Facilitator's Guide: 7 Habits of Highly Effective People

Target Audience: The audience for the virtual instructor-led training (VILT) on "The 7 Habits of Highly Effective People" consists of workplace leaders who are seeking to enhance their leadership skills and effectiveness. This group includes managers, supervisors, and team leaders who are responsible for guiding teams and projects, and who face the challenge of balancing multiple priorities and deadlines. Participants are expected to benefit from understanding how the 7 habits can be specifically applied to their leadership roles, addressing challenges such as effective time management, team dynamics, and personal productivity. The training aims to provide clear explanations, practical strategies, and actionable insights tailored to the unique needs and responsibilities of leaders in a professional setting.

Learning Objectives:

1. Prioritize tasks effectively using Covey's time management matrix.
2. Listen empathetically before expressing their own ideas.
3. Use collaborative techniques to enhance collective effectiveness.

Training Purpose:

The company is experiencing a significant gap in effective communication and collaboration among teams, leading to frequent misunderstandings, project delays, and decreased overall productivity. Additionally, there's a lack of cohesive leadership, resulting in inconsistent management practices, lower employee satisfaction, and high turnover rates.

Training Focus:

By implementing leadership training centered on "The 7 Habits of Highly Effective People," the company aims to address these issues as follows:

1. **Improve Communication:** The training will provide leaders with tools and techniques for enhancing communication skills, such as active listening and clear expression of ideas. By mastering Habit 5: "Seek First to Understand, Then to Be Understood," leaders will facilitate better information flow and collaboration across teams, reducing misunderstandings and project delays.
2. **Increase Productivity:** Training will focus on Habit 3: "Put First Things First," helping leaders prioritize tasks and streamline workflows. This approach will aid in effective time management and decision-making, thereby improving overall productivity and efficiency.
3. **Develop Effective Managers:** The training will integrate Habit 7: Sharpen the Saw, emphasizing continuous personal and professional improvement, physical well-being, emotional intelligence, and work-life balance to enhance communication, collaboration, and leadership effectiveness. This will result in a stronger leadership cohort, leading to improved employee satisfaction and reduced turnover.
4. **Promote Strategic Thinking:** Leaders will be guided by Habit 2: "Begin with the End in Mind," fostering a strategic approach to decision-making and aligning actions with long-term goals. This will help in tackling current issues proactively and aligning team efforts with the company's strategic objectives.
5. **Build a Cohesive Organizational Culture:** The training will establish characteristics of a highly synergistic culture, which promotes teamwork and mutual respect. This will unify the organization, enhance team cohesion, and create a more positive work environment.

By addressing these areas through targeted training, the company will bridge the communication and leadership gaps, resulting in more

effective collaboration, increased productivity, and a more cohesive and satisfied workforce.

Materials / Equipment:
- PowerPoint Slide Presentation
- Computer/Internet with Zoom
- Participant Handout
- 7 Habits Job Aid (included in participant handout)

Total Time:
1 Hour and 30 minutes I One Session

Link to Presentation Slide Deck: 7 Habits of Highly Effective People

Link to Participant Handout: 7 Habits of Highly Effective People Participant Handout

Link to Job Aid: 7 Habits of Highly Effective People Participant Job Aid

Producer: Pre-Work	Actions
	1. Send the Zoom invite to all participants. Plan the invite for a total of 90 minutes. Attach Participant Handout to the invite. 2. Create a link for the Participant Handout that can be put in the Zoom chat during the training. 3. Create a Feedback survey via Google Form or SurveyMonkey. 4. Prepare a whiteboard by posing the question: What tools or procedures does your team use to support Habit 2: Begin with the End in Mind? This will be used for Slide 13. 5. Slide 17 allows for quiet work time. Prepare the music feature in Zoom and play either Zen Garden or Acoustic Sunrise during this reflection period. Enable a 2 minute timer within the Zoom apps to track the time spent for reflection. 6. Create a Zoom Poll for Slide 20 before the presentation. Enable the poll and share with participants during the presentation. [Poll: What is one specific area you will focus on when you return to your team? Choices: Foster a Collaborative Mindset, Leverage Diverse Strengths, Promote Mutual Respect, Resolve Conflicts Constructively, Set Shared Goals] 7. Slide 26 will have a breakout room. Split participants into groups of 2. Enable a 4 minute timer for the breakout session. 8. Slide 30 will have a breakout room. Split participants into groups of 4-5. Enable a 7 minute timer for the breakout session. 9. Send a follow-up email after the training session, including the Feedback Survey link.
	Notes

	- Monitor the waiting room to let people into the training. - Put the link for the Participant Handout in the chat multiple times, especially as participants join the training. - Monitor the chat throughout the presentation and answer questions to the best of your ability. Send questions you cannot answer to the facilitator. - Put the link for the Feedback Survey in the chat at the end of the presentation.

Facilitator: Pre-Work	**Actions**
	1. Review the PowerPoint Slide Deck- take note of the animations or clicks for information entering each slide. 2. Review the facilitator guide- take note of the amount of time to be spent on each slide. 3. Become familiar with the content described for all 7 Habits. 4. Become familiar with scenarios on Slide 26 and Slide 30. 5. Meet with the producer to discuss roles, pre-work tasks, and organization for the virtual training.
	Notes
	- A facilitator script is provided in this guide; however, you will need to be familiar with the content, so you can paraphrase and not read the script, in order to provide an authentic connection with your audience. - Remind participants of the Participant Handout for note taking and reflection exercises. - Encourage participants to ask questions in the chat if they need something clarified. - Check in with participants after each habit is discussed to ensure everyone is ready to move on to the next habit. - Scenario Information for Slide 26: **Debrief Questions and Possible Answers** **1. How did it feel to be listened to with empathy and understanding?** Feeling reassured that challenges were being acknowledged, confidence in working together, relief to be heard without judgment, comfort level for sharing **2. What strategies helped you effectively convey your perspective or concerns?** Open-ended questions gather more information, actively listening and showing empathy allows understanding of the root of the problem and to offer support, honesty allows clarification of the situation, expression of feelings allows understanding for appropriate responses **3. How did seeking to understand the other person's point of view influence the outcome of the role play?** Uncover underlying issues and address them more effectively, improved communication, build trust, team members feeling valued and supported, encourages open-minded and proactivity - Scenario Information for Slide 30:

Scenario 1- Habit 3: Put First Things First and Habit 4: Think Win-Win
Habit 3: Put First Things First - This habit focuses on prioritizing important tasks and delegating effectively. By encouraging your team members to handle tasks that are within their skill set, you are focusing on high-impact activities and empowering them to manage their responsibilities. This approach ensures that both your time and their skills are used efficiently.
Habit 4: Think Win-Win - This habit involves seeking mutually beneficial solutions. By guiding your team members to solve problems on their own, you're helping them grow and develop, which benefits both them and the organization. At the same time, it allows you to focus on more strategic responsibilities, creating a win-win situation for everyone involved.

Scenario 2- Habit 3: Put First Things First
Habit 3: Put First Things First emphasizes effective time management and prioritization. This habit is about organizing and managing your time and energy around your most important priorities. It involves distinguishing between what is urgent and what is truly important, and focusing on activities that advance your goals and deliver the most value.
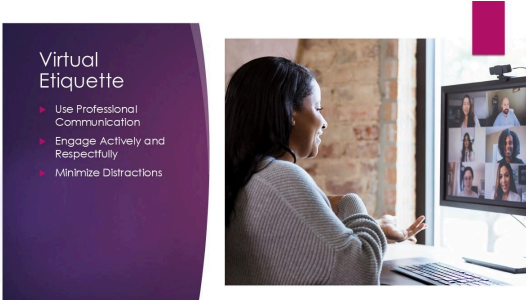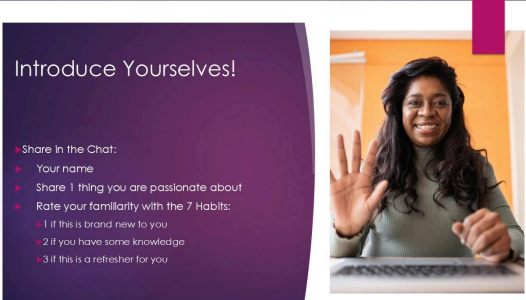
Scenario 3- Habit 5: Seek First to Understand, Then to Be Understood
Habit 5: Seek First to Understand, Then to Be Understood emphasizes the importance of active listening and empathy in communication. This habit involves understanding others' perspectives before expressing your own viewpoint or making decisions. It's crucial for resolving conflicts and facilitating effective discussions.
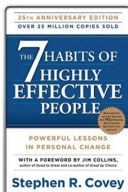
Training Outline

Slide(s)	Approx. Time	Topic / Activity
1-5	8 minutes	Introduction, Welcome, Overview, and Learning Objectives
6-9	11 minutes	Introduction to Habits 1-3 & Habit 1: Be Proactive
10-13	8 minutes	Habit 2: Begin with the End in Mind
14-17	11 minutes	Habit 3: Put First Things First & Reflection
18-21	7 minutes	Introduction to Habits 4-6 & Habit 4: Think Win-Win
22-26	14 minutes	Habit 5: Seek First to Understand, Then to be Understood & Breakout Activity
27-29	8 minutes	Habit 6: Synergize

30-32	3 minutes	Habit 7: Sharpen the Saw
33-36	13 minutes	Breakout Activity and Summary
Total Time	**84 minutes**	

Detailed Guide			
Slide Details	**Slide Thumbnail**	**Facilitator Notes**	**Producer Notes**
Slide 1 **Title Slide** 1 minute	7 Habits of Highly Effective People LEAD WITH PURPOSE, INSPIRE WITH HABITS	**DO:** ● Welcome participants as they enter the meeting. ● Reference the participant handout link that is in the chat. ● Give a 1-2 minute warning before starting the training session ● Remind participants that the training will be recorded. **SAY:** ● Hello and welcome! Today's training on the 7 Habits of Highly Effective People aims to show how applying these habits will enhance your leadership effectiveness and inspire your team to be more efficient. **[Advance Slide]**	**DO:** ● Allow participants to enter into the Zoom meeting. ● Paste the *Participant Handout* link frequently into the chat. ● Record Session

Slide 2 **Virtual Etiquette** 1 minute		**SAY:** ● Today as we engage in our training, please be mindful of virtual etiquette by: **Using Professional Communication.** This means muting your microphone when you are not speaking to minimize background noise, and using clear and concise language when interacting. **Engaging Actively and Respectfully:** Today, you are encouraged to participate actively by asking questions, contributing to discussions, and providing feedback. Using video when possible is encouraged to create a more engaging and interactive experience. **Minimizing Distractions:** Find a quiet, dedicated space for the training and avoid multitasking or engaging in unrelated activities during this session. This helps you stay focused and ensures that you are giving your full attention to the training content. **[Advance Slide]**	**DO:** ● Ensure everyone's microphone is muted.
Slide 3 **Introductions** 4 minutes		**DO:** ● Introduce yourself **SAY:** ● Before we begin today, I'd like to introduce myself. My name is _____. I have a background in _____ and will be leading you through our training today!"	**DO:** ● Monitor the chat responses ● Respond to participants as they make comments

