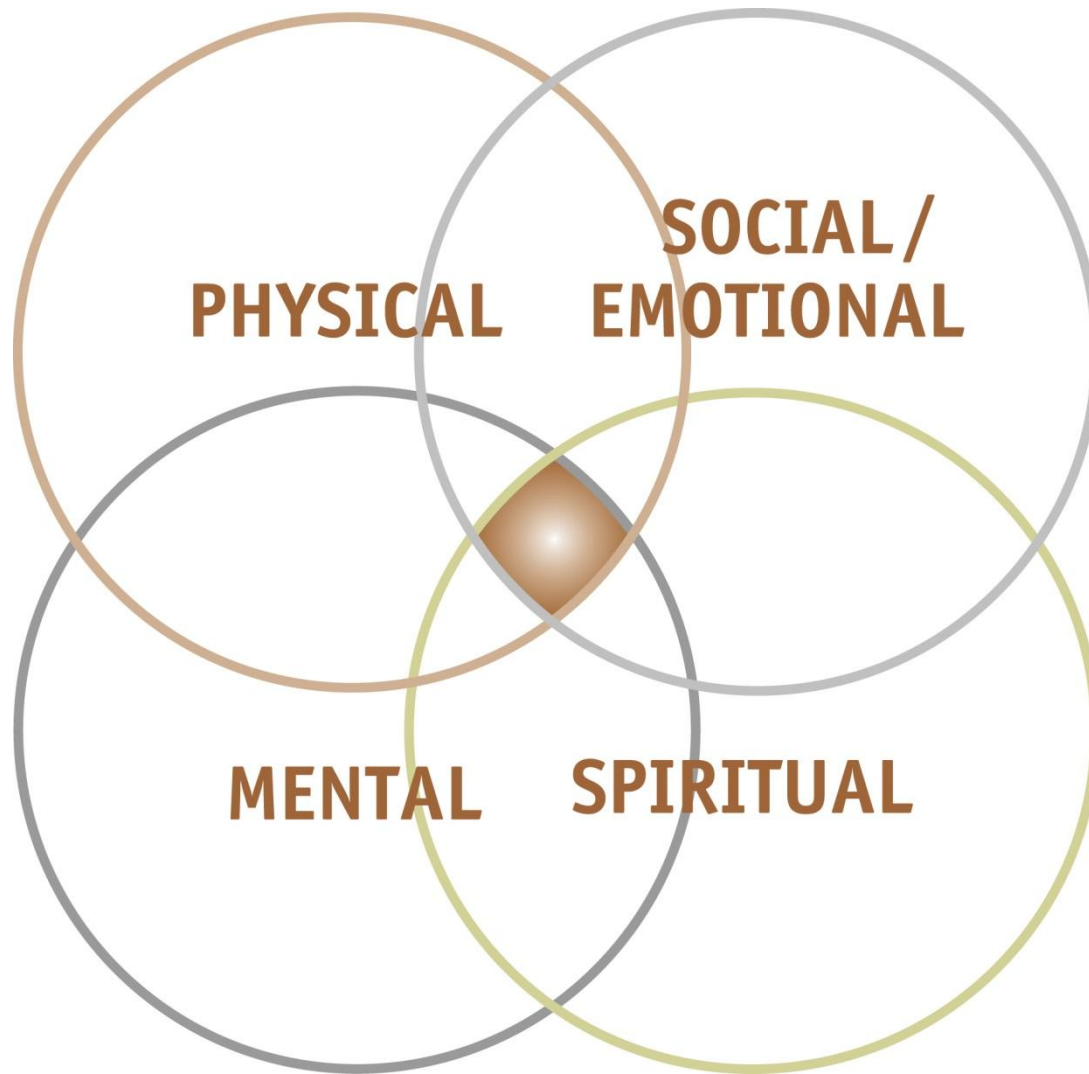
Habit 7: Sharpen the Saw







Four Dimensions



4 Fundamental Dimensions

Each of us has a center, or core paradigm with

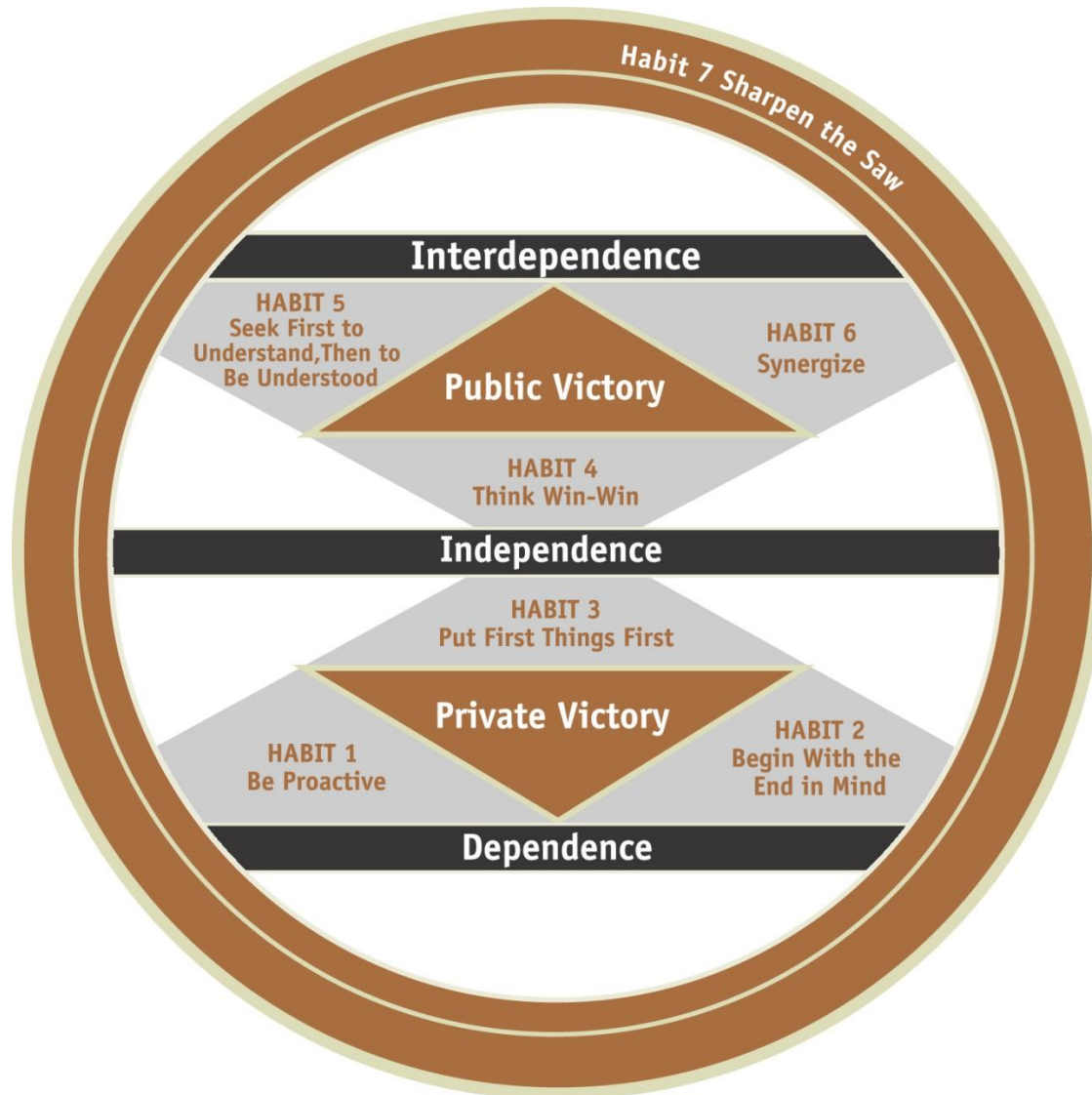
4 fundamental dimensions:

1. Security
2. Guidance
3. Wisdom
4. Power

Our life flows through them and either we are internally or externally referenced.



The 7 Habits of Highly Effective People





Receiving Feedback Proactively

