

# The 7-Habits of Highly Effective People

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Habit-4:

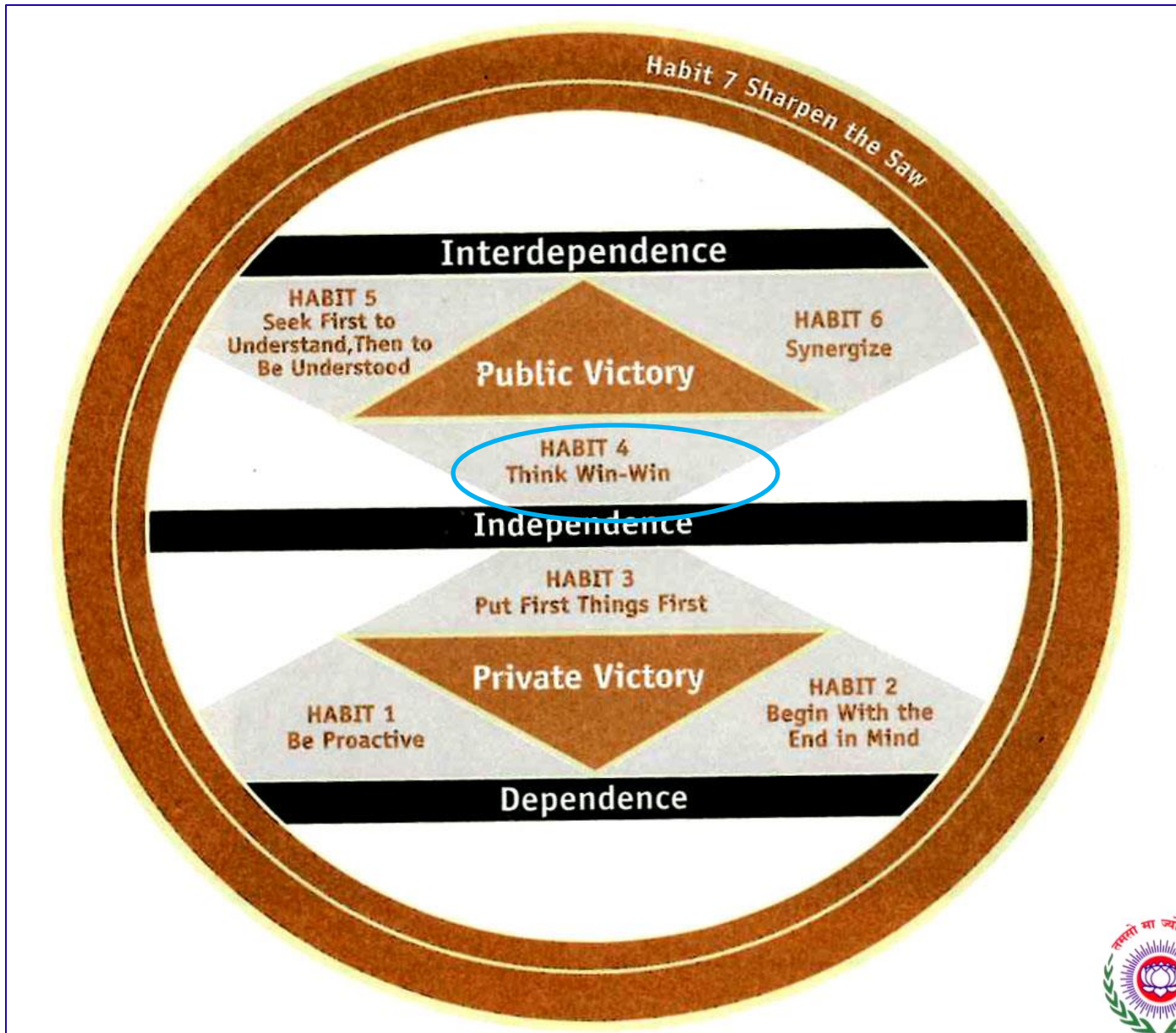


# Habit-4: Think Win-Win

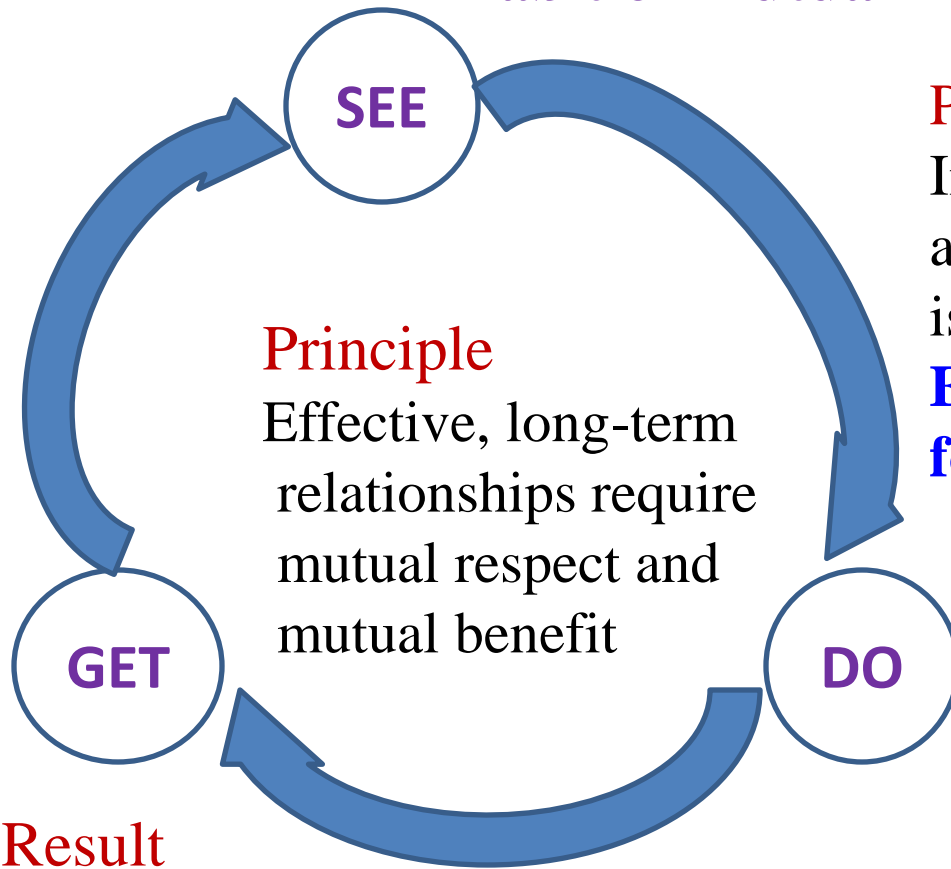
## The Habit of Mutual Benefit



# 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		
<b>Courage</b>		
Low	Low	High
	<b>Consideration</b>	

**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

<b>Desired Results</b>	<b>What's the end in mind? What are the outcomes I want?</b>
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

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

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?