		● Now, let's hear a little bit about each of you. Type into the chat: your name, share something you are passionate about, and rate your familiarity with the 7 Habits.
		   ○ 1 meaning the habits are brand new to you
		   ○ 2 meaning you have some knowledge
		   ○ 3 meaning this is a refresher for you
		
		DO:
		● Wait until some responses begin appearing in the chat. Personally, welcome participants and highlight some of the passions the participants shared about in the chat.
		[Advance Slide]	

Slide 4 **Overview of the 7 Habits** 1 minute	Overview of the 7 Habits 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	**SAY:** ● The 7 Habits of Highly Effective People by Stephen R. Covey is a guide to personal and professional effectiveness. This book outlines a principle-centered approach for achieving lasting success. **DO:** ● Click to display the 7 Habits **SAY:** ● Dr. Covey introduces seven key habits that empower individuals to take control of their lives, cultivate strong relationships, and reach their full potential. **[Advance Slide]**	**DO:** ● Remind people to mute their microphones ● Monitor the chat responses and answer early questions

Slide 5 **Learning Objectives** 1 minute		**DO:** ● Click as you reference each of the 3 learning objectives. **SAY:** ● Today's training will provide an overview of Stephen Covey's "7 Habits of Highly Effective People," with the primary goal of using this framework to: 1. Prioritize tasks effectively through Covey's time management matrix. 2. We will focus on using empathetic listening skills before sharing our own ideas and 3. Use collaborative techniques to enhance collective effectiveness. **[Advance Slide]**	
Slide 6 **Habits 1-3 (Independence)** 1 minute		**SAY:** ● The first three habits—Be Proactive, Begin with the End in Mind, and Put First Things First—are designed to foster independence. **DO:** ● Click the mouse to the show the table **SAY:** ● The 7 Habits contain key workforce and life-readiness skills. These competencies and character traits are what we often call leadership skills. ● The first 3 habits empower individuals to take greater responsibility, gain control over their lives, plan their future, set	**DO:** ● Continue to monitor the chat responses, answer early questions if you are able, or save questions for the facilitator to come back to and address
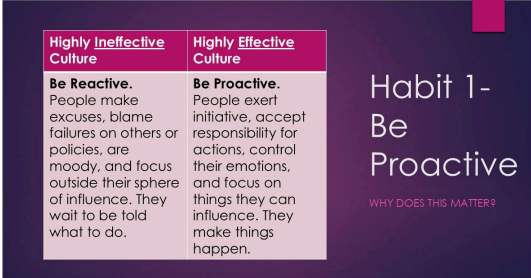
		priorities, and achieve their goals with focus and discipline. These habits encompass essential skills such as time management, planning, goal-setting, and organization, which are crucial for personal leadership and self-sufficiency. **[Advance Slide]**	

Slide 7
Habit 1- Be Proactive
3 minutes
	Habit 1-
	Be Proactive
	
	▶ Practice self-awareness and control your response
	▶ Accept responsibility
	▶ Taking initiative
	▶ Manage your response
	▶ Avoid blaming others for mistakes
		SAY:
		● Habit 1: Be Proactive centers on taking full responsibility for your life and actions. Being proactive means, you are choosing your responses, rather than merely reacting to circumstances as they come. The Key Principles of Proactivity include initiative, self-awareness, and personal responsibility.
		
		## Actionable Steps for a Proactive Approach:
		
		1. **Self-Awareness and Control:**
		    ○ **Identify Triggers:** Regularly reflect on situations that affect your mood and reactions. Keep a journal to track these triggers and your responses.
		    ○ **Practice Mindfulness:** Use mindfulness techniques, such as deep breathing or meditation, to maintain control over your responses and attitudes in the moment.
			DO:
			
			● Add these notes to the chat to help with note-taking:
			
			- Identify Triggers
			- Practice Mindfulness
			- Acknowledge Your Role
			- Communicate Openly
			- Set Clear Goals
			- Seek Solutions
			- Reframe Situations
			- Practice Positive Self-Talk
			- Focus on Action
			- Build Resilience

2. **Accept Responsibility:**
   - **Acknowledge Your Role:** When a problem arises, identify your role and actions in the situation. Ask yourself how you contributed to the outcome and what you can learn from it.
   - **Communicate Openly:** If mistakes affect others, own up to them and communicate honestly. Apologize if necessary and discuss ways to prevent similar issues in the future.
3. **Take Initiative:**
   - **Set Clear Goals:** Define your personal and professional goals. Create a step-by-step plan to achieve them, and regularly review and adjust your progress.
   - **Seek Solutions:** When faced with challenges, brainstorm potential solutions and choose the best course of action. Take decisive steps to implement your chosen solution.
4. **Manage Responses:**
   - **Reframe Situations:** When encountering setbacks or criticism, consciously reframe your perspective to focus on what you can control and improve.
   - **Practice Positive Self-Talk:** Replace negative thoughts with constructive and positive affirmations to maintain a proactive

		mindset.
		5. **Avoid Blaming Others:**
		   ○ **Focus on Action:** Instead of blaming others, focus on what you can do differently. Ask yourself how you can influence the situation positively.
		   ○ **Build Resilience:** Develop coping strategies to handle challenges without resorting to blame. This could include seeking support, learning new skills, or adjusting your approach.
		
		By implementing these actionable steps, you can take control of your responses, responsibilities, and future, reinforcing a proactive approach to shaping your experiences and outcomes.
		
