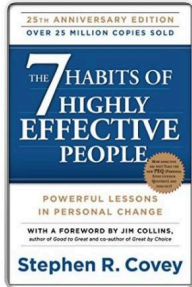




## Participant Handout

## 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

### Learning Objectives

1. Prioritize tasks effectively through Covey's time management matrix.
2. We will focus on using empathetic listening skills before sharing our own ideas.
3. Use collaborative techniques to enhance collective effectiveness.

### Habits 1-3 (Independence)

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

Competencies	Character Traits
Goal Setting	Initiative
Planning	Responsibility
Time Management	Vision
Organization	Integrity

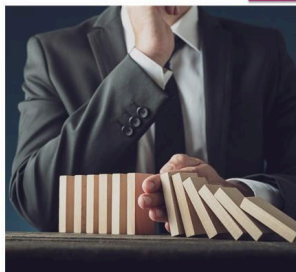
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## Habit 1- Be Proactive

- ▶ Being a responsible person
- ▶ Taking initiative
- ▶ Choosing my actions, attitudes, and moods
- ▶ Not blaming others for mistakes
- ▶ Being offended only if you choose to be



### Key Principles:

Initiative: Taking charge of your actions and making things happen rather than waiting for them to happen.

Self-Awareness: Recognizing your ability to control your own behavior and responses.

Personal Responsibility: Owning your choices and their outcomes without shifting blame.

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### Work Related Examples?

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Highly <u>Ineffective</u> Culture	Highly <u>Effective</u> Culture
<b>Be Reactive.</b> People make excuses, blame failures on others or policies, are moody, and focus outside their sphere of influence. They wait to be told what to do.	<b>Be Proactive.</b> People exert initiative, accept responsibility for actions, control their emotions, and focus on things they can influence. They make things happen.

## Habit 1- Be Proactive

WHY DOES THIS MATTER?

Notes \_\_\_\_\_

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## Habit 2- Begin with the End in Mind

- ▶ Plan ahead and set goals
- ▶ Do things that have meaning and make a difference
- ▶ Contribute to my company's mission and vision
- ▶ Look for ways to be a good leader



Notes \_\_\_\_\_

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# Applying “Begin with the End in Mind”

HOW?	Before a big project begins, take some time to visualize how it will go.	Write down your end goal as well as some steps that you think will get you there.	Think about the end result before beginning any task.	Plan for the future.
WHAT?	Create a mind map or an outline.	Create a project scope and detail actions that will need to be assigned or completed.	Begin with a brainstorming or planning session.	Set target dates and milestones to help plan for the scope of the project.

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Highly Ineffective Culture	Highly Effective Culture
<b>Have No End in Mind.</b> People lack vision and purpose. There are no common goals. Plans are constantly changing.	<b>Begin with the End in Mind.</b> 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?

### Key Principles:

Goal-setting: Starting each day, task, or project with a clear vision of your desired outcomes and goals.

Long-Term Vision: Planning ahead and contributing to the company's mission and vision.

Personal Leadership: Seeking opportunities to be a good leader.

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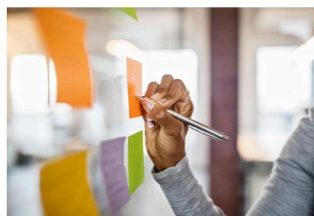
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Putting Habit 2 into Practice

#### 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?

### Tools or Procedures Your Team Uses?

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### Habit 3- Put First Things First

- ▶ Spend time on things that are important
- ▶ Set priorities
- ▶ Make a schedule
- ▶ Follow a plan
- ▶ Be disciplined and organized



### Key Principles:

Time Management: Setting priorities and creating schedules to focus on activities that contribute to long-term goals.

Prioritization: Focusing on tasks based on their importance rather than their urgency.

Self-discipline: Following plans and maintaining organization.

