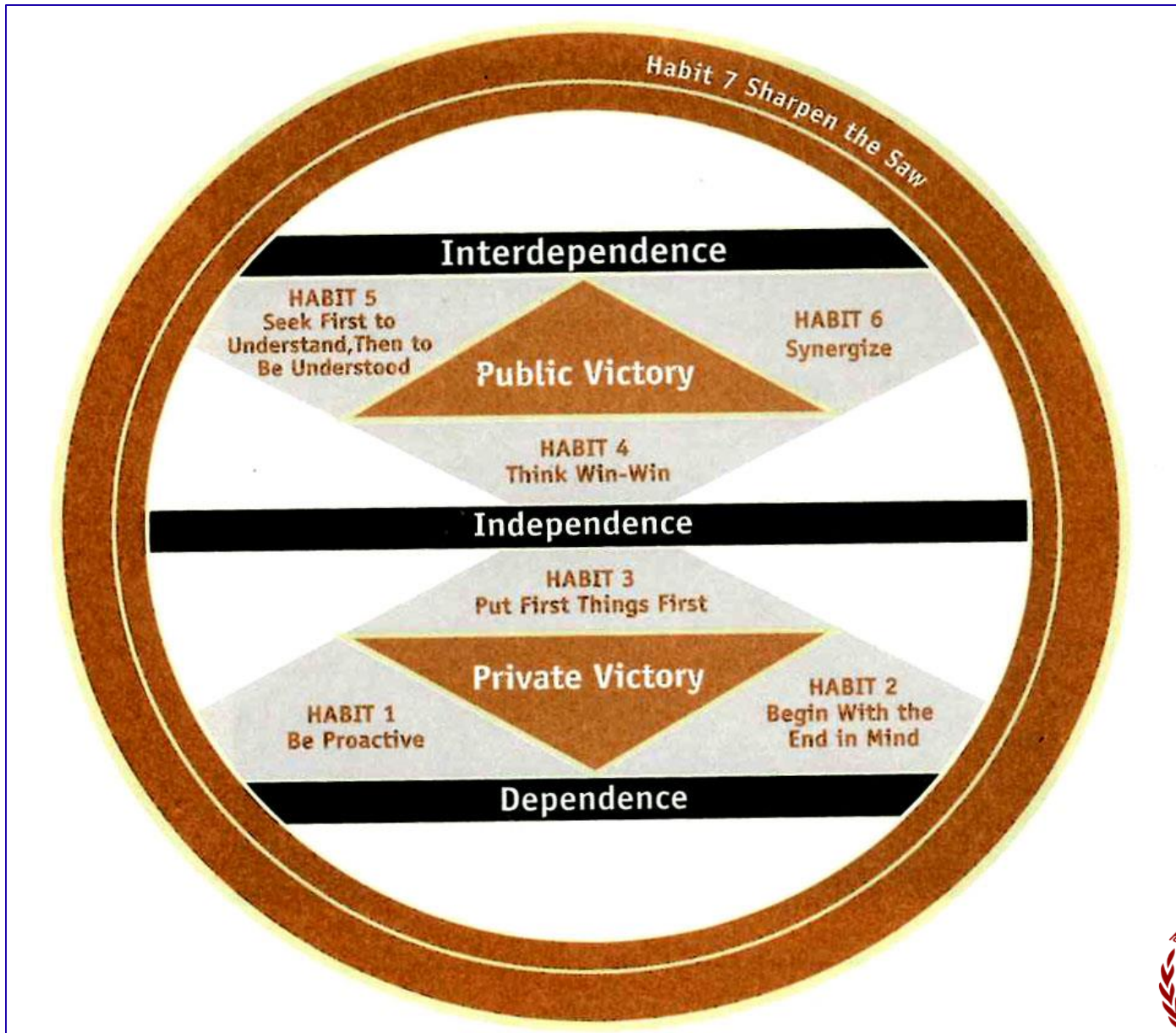


Habit-4: Think Win-Win

The Habit of Mutual Benefit

Maturity Continuum



Habit of Mutual Benefit

SEE

Principle

Effective, long-term relationships require mutual respect and mutual benefit

GET

DO

Result

- Faster solutions to problems
- More team involvement
- Generosity of spirit
- Rich relationships

Paradigm

Ineffective: There is only so much, and the more you get, the less there is for me
Effective: There is plenty out there for everyone, and more to spare

Behavior

- Balance courage and consideration
- Seek mutual benefit
- Create Win-Win Agreements
- Build win-win systems