		[Advance Slide]	

Slide 8 **Habit 1** **Examples** 5 minute	" What is a recent problem you have had with members of your team not being proactive? " Raise your hand and come off mute to share an example we can work through.	**DO:** ● Click to pose the question **SAY:** ● Raise your hand or unmute your microphone to share an example, and we will walk through some ideas of how to support your team member in becoming more proactive. **DO:** ● Give actionable suggestions based on the principles from the last slide **[Advance Slide]**	**DO:** ● Add these notes to the chat to help with brainstorming: - Practice self-awareness and control your response - Accept responsibility - Taking initiative - Manage your response - Avoid blaming others for mistakes ● Monitor hands being raised or people coming off mute ● Monitor the chat

			responses
Slide 9 **Habit 1** **Summary** 2 minutes		**SAY:** ● Why does this matter? As a leader, you want to cultivate a highly effective culture versus an ineffective culture. ● To cultivate a highly effective culture, leaders should model proactive behavior by taking initiative, owning their actions, and managing their responses, setting a clear example for their team. Additionally, they should foster an environment that encourages open communication, recognizes proactive efforts, and aligns goals with a compelling vision, creating a culture where employees are empowered to take ownership and drive positive outcomes. ● An ineffective culture tends to be reactive. Individuals who are reactive tend to make excuses, shift blame, and wait for instructions rather than taking initiative. ● On the contrary, a highly effective culture tends to be proactive. Individuals take initiative, own their actions, manage their emotions, and concentrate on aspects they can control. **[Advance Slide]**	**DO:** ● Remind participants to mute their microphones ● Monitor the chat and identify questions for the facilitator, related to Habit 1, that may not have been answered yet

Slide 10 **Habit 2- Begin with the End in Mind** 1 minute		**SAY:** • Habit 2: Begin with the End in Mind emphasizes starting each day, task, or project with a clear vision of your desired outcomes and goals. It encourages individuals to define their mission and long-term objectives in life, focusing on goal-setting, long-term vision, and personal leadership. For example, creating a personal mission statement can clarify what you want to achieve across various areas of your life. This habit teaches that every creation begins with a mental vision before it becomes a physical reality. It involves planning ahead, setting meaningful goals, contributing to your company's mission and vision, and seeking opportunities to be a good leader. **[Advance Slide]**	
Slide 11 **Applying "Begin with the End in Mind"** 1 minute		**DO:** • Go through the examples on the slide to share how a team can Begin with the End in Mind. After each "How," give the "What" that correlates to the "How" to give a specific example.	**DO:** • As the facilitator goes through each example, use the Pen or Highlighting feature to connect each of the two boxes that correlate to one another

Slide 12 **Habit 2** **Summary** 1 minute	Highly **Ineffective** Culture / Highly **Effective** Culture **Have No End in Mind.** People lack vision and purpose. There are no common goals. Plans are constantly changing. **Begin with the End in Mind.** People are in the pursuit of meaningful purposes with clear workplace goals and strategies. They have clear personal goals. Habit 2- Begin with the End in Mind WHY DOES THIS MATTER?	**SAY:** ● Take a look at the chart. If you notice behaviors within your team from the left side of the chart, it is important to begin with a clear vision. ● How can this be done? To start, <u>align individual goals</u> with organizational objectives to create a sense of purpose, <u>promote long-term thinking</u> by encouraging employees to consider the broader impact of their work, and <u>focus on outcomes</u> by guiding teams to achieve desired results in their planning and decisions. Then, you, as their leader, must equip your team members with the tools, resources, and training they need to work towards their goals effectively. **[Advance Slide]**	**DO:** ● Monitor the chat and identify questions for the facilitator, related to Habit 2, that may not have been answered yet
Slide 13 **Putting Habit 2 into Practice** 5 minutes	Putting Habit 2 into Practice Tools and Resources ▶ Implement Objectives & Key Results (OKRs) to set goals and measure progress ▶ Use project management tools for planning & tracking tasks ▶ Create vision boards: visual representations of long-term goals ▶ Use Gantt Charts or Roadmap Templates to visualize project timelines and keep tasks aligned with the end goal What tools or procedures does your team use to support Habit 2: Begin with the End in Mind?	**DO:** ● Go over a few tools and resources that can be used to achieve Habit 2. ● Click through the bullets to show each of the 4 examples. **DO:** ● Click to reveal the question. **SAY:** ● What tools or procedures does your team use to support Habit 2: Begin with the End in Mind? ● We are going to display a whiteboard on the screen where everyone can type in some ideas. Feel free to jot down new ideas if	**DO:** ● Create a whiteboard by posing the question: What tools or procedures does your team use to support Habit 2: Begin with the End in Mind? ● Share the whiteboard with participants once the facilitator asks the question.
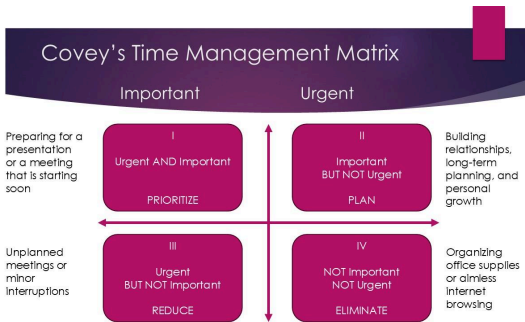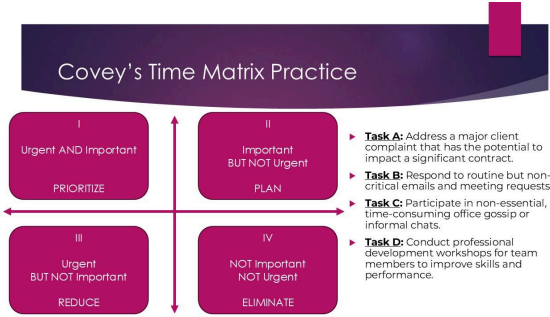
		you find they may be useful for you and your team. **[Advance Slide]**	
Slide 14 **Habit 3- Put First Things First** 1 minute		**SAY:** ● Habit 3: Put First Things First focuses on prioritizing tasks based on their importance rather than their urgency. It involves organizing and executing activities around key priorities and principles, emphasizing time management, prioritization, and self-discipline. For example, using tools like Covey's Time Management Matrix helps you focus on activities that contribute to long-term goals by distinguishing between what is urgent and what is important. This habit encourages spending time on important tasks, setting priorities, creating schedules, following plans, and maintaining discipline and organization. **[Advance Slide]**	● Remind people to mute their microphones
Slide 15 **Covey's Time Management Matrix** 3 minutes		**SAY:** ● Covey's Time Management Matrix divides activities into four quadrants based on their importance and urgency. **DO:** ● Click to reveal the words "important" and "urgent" when you reference the definitions. **SAY:** ● **Important** tasks significantly	**DO:** ● Monitor the chat responses for questions related to Covey's Time Management Matrix ● Help clarify questions or add examples in the chat for each quadrant

