

An Overview of the Seven Habits of Highly Effective People

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Amway Grand

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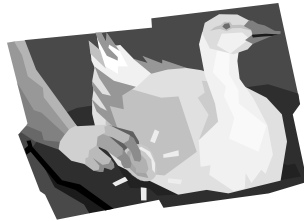
Foundational Principles

- Developing “Habits”
 - Knowledge (what to, why to)
 - Skill (how to)
 - Desire (want to)
- High character
 - Exhibits integrity, maturity and “abundance mentality”
- High competence
 - Knowledge and ability



Foundational Principles

- P/PC Balance: The principle of effectiveness
 - Production – the desired results produced (the gold eggs or P)
 - Production capability – maintaining, preserving and enhancing the resources that produce the desired results (the goose, or PC)



Foundational Principles

- The Emotional Bank Account
 - The amount of trust that exists in a relationships. Every interaction with another human being may be classified as a “deposit” or a “withdrawal.”
 - Deposits build and repair trust in relationships.
 - Withdrawals lessen trust in relationships.

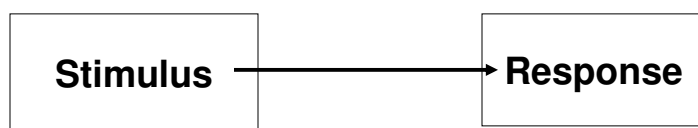


“You can’t talk your way out of problems you behaved yourself into.” – Stephen Covey

Habit 1: Be Proactive

- Individuals are responsible for their own choices and have the freedom to choose.
- “I am responsible for my behavior and the choices I make in life.”
- Respond according to values.
- Accept responsibility for your own behavior.

Habit 1: Be Proactive



Habit 2: Begin with the End in Mind

- Mental creation precedes physical creation.
- “I can choose my own future and create a vision of it.”
- Create and apply personal and organizational mission statements as constitutions for daily living.



Habit 2: Begin with the End in Mind

- What is a mission statement?
 - A powerful document that expresses your personal sense of purpose and meaning in life.
- Encourages you to think deeply about your life.
- Clarifies what is really important to you.

Habit 2: Begin with the End in Mind

- What are your key relationships
- What “tribute” would they give you at your retirement or 80th birthday
 - Are there key relationships you need to work on?



My Mission Statement

- **To provide a foundation of quality mental, physical and emotional well-being for my family.**
- **To challenge and educate myself physically and intellectually.**
- **To enjoy and fulfill all roles and relationships.**

Habit 3: Put First Things First

- The habit of personal management.
- “Things which matter most should never be at the mercy of things which matter least.”
- Focus on importance instead of urgency.
- Focus on the truly important and say no to the unimportant.

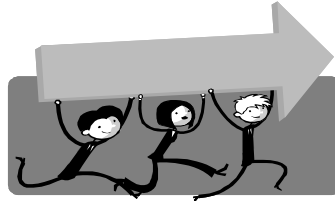


Habit 3: Put First Things First

- What are your first things?
- First things are those things that you, personally, find most worth doing.
- Plan weekly – big rocks, little rocks (fillers)
- Focus on preparation, prevention, planning, relationships
 - Fewer fires to put out

Habit 4: Think Win-Win

- Effective, long-term relationships require mutual benefit.
 - It's not your way or my way, it's a better way.
 - Seek mutual benefit.
 - It is cooperation, not competition.
 - It is a frame of mind that seeks mutual benefit.



Habit 4: Think Win-Win

- Win-Win Character
 - **Integrity** – true to your feelings, values and commitments.
 - **Maturity** – express your ideas and feelings with courage and consideration for the ideas and feelings of others.
 - **Abundance Mentality** – believe that there is plenty for everyone (attention, recognition, rewards)

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

- The challenges of communication.
- The attitude and skill of empathy
- Understanding comes from listening.
- “If I listen first to understand, then I will be better understood.”

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

- Levels of listening
 - Ignoring or pretending
 - Selective
 - Attentive and empathic
 - Highest level of listening
 - Caring and sincere



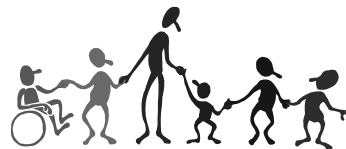
“The one who listens does the most work, not the one who speaks.” – Stephen Covey

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

- What happens if someone thinks we're not listening to them?
 - The communication process takes much longer – sometimes four times as long.
- How we communicate
 - **7%** Words we use
 - **38%** How we sound
 - **55%** Body language

Habit 6: Synergize

- The habit of creative cooperation.
- Valuing the differences of others.
 - Multi-generations and cultures in the workplace
- Perspective of humility.
- “Working together cooperatively takes more time but produces better long-term results.”



Habit 6: Synergize

- Synergy
 - Synergy takes place when two or more people produce more together than the sum of what they could have produced separately.
 - The essence of synergy is to value the differences
 - Roadblocks to synergy
 - Defensiveness, low self esteem, desire to win, low emotional bank account

Habit 7: Sharpen the Saw

- The Habit of Renewal
- “I will increase my effectiveness through personal renewal.”
- “I will continually improve.”
- Finding balance
- Maintaining and improving the things that help us accomplish our work and other desires.



Habit 7: Sharpen the Saw

- Four dimensions
 - Physical through proper nutrition, exercise, rest and stress management
 - Mental through reading, writing and thinking
 - Spiritual through literature, meditating, prayer, nature
 - Social/emotional through making consistent, daily deposits in the emotional bank accounts of others

Conclusion and Evaluation

- www.franklincovey.com
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