

The 7 Habits of Highly Effective People

Part-2

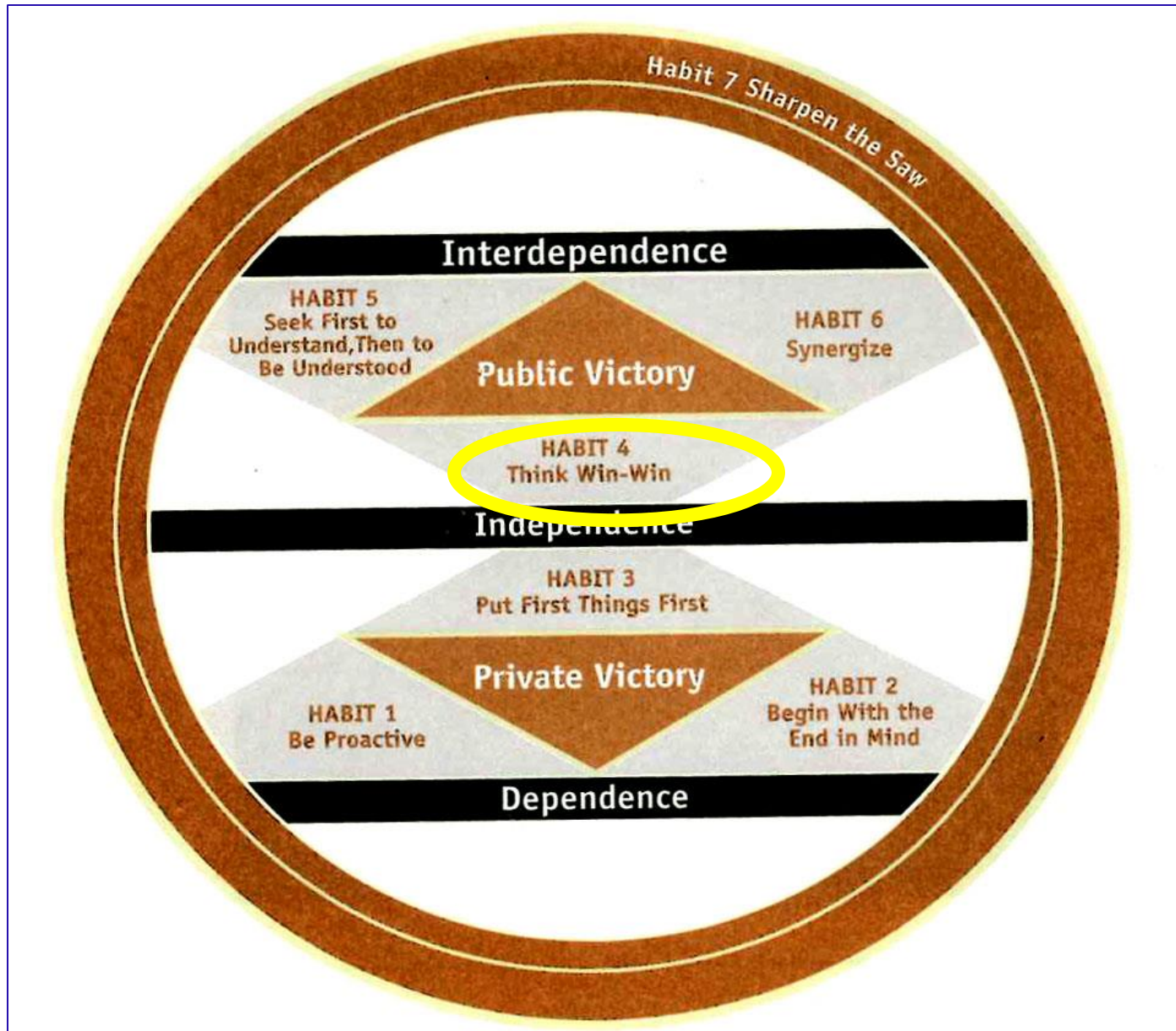


Habit-4: Think Win-Win

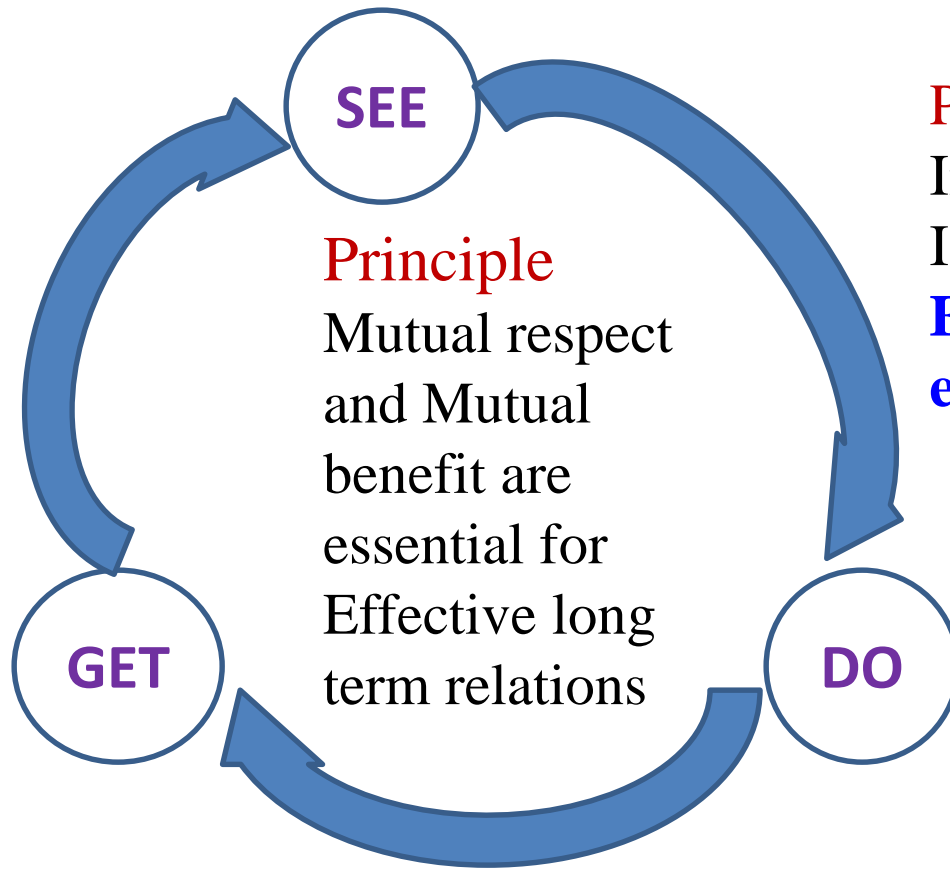
The Habit of Mutual Benefit



Maturity Continuum



MUTUAL BENEFIT



Paradigm

Ineffective: There is only this much.
If you get more I get less

Effective: There is enough for everyone. And much more

Behavior

- Balance courage & consideration
- Seek mutual benefit
- Make win-win agreements
- Set up win-win systems

Result

- Rapid solutions to issues
- Team bonding
- Generosity
- Strong relations



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
	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	



1.Abundance or Scarcity Mindset

Abundance (పుష్కలం)	Scarcity(కరువు)
ఇతరుల విజయాలు నాకు సంతోషాన్నిస్తాయి. ముఖ్యం గా నాకు అతిదగ్గర వారి విజయాలు.	ఇతరుల విజయాలు నన్ను భయపెడతాయి. ముఖ్యం గా నాకు అతిదగ్గర వారి విజయాలు.
నేను ప్రతిఒక్కరిని సమానం గా గౌరవిస్తాను.	స్థాయి, స్థానం ను బట్టి నేను మనుషులను వివిధ స్థాయిలలో గౌరవిస్తాను
గుర్తింపు, పొగడ్తలను నేను సులువుగా పంచుకోగలను	గుర్తింపు, పొగడ్తలను పంచుకోవడం నాకు కష్టం గా వుంటుంది.
నాకు నా వ్యక్తిగత విలువ, భద్రత పై లోతైన భావన వుంది	నాకు నా వ్యక్తిగత విలువ ఇతరులతో పోలిక తో , పోటీ తో తెలుస్తుంది