impact long-term success.

- **Urgent** tasks that require immediate action and cannot be delayed.

DO:
- Click to reveal each quadrant and the correlating examples when you describe each quadrant of the matrix.

SAY:
- **Let's take a look at the four quadrants:**

- **Q1: Urgent and Important**
  These are tasks that need immediate attention and are crucial for your success. Neglecting these can have serious consequences.
  For Example: Preparing for a presentation or a meeting that's starting soon. This task is both urgent and important due to its imminent deadline and impact.
- **Q2: Not Urgent but Important**
  These are tasks related to long-term goals and personal development. These are important but not time-sensitive.
- For Example: Building relationships, long-term planning, and personal growth. These activities contribute to long-term success but don't require immediate action, so plan for these.
- **Q3: Urgent but Not Important**
  These are tasks that demand immediate attention but have little value in achieving your long-term

goals.

For Example: Unplanned meetings or minor interruptions that don't significantly impact your key objectives. These activities can often be minimized or delegated.

- **Q4: Not Urgent and Not Important**
These are tasks that neither add value nor require immediate action. These are often time-wasting activities.
- For Example: Organizing office supplies or aimless internet browsing. These activities consume time without contributing to meaningful goals.

- By using the Time Management Matrix to categorize tasks, you can focus on what truly matters and effectively prioritize your efforts.

[Advance Slide]

| Slide 16
Habit 3 Summary
2 minutes | | **SAY:**
- In a highly ineffective culture, employees are constantly reacting to urgent crises. They don't have time for planning or developing people, and there's a general lack of discipline.

- But, in a highly effective culture, people focus on important priorities. They're able to say no to less critical requests and make time for planning, preparation, and prevention.

- Here's how you can shape a highly effective culture: | **DO:**
- Monitor the chat and identify questions for the facilitator, related to Habit 3, that may not have been answered yet |

First, <u>lead by example</u>. Start by demonstrating prioritization and time management in your own work. Show how you tackle high-priority tasks first and manage your schedule effectively.

Be sure to <u>share best practices</u>. Regularly communicate the methods you use for prioritizing tasks and managing time. This helps everyone understand and adopt these practices.

Finally, <u>create schedules.</u> Support your team in creating and sticking to schedules that reflect their priorities. This helps ensure they focus on what's truly important.

- As a leader, it will be important to engage in open communication, provide ongoing support, and recognize efforts to improve prioritization. Leading by example and sharing best practices will set the tone for the entire team.

[Advance Slide]

| Slide 17 **Covey's Time Matrix Practice** 5 minute | | **SAY:**

 • On this next screen, you can see 4 tasks. Use Covey's Time Matrix to prioritize these tasks by Putting First Things First.

 • Write your answers in your handout and be ready to share your responses in about 2 minutes.

 DO: | **DO:**

 • Use the music feature in Zoom and play either Zen Garden or Acoustic Sunrise during this reflection period.
 • Enable a 2 minute timer within the Zoom apps to track the time spent for reflection. |

		● Allow 2 minutes of work time ● Allow responses for each quadrant and respond with the correct answer and example action steps. **SAY:** **Urgent and Important:** Task A: Address a major client complaint that has the potential to impact a significant contract. Action: Resolve the issue immediately to maintain client satisfaction and protect the business relationship. **Important, but Not Urgent** Task D: Conduct professional development workshops for team members to improve skills and performance. Action: Plan and organize the workshops, ensuring they are aligned with team needs and business goals. **Urgent, but Not Important** Task B: Respond to routine but non-critical emails and meeting requests. Action: Delegate these tasks to administrative staff or set aside specific times to address them without disrupting important work. **Not Urgent and Not Important** Task C: Participate in non-essential, time-consuming office gossip or informal chats. Action: Avoid engaging in such	● After the facilitator begins going through the answers and actions, type the answers into the chat so participants may record on their handout: - Task A- Urgent and Important - Task B- Urgent, but Not Important - Task C- Not Urgent and Not Important - Task D- Important, but Not Urgent ● Monitor the chat for any follow-up questions at the end of this activity