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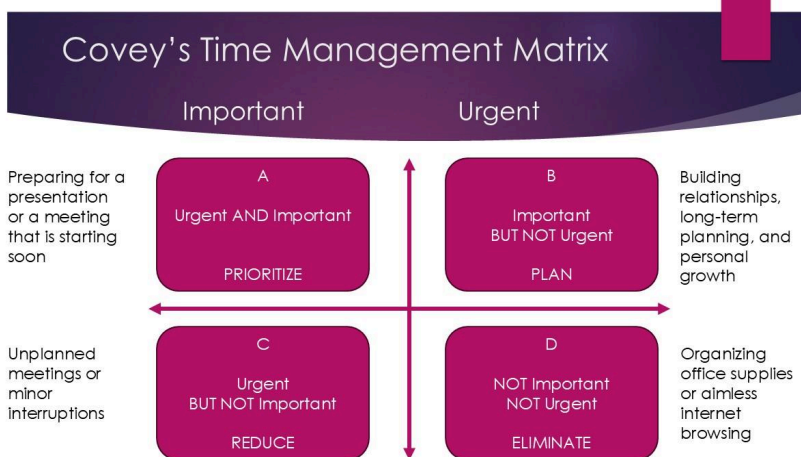
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•**Important** tasks significantly impact long-term success.

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

A Urgent AND Important PRIORITIZE	<hr/> <hr/> <hr/>
B Important BUT NOT Urgent PLAN	<hr/> <hr/> <hr/>
C Urgent BUT NOT Important REDUCE	<hr/> <hr/> <hr/>
D NOT Important NOT Urgent ELIMINATE	<hr/> <hr/> <hr/>



Highly <u>Ineffective</u> Culture	Highly <u>Effective</u> Culture
<b>Respond to Every Urgency.</b> People are constantly responding to crises. They have no time for planning or developing people. They lack discipline.	<b>Put First Things First.</b> People are focused on important priorities. They say no to frivolous requests. They make time for planning, preparation, and prevention.

## Habit 3- Put First Things First

WHY DOES THIS MATTER?

Notes \_\_\_\_\_

### Covey's Time Matrix Practice

<b>I</b> Urgent AND Important PRIORITIZE	<b>II</b> Important BUT NOT Urgent PLAN	<ul style="list-style-type: none"> <li>▶ <b>Task A:</b> Address a major client complaint that has the potential to impact a significant contract.</li> <li>▶ <b>Task B:</b> Respond to routine but non-critical emails and meeting requests.</li> <li>▶ <b>Task C:</b> Participate in non-essential, time-consuming office gossip or informal chats.</li> <li>▶ <b>Task D:</b> Conduct professional development workshops for team members to improve skills and performance.</li> </ul>
<b>III</b> Urgent BUT NOT Important REDUCE	<b>IV</b> NOT Important NOT Urgent ELIMINATE	

Task A: \_\_\_\_\_

Task B: \_\_\_\_\_

Task C: \_\_\_\_\_

Task D: \_\_\_\_\_

## Habits 4-6 (Interdependence)

4. Think Win-Win
5. Seek First to Understand, Then to be Understood
6. Synergize

Competencies	Character Traits
Conflict Management	Respect
Listening/Empathy	Ethics/Manners
Speaking Skills	Honesty
Problem Solving	Openness
Teamwork	Valuing Diversity

Notes \_\_\_\_\_

### 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



### Key Principles:

Collaboration: Working together with others in a way that creates mutually beneficial outcomes.

Mutual Respect: Confidence to pursue your own goals with respect for others' needs.

Shared Benefits: Seeking solutions that benefit everyone.

Notes \_\_\_\_\_

### Thinking Win-Win to Build Collaboration

- ▶ Foster a Collaborative Mindset
- ▶ Leverage Diverse Strengths
- ▶ Promote Mutual Respect
- ▶ Resolve Conflicts Constructively
- ▶ Set Shared Goals



Share in the poll: What is one specific area you will focus on when you return to your team?

**1. Fostering a Collaborative Mindset:** Promote a culture of mutual benefit and trust, valuing all contributions.

**2. Leverage Diverse Strengths:** Recognize and integrate individual skills to enhance team strategy and creativity.

**3. Promoting Mutual Respect:** Encourage open communication and value diverse viewpoints for better decision-making.

**4. Resolving Conflicts Constructively:** Focus on win-win solutions and collaborative problem-solving to benefit all.

**5. Setting Shared Goals:** Align on clear objectives and celebrate team successes to reinforce collaboration.

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Highly Ineffective Culture	Highly Effective Culture
<b>Think Win-Lose.</b> People go for win-lose or lose-lose. Trust is low. People battle over resources and do not share best practices due to worries that others might get ahead of them or be viewed as better.	<b>Think Win-Win.</b> People think win-win and are trustworthy. They balance courage with consideration and look for ways to benefit the whole. Collaboration and sharing best practices are encouraged.