2. When to think win-win?

Benefits of Competition	Challenges of Competition

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



3. Balance Courage & Consideration

High

Consideration

Loose/Win

Win-Win

Low

Loose/Loose

Win-Loose

Low

Courage

High



3. ధైర్యం మరియు ఆలోచన సమతూకం

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



3. Balance courage & consideration

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



4. 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



5. Win-Win Agreement

Extected Results	<ul style="list-style-type: none">• Homework రోజు చేయాలి, మంచి గ్రేడు రావాలి• గుర్రపు తట్టు ఆపు
Guidelines	<ul style="list-style-type: none">• No TV/computer/cell till homework is done• Don't nag, only ask once
Resources	<ul style="list-style-type: none">• Parents, tuition master
Accountability	<ul style="list-style-type: none">• Sign on homework book daily• Show homework book daily
Consequences	<ul style="list-style-type: none">• Pass: Feel good, outing with parents• Fail: Cancel summer holidays, tuition

Draft a Win-Win Agreement



5. When do win-win agreements work

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



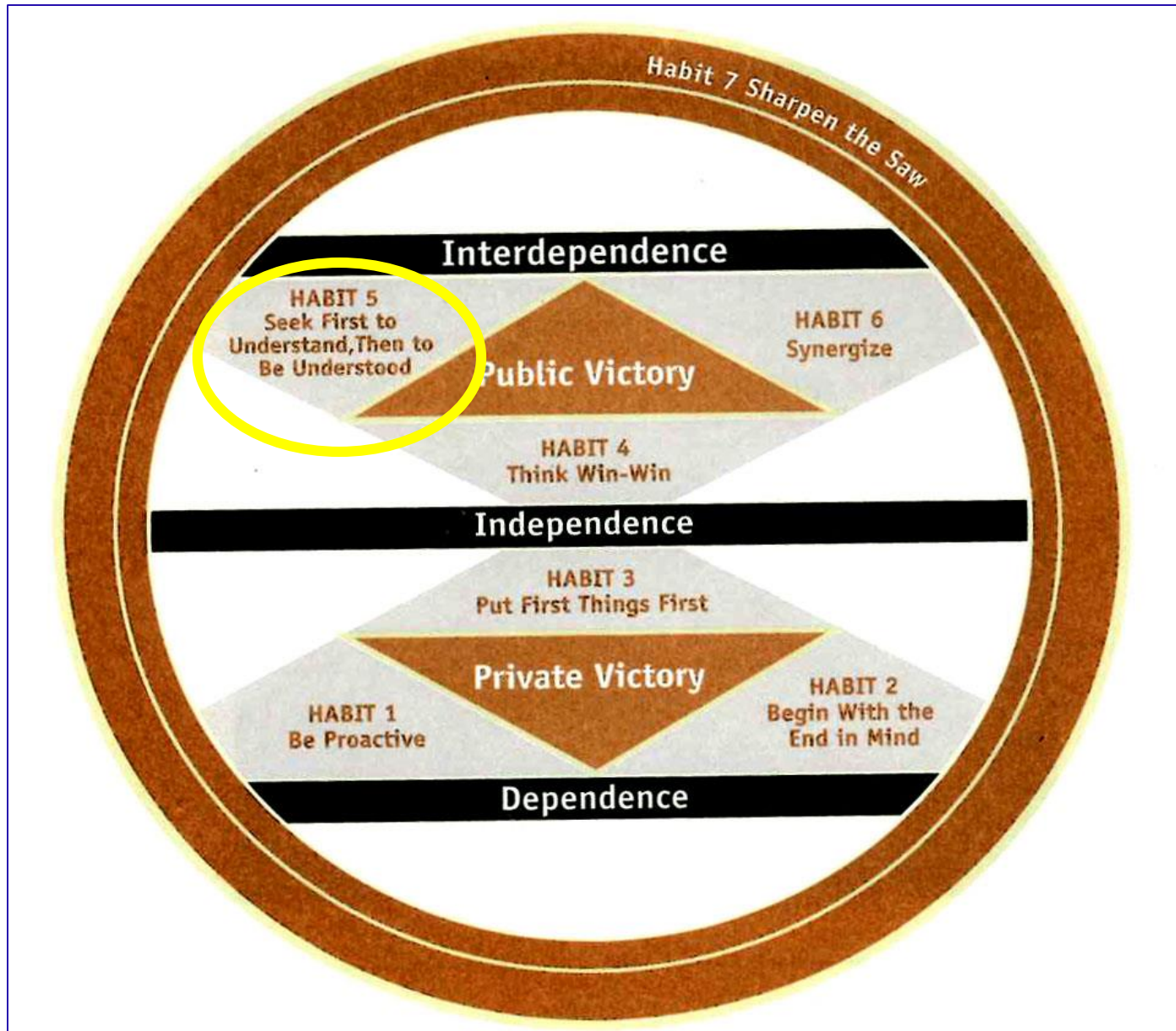
Habit-5:

Seek First to Understand Then to be Understood

The Habit of Mutual Understanding



Maturity Continuum

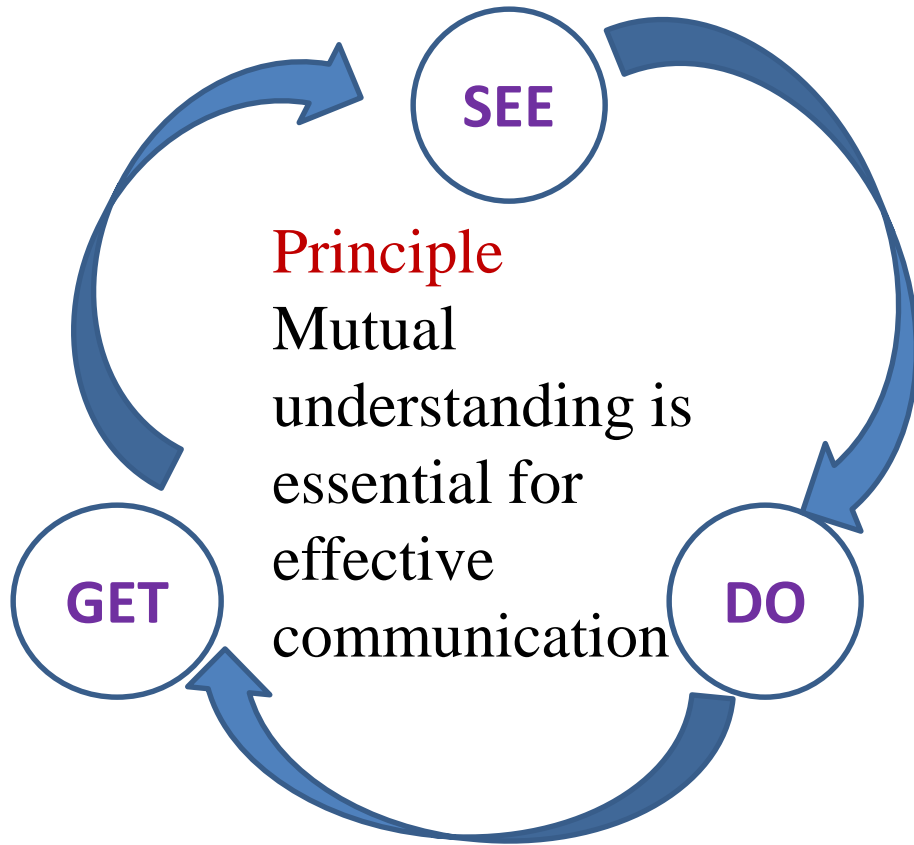


Listen, or your tongue will make you deaf.

-Native American Proverb



Habit of Mutual Understanding



Paradigm

Ineffective: I listen with an intent to reply

Effective: I listen with an intent to understand

Behavior

- Diagnose before you prescribe
- Listen empathically
- Understand from others' point of view

Result (ఫలితం)

- More influence on others
- Solutions to difficult issues
- Clarity on actual issues
- Faster solutions to issues



1. Diagnose before you prescribe

- How do you feel when someone doesn't listen to you?