		distractions and redirect focus to tasks that contribute to professional goals. **[Advance Slide]**	
Slide 18 **Habits 4-6** **Interdependence** 1 minute	Habits 4-6 (Interdependence) 4. Think Win-Win 5. Seek First to Understand, Then to be Understood 6. Synergize <table><tr><td>**Competencies**</td><td>**Character Traits**</td></tr><tr><td>Conflict Management</td><td>Respect</td></tr><tr><td>Listening/Empathy</td><td>Ethics/Manners</td></tr><tr><td>Speaking Skills</td><td>Honesty</td></tr><tr><td>Problem Solving</td><td>Openness</td></tr><tr><td>Teamwork</td><td>Valuing Diversity</td></tr></table>	**SAY:** - Being able to collaborate effectively with others is crucial. That's why the next three habits—Think Win-Win, Seek First to Understand, Then to Be Understood, and Synergize—are essential. These habits encompass skills in conflict resolution, problem-solving, and teamwork. They help individuals become more interdependent. **[Advance Slide]**	**DO:** - Remind people to mute their microphones and ensure everyone is muted
Slide 19 **Habit 4- Think Win-Win** 1 minute	Habit 4- Think Win-Win - Combine the confidence to pursue your own objectives with respect for others' needs and desires - Build and strengthen relationships by positively impacting others' trust and well-being - When conflicts occur, seek solutions that are beneficial for everyone involved	**SAY:** - Habit 4: Think Win-Win is a mindset focused on finding mutually beneficial solutions and outcomes for everyone involved in interpersonal interactions. - This habit combines the confidence to pursue your own goals with respect for others' needs. It involves actively strengthening relationships by positively impacting trust and well-being, and seeking solutions that benefit everyone when conflicts arise. - The key principles this habit fosters are collaboration, mutual respect, and shared benefits. **[Advance Slide]**	

Slide 20 Thinking Win-Win to Build Collaboration 3 minutes		**SAY:**	**DO:**

SAY:

- Adopting a win-win mindset fosters a collaborative environment where all team members work together. As a leader you can cultivate a win-win culture by:

1. **Fostering a Collaborative Mindset:**
- **How:** Start team meetings by highlighting and appreciating recent contributions from different members. For example, thank a team member for their innovative idea or hard work on a project, and encourage others to do the same, creating an environment where everyone feels valued and motivated to contribute.
2. **Leverage Diverse Strengths:**
- **How:** During project planning, assign tasks based on individual strengths and expertise. For instance, if someone excels in data analysis while another is skilled in creative design, allocate tasks accordingly to ensure the project benefits from each person's unique skills.
3. **Promoting Mutual Respect:**
- **How:** Implement regular "round-robin" feedback sessions where each team member shares their thoughts on a project or issue, ensuring everyone's opinions are heard and valued. This encourages respectful dialogue and helps incorporate diverse viewpoints into decision-making.
4. **Resolving Conflicts Constructively:**
- **How:** When conflicts arise, facilitate a meeting where all parties

DO:

- Enable the poll and share with participants during the presentation.
- Poll:
  What is one specific area you will focus on when you return to your team?

  Choices:
  Foster a Collaborative Mindset

  Leverage Diverse Strengths

  Promote Mutual Respect

  Resolve Conflicts Constructively

  Set Shared Goals

- Take a screenshot of the Poll results

involved can express their perspectives and collaboratively brainstorm solutions. For example, use a structured approach like "interest-based negotiation" to identify common goals and find mutually beneficial resolutions.

5. **Setting Shared Goals:**
● **How:** At the start of a new project, work with the team to set clear, collective objectives and outline how each member's role contributes to achieving these goals. Celebrate milestones and achievements together, such as organizing a team lunch to mark the completion of a major project phase, reinforcing the value of teamwork and shared success.

● When a team thinks Win-Win, the team is working with others. Your success will help your team, and your team's success will help you. Success will always follow from this cooperative approach.

DO:
● Click and share each bullet point as you reference it.
● Click to reveal the question for the poll.

SAY:
● Now let's identify in a poll one specific area you will focus on when you return to your team?
[Advance Slide]

| Slide 21
Habit 4
Summary
2 minutes | | **SAY:**

• When employees operate with a win-lose or lose-lose mindset, it will lead to low trust and conflict over resources. They withhold best practices out of fear that others might surpass them or be seen as superior.

• However, when employees adopt a win-win mindset, they build trust and balance courage with consideration. They focus on benefiting everyone, encouraging collaboration and the sharing of best practices.

• Here's how you can shape a highly effective culture:
Encourage Collaboration:
Example: Implement regular cross-functional team workshops where members from different departments collaborate on solving a common problem or developing a new initiative.
Recognize and Reward Contributions:
Example: Introduce a "Employee of the Month" program that highlights individuals who have made significant contributions toward team goals. For example, if a team member successfully leads a project that results in a major client win, publicly acknowledge their effort in a team meeting and offer a reward such as a gift card or extra time off.
Provide Support and Resources:
Example: Create a professional development fund that employees | **DO:**

• Monitor the chat and identify questions for the facilitator, related to Habit 4, that may not have been answered yet |

		can use to attend relevant courses, conferences, or obtain certifications. For instance, offer subsidies for team members to attend workshops on new technologies or management skills that can enhance their performance and contribute more effectively to the team's success. **[Advance Slide]**	
Slide 22 **Habit 5- Seek First to Understand, Then to Be Understood** 1 minute	Habit 5- Seek First to Understand, Then to Be Understood ▸ Listen to other people's ideas and feelings ▸ See things from others' viewpoints ▸ Listen to others without interrupting ▸ Confidently voice your ideas	**SAY:** • Habit 5: Seek First to Understand, Then to Be Understood encourages people to diagnose a problem before prescribing a solution. • Habit 5 involves prioritizing empathetic listening and understanding others' perspectives before sharing your own ideas. This means genuinely listening to people's thoughts and feelings, viewing situations from their viewpoints, and allowing them to express themselves without interruption. Once you have fully grasped their perspective, you can confidently articulate your own ideas, ensuring that communication is respectful and effective. • The key principles this habit encompasses is empathetic listening, communication skills, and emotional intelligence. **[Advance Slide]**	

| Slide 23
How to Listen Empathetically
3 minutes | | **SAY:**
● What does empathetic listening mean to you? Share your thoughts in the chat.
DO:
● Allow 1 minute for participants to respond. Share some of the responses mentioned in the chat.