**Habit 4-Think Win-Win**

WHY DOES THIS MATTER?

1. Encourage Collaboration
2. Recognize and Reward Contributions
3. Provide Support and Resources

Notes \_\_\_\_\_

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**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



### Key Principles:

Empathetic Listening: Genuinely listening to people's thoughts and feelings.

Communication Skills: Allowing others to express themselves without interruption and responding with respect.

Emotional Intelligence: Viewing situations from their viewpoints.

## How to Listen Empathetically

- ▶ Be Fully Present
- ▶ Practice Active Listening
- ▶ Show Empathy and Understanding
- ▶ Put Yourself in Their Shoes
- ▶ Avoid Interrupting
- ▶ Provide Thoughtful Feedback
- ▶ Respond Appropriately

What does empathetic listening mean to you?  
Share your thoughts in the chat.



## What does empathetic listening mean to you?

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**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.

Notes \_\_\_\_\_

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Highly <u>Ineffective</u> Culture	Highly <u>Effective</u> Culture
<b>Seek to be Understood.</b> People neither listen to others nor feel understood. They ignore others' feelings, and fear sharing their own feelings and opinions.	<b>Seek First to Understand.</b> People diagnose before they prescribe solutions. They are empathic, nonjudgmental, and feel free to express opinions freely.

**Habit 5-  
Seek First to Understand,  
Then to Be Understood**

WHY DOES THIS MATTER?

Notes \_\_\_\_\_

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## Role Play Scenario- Breakout Room

### Scenario 1: The Overdue Project

- ▶ **Character Starter for Participant A:**  
You are a project manager who has noticed that a critical project is overdue, and the team member responsible for the task seems disengaged. You are frustrated and want to address the issue but are concerned about demotivating the team member.
- ▶ **Character Starter for Participant B:**  
You are a team member who has been struggling with personal issues and has fallen behind on an important project. You feel overwhelmed and are hesitant to share the full extent of your problems with your project manager.

### Role Play Instructions:

- **Participant A:** Start the conversation by expressing concern without immediately jumping to conclusions or solutions. Use questions and active listening techniques to understand Participant B's situation.
- **Participant B:** Share your challenges honestly and openly, focusing on how you feel and what you need to get back on track. Explain how it impacts your daily tasks and stress levels.

**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.

## Debrief Questions:

1. How did it feel to be listened to with empathy and understanding?

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2. What strategies helped you effectively convey your perspective or concerns?

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3. How did seeking to understand the other person's point of view influence the outcome of the role play?

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## 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



### Key Principles:

Teamwork: Collaborative efforts produce greater results than individual efforts.

Creativity: Combining strengths and ideas of team members develop creative solutions.

Openness to Different Perspectives: Leveraging diverse strengths and perspectives to create solutions and outcomes.

Notes \_\_\_\_\_

#### Highly Ineffective Culture

**Work in Isolation.** People work by themselves or in cliques. They think their ideas are always best. They avoid people who think differently from them.

#### Highly Effective Culture

**Synergize.** People seek out others' ideas and value diversity. They are humble. There is high teamwork and creativity. People feel free to think outside the box.

## Habit 6- Synergize

WHY DOES THIS MATTER?

Notes \_\_\_\_\_



## Habit 6 Discussion



### Encourage Teamwork

- Introduce team-based performance metrics and rewards
- Utilize collaboration tools such as Slack or Microsoft Teams to facilitate real-time communication and collaboration.



### Value Every Perspective

- Form focus groups to provide feedback on new initiatives or company policies.
- Implement a practice of holding decision-making meetings where every team member can contribute ideas.



### Communicate the Big Picture

- Create visual roadmaps that link the company's strategic goals with team projects.
- Host quarterly all-hands meetings where senior leaders present updates on organizational goals, key performance metrics, and strategic initiatives.

How do these specific examples encourage teamwork, value every perspective, and/or communicate the big picture?