2. Autobiographical Responses



Types of Autobiographical responses

Suggestion	Free suggestions
Investigation	Ask questions from our perspective
Interpretation	Based on our experiences
Evaluation	Judgement



Senses-

Traditional Chinese Character:
“to listen with a virtuous heart”



2.Listen Empathically

- Listening with an intention **not to reply** but
- With an intention to **Understand**

Remembering that criticism is someone's poorly expressed feelings and unmet needs



Empathic Listening

- Have you ever been really excited about something and felt disappointed with the response you received? For example, you might say,

- *"Hey, I just paid off my credit card!"*

- *"Congratulations! I did that two years ago."*

- *"Wow, I bet that's a big relief!"*

you might feel encouraged to continue.

- *"Yeah. Sometimes I thought I was drowning in debt."*



Empathic Listening

An empathic listener will stay with you as long as she honestly can until the conversation seems complete.

- *"Sounds as if you've felt pretty discouraged at times. I imagine you've been wishing for a fresh start?"*

You might reply,

- *"Exactly. I need to be saving money instead of living on the edge."*

The listener may confirm,

- *"I guess what you'd really like is greater financial security?"*
- *"Precisely!"*



What is the effect of empathic listening?

- I want to Talk **TO** You
- I want to Talk **With** You



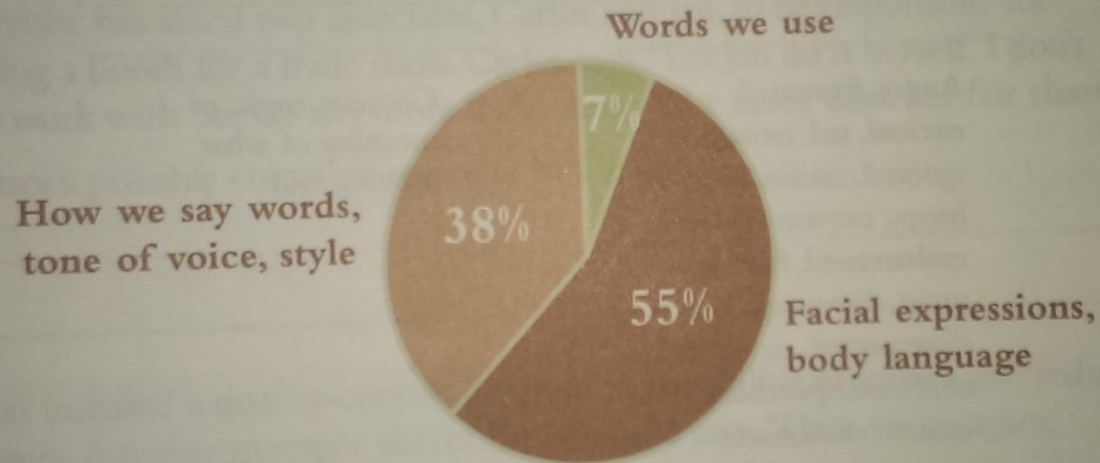
Reading the Signs

- When we communicate face to face about our likes and dislikes, our body language, tone of voice, and feelings communicate more loudly than the words we use.



READING THE SIGNS

When we communicate face to face about our likes and dislikes, our body language, tone of voice, and feelings communicate more loudly than the words we use.



Source: Mehrabian, Albert. *Silent Messages*.

Watch the Signals

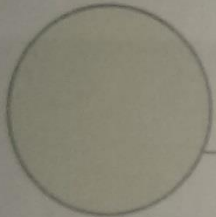




RED

Stop talking and listen empathically when:

- There is high emotion.
- You must get to the heart of an issue.
- You feel you don't understand.
- The other person doesn't feel understood.



YELLOW

Slow down. Watch and be ready to listen empathically.



GREEN

Go forward and seek to be understood when:

- The issue is clear and mutually understood.
- The conversation is casual and unemotional.
- You're asked to give counsel or advice.



Empathetic listening Scenarios

- After being asked not to stay out so late at night, a 16-year old says to his father, “This is my life, and I can make my own decisions.”
- What could be the Father’s possible empathetic response to the teenager?



