



The 7 Habits of Highly Effective People®

Overview

Based on the best-selling business book by the same name, this two-day workshop experience provides the foundation to strengthen the human side of performance at the personal, managerial, and organizational levels. The 7 Habits® course equips employees with the tools and skills to work at the highest levels of effectiveness, both *with* and *through* others. The course helps build stronger organizations by strengthening and exercising the character and competence of the individuals within them.

Workshop Features

The 7 Habits workshop helps participants learn how to improve performance and results by pulling together at the highest levels of effectiveness and teamwork. During two days of compelling, hands-on instruction, participants discover how to:

- Break ineffective behaviors and tendencies
- Create high levels of trust, unity, and synergy
- Develop strong, interdependent relationships
- Take initiative and responsibility
- Focus on key priorities
- Build Win-Win business relationships
- Communicate effectively
- Value diversity
- Practice continuous improvement



Core competencies derived from The 7 Habits workshop can be mapped to performance statements as outlined below:

CORE COMPETENCIES	PERFORMANCE STATEMENTS – Participants will be able to:
Habit 1: Be Proactive® <ul style="list-style-type: none"> • Taking initiative • Keeping commitments • Taking responsibility • Holding oneself accountable for results • Exerting a positive influence on results 	<ul style="list-style-type: none"> • Recognize the difference between proactive and reactive mindsets. • Identify areas where reactive tendencies affect business results • Develop proactive responses to business challenges. • Describe situations in which “victim thinking” is affecting results. • Describe personal roles in bringing about positive change in regard to business challenges.
Habit 2: Begin with the End in Mind® <ul style="list-style-type: none"> • Developing vision • Establishing/clarifying mission • Setting team/personal goals • Aligning goals to mission-critical priorities • Focusing on outcomes 	<ul style="list-style-type: none"> • Explain principles of mental/physical creation to ensure quality outcomes. • Describe mission of the organization. • Describe how personal work goals align to organizational mission. • Set personal goals that align to mission. • Explain how to set team goals that align to mission. • Identify organizational/team/personal misalignments with business goals.
Habit 3: Put First Things First® <ul style="list-style-type: none"> • Executing strategy • Focusing on important rather than merely urgent priorities • Defining tasks to achieve key goals • Eliminating low priorities • Prioritizing tasks • Using planning tools 	<ul style="list-style-type: none"> • Break down work goals into key tasks. • Assign priority to key tasks. • Ensure that key tasks connect to organizational goals and mission. • Prioritize work on a weekly and daily basis. • Ensure that tasks serve long- as well as short-term goals. • Eliminate urgent but less important tasks to free time for productive purposes. • Demonstrate how to use planning tools to increase efficiency.
Habit 4: Think Win-Win® <ul style="list-style-type: none"> • Improving business relationships • Collaborating effectively • Negotiating in a Win-Win mode • Resolving conflicts • Making Win-Win performance agreements 	<ul style="list-style-type: none"> • Describe ineffective paradigms of human interaction (win-lose, lose-win etc.) • Describe the advantages of a Win-Win paradigm of interaction. • Practice Win-Win thinking to improve teamwork. • Demonstrate how to conduct a Win-Win negotiation. • Resolve a conflict in a Win-Win mode. • Use Win-Win tools to make performance agreements.
Habit 5: Seek First to Understand, Then to Be Understood® <ul style="list-style-type: none"> • Communicating persuasively • Defusing high-tension situations • Listening effectively • Providing productive input and feedback 	<ul style="list-style-type: none"> • Describe how listening habits affect business relationships and results. • Explain empathic listening and its advantages. • Demonstrate empathic listening in a highly charged or conflicted situation. • Demonstrate providing input and feedback in a way that builds relationships. • Write and present information in a way that leads to positive action and builds relationships.
Habit 6: Synergize® <ul style="list-style-type: none"> • Leveraging diversity • Making decisions/solving problems collaboratively • Valuing differences • Collaborating creatively • Developing innovative solutions 	<ul style="list-style-type: none"> • Explain the advantages of synergy; of valuing and celebrating divergent viewpoints and capacities. • Describe the barriers to integrating diverse viewpoints. • Describe opportunities for synergy in your own decision-making. • Demonstrate how to solve a business problem synergistically. • Demonstrate how to arrive at the innovative “third alternative” that transcends one-sided solutions.
Habit 7: Sharpen the Saw® <ul style="list-style-type: none"> • Achieving life balance • Practicing continuous improvement • Practicing self-renewal 	<ul style="list-style-type: none"> • Explain how to balance work and life priorities. • Explain the principles of continuous improvement as an everyday practice. • Create a personal-development plan to renew individual productive capacity.