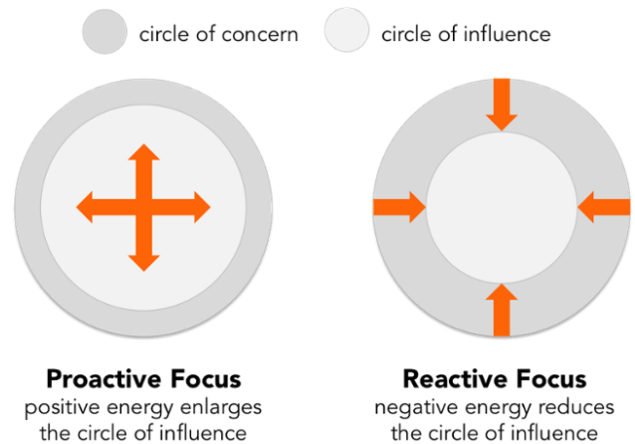


The 7 HABITS
Of Highly Effective People

- 1 Be Proactive
- 2 Begin With The End In Mind
- 3 Put First Things First
- 4 Think Win-Win
- 5 Seek First To Understand, Then To Be Understood
- 6 Synergize
- 7 Sharpen The Saw

- Habits 1, 2, and 3 are focused on **self-mastery**
- Habits 4, 5, and 6 are focused on **developing teamwork, collaboration, and communication skills**
- Habit 7 is focused on **continuous growth and improvement** and embodies all the other habits



1 Be Proactive - In order to be effective, one must be proactive.

Reactivity becomes a self-fulfilling prophecy, and reactive people feel increasingly victimised and out of control. Proactive people, however, recognise that they have responsibility - or 'responsibility' - the ability to choose how you will respond to a given stimulus or situation

'It is our willing permission, our consent to what happens to us, that hurts us far more than what happened to us in the first place.'

2 Begin with the End In Mind - start with a clear destination in mind – **identify our values**

Are you going the right way for you?

'It's incredibly easy to get caught up in an activity trap, in the busyness of life, to work harder and harder at climbing the ladder of success only to discover that it's leaning against the wrong wall.'

Self-awareness empowers us to shape our own lives, instead of living our lives by default, or based on the standards or preferences of others. Beginning with the end in mind is also extremely important for organisations.

3 Put First Things First

In order to manage ourselves effectively, we must put first things first. We must have the discipline to prioritise our day-to-day actions based on what is most important, not what is most urgent.

'The challenge is not to manage time, but to manage ourselves.'

	URGENT	NOT URGENT
IMPORTANT	<p>QUADRANT I</p> <p><i>Activities</i></p> <ul style="list-style-type: none"> • Crises • Pressing problems • Deadline-driven projects 	<p>QUADRANT II</p> <p><i>Activities</i></p> <ul style="list-style-type: none"> • Relationship building • Recognizing new opportunities • Planning
NOT IMPORTANT	<p>QUADRANT III</p> <p><i>Activities</i></p> <ul style="list-style-type: none"> • Interruptions • Some calls, meetings • Popular activities 	<p>QUADRANT IV</p> <p><i>Activities</i></p> <ul style="list-style-type: none"> • Trivial busywork • Time wasters • Pleasant activities

Quadrant II is at the heart of effective personal management. It deals with things like building relationships, long-term planning, exercising, preparation - all things we know we need to do but somehow seldom get around to actually doing, because they don't feel urgent.

'The key is not to prioritise what's on your schedule, but to schedule your priorities.'

Pareto Principle - 80 percent of the results flow out of 20 percent of the activities

We should always maintain a primary focus on relationships and results, and a secondary focus on time.

'Think effectiveness with people and efficiency with things.'

Reference: <http://www.hubspot.com/sales/habits-of-highly-effective-people-summary>

4 Think Win-Win; two factors: consideration and courage
Win-Win situations are mutually beneficial and satisfying to each party.

Abundance Mentality - the paradigm that there is plenty out there for everybody

'To go for Win-Win, you not only have to be nice, you have to be courageous.'

	HIGH COURAGE	LOW COURAGE
HIGH CONSIDERATION	<i>Win-Win</i>	<i>Lose-Win</i>
LOW CONSIDERATION	<i>Win-Lose</i>	<i>Lose-Lose</i>

5 Seek First to Understand, Then to Be Understood – building trust and rapport – learn to listen

Empathic Listening - listening with the intent to understand, both intellectually and emotionally

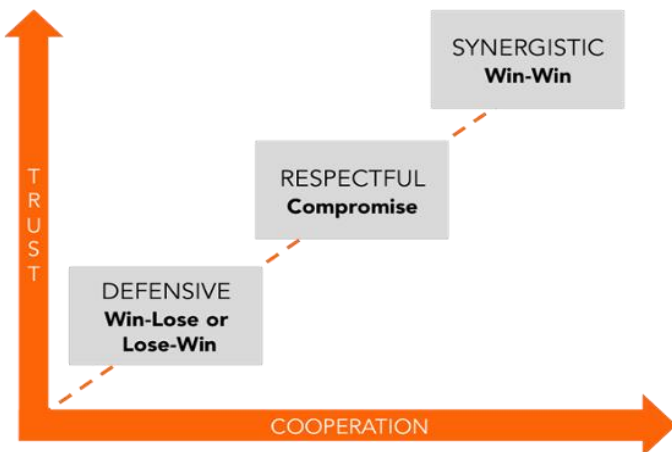
'You've spent years of your life learning how to read and write, years learning how to speak. But what about listening?'

Be authentic; *'You have to build the skills of empathic listening on a base of character that inspires openness and trust.'*

'Seeking to understand requires consideration; seeking to be understood takes courage.'

6 Synergise – when the whole is greater than the sum of the parts

By understanding and valuing the differences in another person's perspective, we have the opportunity to create synergy, which allows us to uncover new possibilities through openness and creativity.



Transformation: Both sides get what they want, and they positively build their relationship in the process.

By putting forth a spirit of trust and safety, we will prompt others to become extremely open, and feed on each other's insights and ideas, creating synergy.

The real essence of synergy is valuing the differences - the mental, emotional, and psychological differences between people.

'The key to valuing differences is to realise that all people see the world, not as it is, but as they are.'

7 Sharpen The Saw

To be effective, we must renew ourselves **physically, spiritually, mentally, and socially**. Continuous renewal allows us to synergistically increase our ability to practice each habit.

By taking time to 'sharpen the saw' you **enhance your greatest asset - yourself**.

Physical Dimension to exercise our body in a way that will enhance our capacity to work, adapt, and enjoy. Proactive

Mental Dimension is to continue expanding our mind. Managing ourselves effectively to maximise the use of our time and resources

Spiritual Dimension to provide leadership to our life and reinforce our commitment to our value system. So that we can begin with the end in mind

Social / Emotional Dimension to develop meaningful relationships. For win-win, seeking to understand others, and finding mutually beneficial third alternatives through synergy

'Not a day goes by that we can't at least serve one other human being by making deposits of unconditional love.'

'The more we see people in terms of their unseen potential, the more we can use our imagination rather than our memory.'

The real beauty of the 7 Habits is that improvement in one habit synergistically increases our ability to improve the rest. Renewal is the process that empowers us to move along an upward spiral of growth and change, of continuous improvement.

Stephen Covey