SAY:
● Key practices for empathetic listening include:
Being Fully Present: Remove distractions and give your full attention.
Practice Active Listening: Reflect on what's said and ask clarifying questions.
Show Empathy and Understanding: Acknowledge feelings and understand their perspective.
Avoid Interrupting: Let them finish and use nonverbal cues to show engagement.
Provide Thoughtful Feedback: Summarize key points and express appreciation.
Respond Appropriately: Share relevant ideas and link responses to what was said.

DO:
● Click and share each bullet point as you reference it.
[Advance Slide] | **DO:**
● Monitor the chat responses |

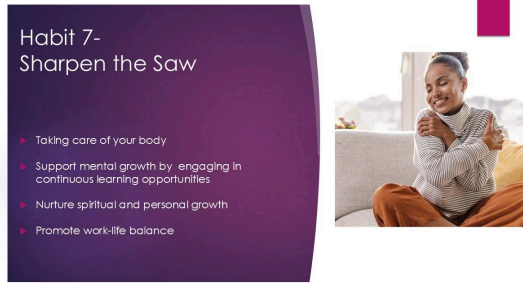| Slide 24
Habit 5
Summary
2 minutes | | **SAY:**
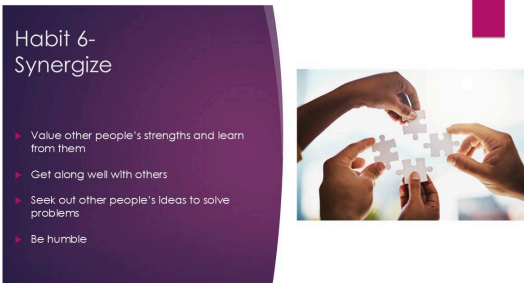
• In a highly ineffective culture, individuals focus on being understood without listening to others. They disregard others' feelings and are hesitant to share their own, leading to poor communication and understanding.

• In a highly effective culture, people prioritize understanding others before offering solutions. They practice empathy, avoid judgment, and feel comfortable sharing their own opinions openly, leading to more effective and respectful communication.

• Here's how you can shape a highly effective culture:
Encourage Empathy: Promote understanding and respect for different viewpoints within the team.
Facilitate Dialogue: Encourage open discussions and provide regular opportunities for feedback and communication.
Use Reflective Techniques: Implement techniques like paraphrasing and summarizing to ensure accurate understanding before responding.

• By focusing on these strategies, you can create a culture where effective communication, empathy, and mutual respect are integral to achieving collective success.
[Advance Slide] | **DO:**

• Monitor the chat and identify questions for the facilitator, related to Habit 5, that may not have been answered yet |

Slide 25 Role Play for Habit 5 1 minute		**DO:** ● Explain the role play activity as described on the PowerPoint slide **[Advance Slide]**	**DO:** ● Begin setting up the Breakout rooms ● Place 2 people into each breakout room. ● Start the breakout rooms after the directions have been given. How to Set Up Breakout Rooms: 1. Click the Breakout Rooms button. 2. Choose the number of rooms and assign participants automatically or manually. 3. Share screen content to the Breakout Rooms. 4. Select the Breakout Rooms icon to join or leave the room.
Slide 26 Role Play for Habit 5 7 minutes		**SAY:** ● With your Breakout Room partner, read Scenario 1. ● Determine who will be Participant A and who will be Participant B. ● Spend 4 minutes engaging in conversation that practices Habit 5 **DO:** ● Facilitate the discussion of these questions once everyone returns from their Breakout Rooms:	**DO:** ● Set a timer for 4 minutes ● Bring participants back from the Breakout Rooms once the timer completes ● When the facilitator poses a debrief question, put the question in the chat for participants to see.

		Debrief Questions: 1. How did it feel to be listened to with empathy and understanding? 2. What strategies helped you effectively convey your perspective or concerns? 3. How did seeking to understand the other person's point of view influence the outcome of the role play? **[Advance Slide]**	**Debrief Questions:** 1. How did it feel to be listened to with empathy and understanding? 2. What strategies helped you effectively convey your perspective or concerns? 3. How did seeking to understand the other person's point of view influence the outcome of the role play?

Slide 27
Habit 6-
Synergize
1 minute
	Habit 6-
	Synergize
	
	▸ Value other people's strengths and learn from them
	▸ Get along well with others
	▸ Seek out other people's ideas to solve problems
	▸ Be humble
		SAY:
		● Habit 6 is Synergize. Synergy is the concept that collaborative efforts can produce results greater than what individuals could achieve alone.
		   ○ Leveraging the diverse strengths
		   ○ Appreciating perspectives of team members
		   ○ Creating innovative solutions and outcomes
		
		● The key principles include teamwork, creativity, and openness to different perspectives.
		
		● Synergy allows teams to achieve superior results that no single person could accomplish on their own.
		
		DO:
		● Click through the bullet points to
			DO:
			● Ensure all participants have their microphones muted

		describe the actions an individual can take to Synergize **[Advance Slide]**	
Slide 28 **Habit 6** **Summary** 2 minutes		**SAY:** ● So why is it important to synergize? In a culture with no synergy, employees work in isolation or within exclusive groups, believing their ideas are always superior. They avoid engaging with people who have different viewpoints or perspectives. ● On the contrary, when employees embrace synergy, they actively seek out and value diverse ideas. They approach collaboration with humility, leading to high levels of teamwork and creativity. This environment encourages innovative thinking and the freedom to explore unconventional solutions. **[Advance Slide]**	**DO:** ● Monitor the chat and identify questions for the facilitator, related to Habit 6, that may not have been answered yet
Slide 29 **Habit 6** **Discussion** 5 minutes		**SAY:** ● You can shape a highly effective culture by: **Encouraging Teamwork**: Promote collaborative projects and team activities that require input from various members. **Valuing Every Perspective**: Ensure that all voices are heard and considered in decision-making processes. **Communicate the Big Picture**: Help employees understand how their individual contributions fit into the broader organizational goals.	**DO:** ● Monitor the chat for responses and monitor participants who may come off mute ● Set a 4 minute timer for the discussion portion of this slide ● Give a one minute reminder for final thoughts