Paradigms of Human interactions

Win-Win	Seeks mutual benefit
	Is cooperative, not competitive
	Listens more, stays in communication longer, and communicates with more courage
Let's Find a solution that works for both of us	
Driven by desire to be happy and satisfy others	

Paradigms of Human interactions

Win-Lose	Is very common scripting for most people
	Is the authoritarian approach
	Uses position, power, credentials, possessions or personality to get the win
I am going to beat you no matter	
Driven by comparison, competition, position and power	

Paradigms of Human interactions

Lose-Win	Voices no standards, no demands, no expectations of anyone lese
	Is quick to please or appease
	Buries a lot of feelings
I always get stepped on	
Easily intimidated and borrow strength from acceptance and popularity	

Paradigms of Human interactions

Lose-Lose	Is the mindset of highly dependent person
	Is a no win because nobody benefits
	Is a long-term result of win-lose or win
If I am going down, you are doing down with me	
Envy and criticize others	

Paradigms of Human interactions

Win	Is self-centered
	Thinks “me first”
	Doesn't really care if other person wins or loses
As long as I win, I don't care if you win or lose	
No sensitivity or awareness of others	

Paradigms of Human interactions

Win-Win or No Deal	Allows each party to say no
	Is the most realistic at the beginning of a relationship or business deal
	Is the highest form of win-win
Let's find a solution that works for both of us, or let's not play	
They agree to disagree agreeably	

Abundance or Scarcity Mindset

Abundance	Scarcity
I believe there is plenty out there for everybody	I believe there is only so much, and the more you get, the less there is for me
I am happy for the success of others, especially those closest to me	I am threatened by the success of others, especially those closest to me
I treat everyone with equal respect	I treat people with varying degrees of respect based on position or status
I find it easy to share recognition and credit	I have difficult time sharing recognition and credit
I have a deep inner sense of personal worth and security	I find my sense of self-worth from being compared and from competition

When to think Win-Win

Benefits of Competition	Challenges of Competition

Remember Win-Win especially

- In situations of conflict
- In long-term relationships
- In interdependent situations

You don't have to blow out the other person's light to let your own shine

-Bernard M. Baruch

Balance Courage and Consideration

High		
Courage		
Low	Low	High

Courage : Willingness and ability to speak your thoughts and feelings
Consideration: Willingness and ability to seek and listen to others' thoughts and feelings with respect

Exercise: Pick one personal and one professional relationship, your typical interaction with them, rate yourself on the grid

Seek Mutual Benefit

Choose a relationship/situation that could benefit from win-win thinking

What's a win for you?	What's a win for them?

One of the biggest things I've learned is that I don't have to always be right.

-Jeffrey B. Swartz

Create Win-Win Agreements

Elements of an effective Win-Win Agreement

Desired Results	What's the end in mind? What are the outcomes I want?
Guidelines	What rules do I follow? What are the guidelines for accomplishing the results?
Resources	What resources do I have to work with (people, money, tools, materials, technology)
Accountability	How will we measure how well it's going?
Consequences	What are the rewards of achieving the outcome? What are the consequences of not achieving the outcomes?

Win-Win Agreements work great when you want to

- Clarify expectations
- Increase empowerment
- Delegate responsibilities
- Align conflicting priorities

Example of Win-Win Agreements

Example of Parent-Child

Desired Results	<ul style="list-style-type: none">• Homework done each day, better grades• Stop nagging
Guidelines	<ul style="list-style-type: none">• Can't watch TV or play computer until homework is done• Remember no more than once a day to do homework
Resources	<ul style="list-style-type: none">• Parents, tutor, after-school programs
Accountability	<ul style="list-style-type: none">• Parent signs off on homework every day, checks online for grades
Consequences	<ul style="list-style-type: none">• Positive- feel better about self, dinner and movie with parents• Negative- If unsuccessful- summer school

Draft a Win-Win Agreement

Build Win-Win Systems

Win-Win System	Win-Lose System
Grading on a standard in a class at school	Grading on a forced curve in a class at school
All sales people who achieve 110 % of their goal achieve President's Club	Top 5% of sales force achieve President's Club
Each child who achieves his or her GPA goal for the semester gets a night out with Mom	The child with the highest GPA each semester gets to choose where the family eats out
A performance management system based on both personal production and team contribution	A performance management system based only on personal production, not team-related issues

Build Win-Win Systems

- Systems need to support it- training, planning, communication etc
- Identify an area in your own life where you feel you may have created or supporting a win-lose system (family or work place)
- What is the one action you will take within your circle of influence to improve that system?