

The 7-Habits of Highly Effective People

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Habit-4:

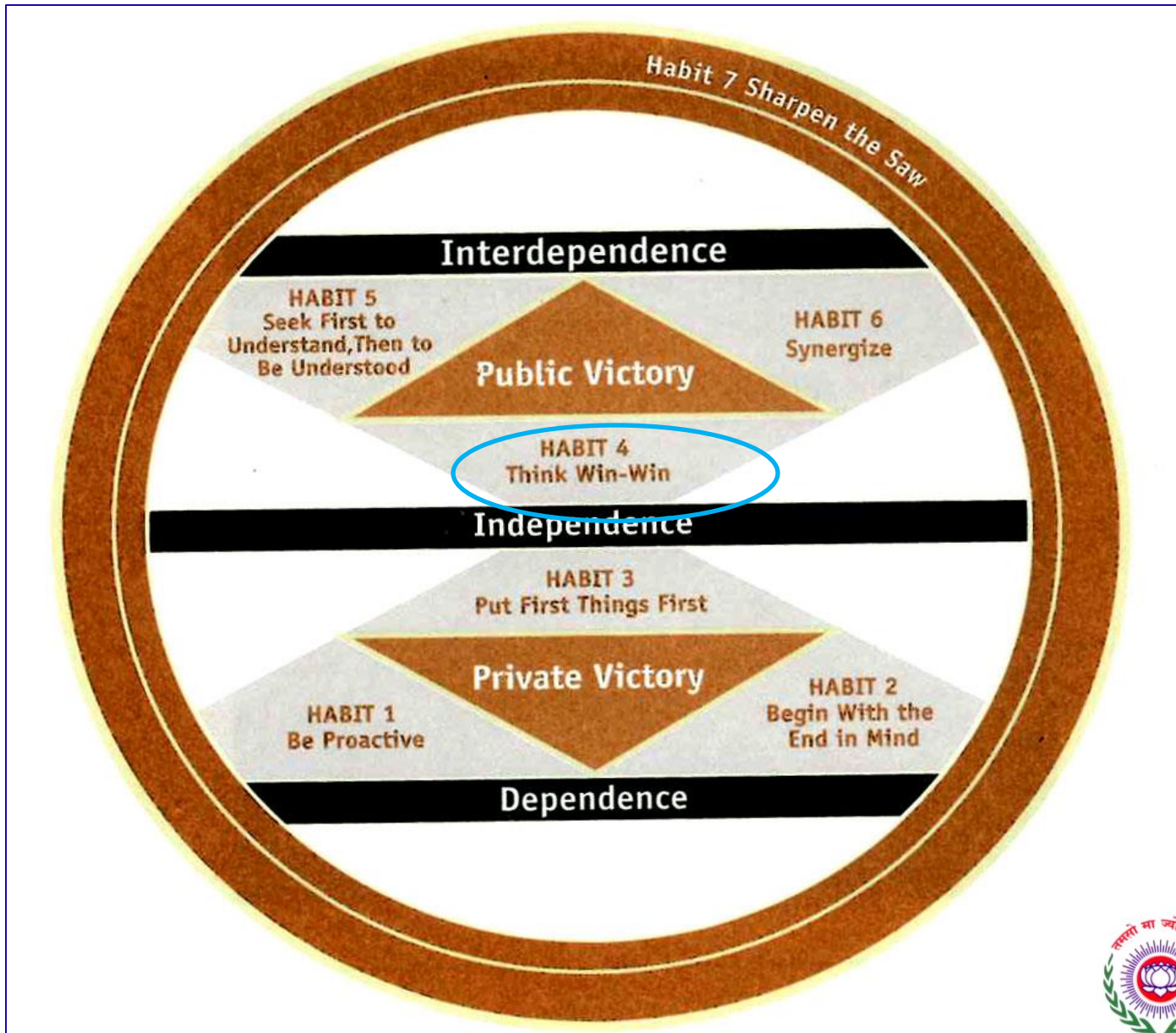


Habit-4: Think Win-Win

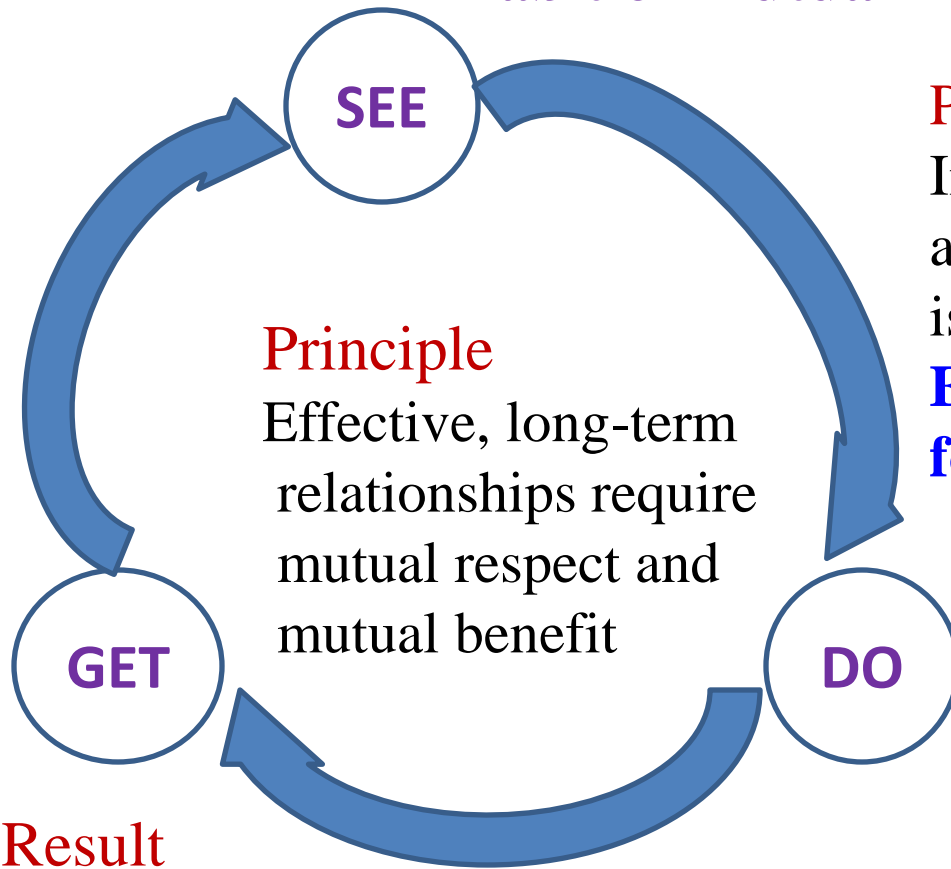
The Habit of Mutual Benefit



Maturity Continuum



Habit of Mutual Benefit



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

Result

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



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 going 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 |
| | Consideration | |

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?