		● Here are some specific examples of ways one can foster a highly effective culture. ● Let's discuss together how the specific examples on the screen encourage teamwork, value every perspective, and/or communicate the big picture. Feel free to come off mute to add to the discussion or type in the chat. **DO:** ● Ask who has some thoughts to share. ● Prompt responses by asking an open-ended question, if it remains quiet. **[Advance Slide]**	
Slide 30 **Habit 7** **The Whole Person** 1 minute	Habit 7 (The Whole Person) 7. Sharpen the Saw (Care for Body, Heart, Mind, and Spirit) 	Competencies	Character Traits
Physical Wellness	Contribution/Meaning
Social Skills	Desire to Learn
Mental Skills	Fun
Emotional Stability			**SAY:** ● Habit 7, Sharpen the Saw, supports and enriches the first six habits by emphasizing renewal, ongoing improvement, and a balanced lifestyle. It provides guidance on maintaining overall well-being by focusing on four essential areas—physical, social-emotional, mental, and spiritual—addressing the fundamental needs of individuals. **[Advance Slide]**	**DO:** ● Remind people to mute their microphones and ensure everyone is muted

Slide 31 **Habit 7-** **Sharpen the** **Saw** 1 minute		**SAY:** ● Habit 7: Sharpen the Saw is about self-renewal and self-care, focusing on regularly renewing yourself in four key areas: physical, mental, emotional, and spiritual. This habit emphasizes the importance of maintaining and enhancing your greatest asset—yourself. ● The key principles within this habit include continuous improvement, balance, and renewal. ● To practice Sharpen the Saw, take care of your body through proper nutrition, exercise, and sufficient sleep; support mental growth by engaging in diverse learning opportunities; nurture spiritual and personal development by finding meaningful ways to contribute to others; and promote work-life balance to maintain overall well-being and effectiveness. **[Advance Slide]**	
Slide 32 **Habit 7** **Summary** 1 minute		**SAY:** ● If your team is not sharpening the saw, your employees will remain stagnant with outdated skills, lead unbalanced lives, neglect relationships, and lack a sense of meaning. ● However, when your employees are sharpening the saw, they will focus on continuous improvement, stay current with their skills, maintain energy and balance, foster strong relationships, and enjoy a supportive, family-like atmosphere. **[Advance Slide]**	**DO:** ● Monitor the chat and identify questions for the facilitator, related to Habit 7, that may not have been answered yet

Slide 33 Breakout Activity 1 minute		**SAY:** ● We're going to break into groups of 4-5 for a collaborative activity. Each group will be assigned to a breakout room to work on a scenario related to the 7 Habits of Highly Effective People. ● Here's what you need to do: 1. **Choose a Scenario:** Select one of the provided scenarios for your discussion. 2. **Identify the Habit:** Determine which of the 7 Habits the chosen scenario relates to. 3. **Apply the Habit:** Discuss how to apply the principles of the identified habit to effectively address the scenario. 4. **Prepare to Share:** Get ready to present your findings and application strategies to the larger group when we reconvene. **[Advance Slide]**	**DO:** ● Place 4-5 people into each breakout room. ● Start the breakout rooms after the directions have been given. How to Set Up Breakout Rooms: 5. Click the Breakout Rooms button. 6. Choose the number of rooms and assign participants automatically or manually. 7. Share screen content to the Breakout Rooms. 8. Select the Breakout Rooms icon to join or leave the room.
Slide 34 Breakout Activity Scenarios 10 minutes		**SAY:** ● There are 3 scenarios to choose from and the habits are listed on the left. ● Feel free to dive into the discussion and use this time to explore practical ways to implement the habits! We will share out with the group when the breakout rooms close.	**DO:** ● The breakout room will last for 7 minutes. ● Begin a 7 minute timer.

		DO:	
		- When the breakout rooms close, call on specific groups to share the scenario they chose and what strategies of application they discussed. - Spend about 3 minutes sharing responses. **[Advance Slide]**	
Slide 35 **Summary** 1 minute	Summary ▸ Each habit builds upon the others. ▸ Consistent practice and application is important. ▸ Impact of adopting these habits: ▸ Greater effectiveness ▸ Achieve goals ▸ Improve relationships, both personally and professionally	**SAY:** - These habits are designed to be integrated into daily practices to boost personal and professional effectiveness. Each habit builds on the others, forming a comprehensive framework for growth and leadership. Consistent application and conscious effort are needed to foster lasting positive change in behavior and mindset. Adopting these habits helps individuals enhance effectiveness, achieve goals, and improve both personal and professional relationships. **DO:** - Click and share each bullet point as you reference it.	**DO:** - Remind people to silence their microphones and ensure everyone is muted - Monitor the chat and identify questions for the facilitator that may not have been answered yet
Slide 32 **Thank You** 1 minute	Thank you for joining us today.	**SAY:** - Thank you for joining us today. We will place the survey link in the chat for some feedback. You can either complete it now, or we will send a follow-up email with the Feedback Survey as well. **DO:** - Stay in the meeting to allow for any	**DO:** - Put the link for the Feedback Survey in the chat at the end of the presentation. - Save the chat discussions before ending the Zoom meeting. - Stop the recording.

		immediate questions and to ensure those who want to access the Feedback Survey link have time to save the link. ● Close the meeting.	