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## 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	

Notes \_\_\_\_\_

### Habit 7- Sharpen the Saw

- ▶ Taking care of your body
- ▶ Support mental growth by engaging in continuous learning opportunities
- ▶ Nurture spiritual and personal growth
- ▶ Promote work-life balance



### Key Principles:

Continuous Improvement: Support mental growth by engaging in diverse learning opportunities.

Balance: Promote work-life balance to maintain overall well-being and effectiveness.

Renewal: Regularly renewing yourself in four key areas: physical, mental, emotional, and spiritual.

Notes \_\_\_\_\_

Highly Ineffective Culture	Highly Effective Culture
<b>Stay Dull and Stagnant.</b> People's skills are outdated. They live unbalanced lives, neglect relationships, and often don't even know each other. They lack meaning.	<b>Sharpen the Saw.</b> People strive for continuous improvement. They are up-to-date, energetic, and enjoy a family feeling. They keep their spirits high.

Habit 7-  
Sharpen  
the Saw

WHY DOES THIS MATTER?

Notes \_\_\_\_\_

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### Breakout Activity:

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.

## 7 Habits of Highly Effective People

- ▶ Be Proactive
- ▶ Begin with the End in Mind
- ▶ Put First Things First
- ▶ Think Win-Win
- ▶ Seek First to Understand, Then to Be Understood
- ▶ Synergize
- ▶ Sharpen the Saw

Scenario 1:	Scenario 2:	Scenario 3:
As a leader, you frequently receive requests from team members for assistance with tasks that are within their skill set and should be manageable on their own. How do you handle these requests while ensuring that your team develops their own problem-solving abilities and maintains productivity?	As a leader, you are facing multiple impending deadlines and are also managing a critical team project. How do you prioritize your tasks and manage your time effectively to ensure both your responsibilities and your team's needs are met?	During a team meeting, a conflict arises between two team members over the direction of a project. One member feels that the current approach is ineffective, while the other is strongly in favor of it. As a leader, how do you facilitate a discussion to ensure that each person's perspective is fully understood before moving towards a resolution or making any changes?

Scenario \_\_\_\_\_

Habit \_\_\_\_\_

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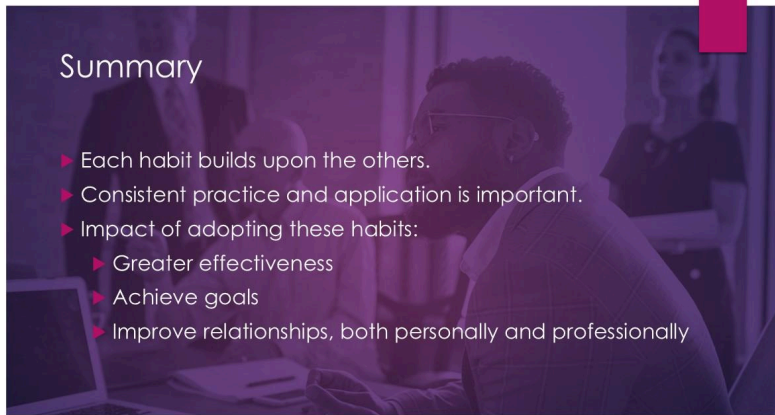
Ideas \_\_\_\_\_

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## 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

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Questions \_\_\_\_\_

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# SEVEN HABITS

## OF HIGHLY EFFECTIVE PEOPLE

1

### BE PROACTIVE

How can I take control of this situation and focus on what I can influence, rather than reacting to what is outside my control?

2

### BEGIN WITH THE END IN MIND

What is the ultimate goal or desired outcome I want to achieve, and how can I align my current actions and decisions with that vision?

3

### PUT FIRST THINGS FIRST

What are my top priorities that will most impact my goals, and how can I focus on them first?

4

### THINK WIN-WIN

How can I create a solution that benefits both parties involved and ensures a positive outcome for everyone?

5

### SEEK FIRST TO UNDERSTAND, THEN TO BE UNDERSTOOD

Have I fully understood the other person's perspective first?

6

### SYNERGIZE

How can we combine our strengths to achieve a better result than we could individually?

7

### SHARPEN THE SAW

What steps can I take to renew and improve my physical, mental, emotional, and spiritual well-being?