3. Understanding from other's perspective

'I' Perspective

'You' Perspective

The key to being understood is to **understand** the needs, concerns, and priorities of the other person first. Then your messages are more likely to get the results you want.

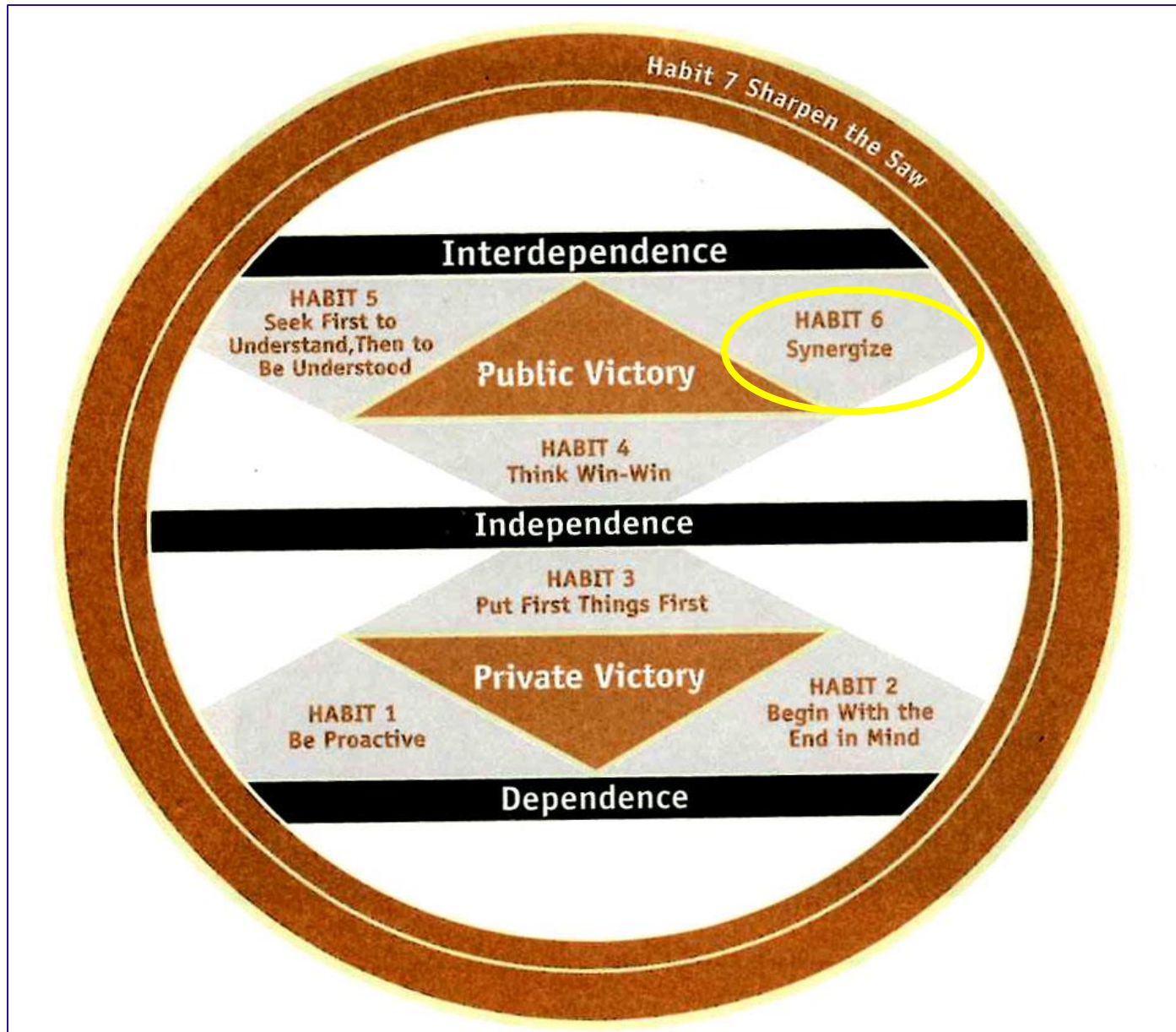


Habit-6: Synergize

The Habit of Creative Cooperation



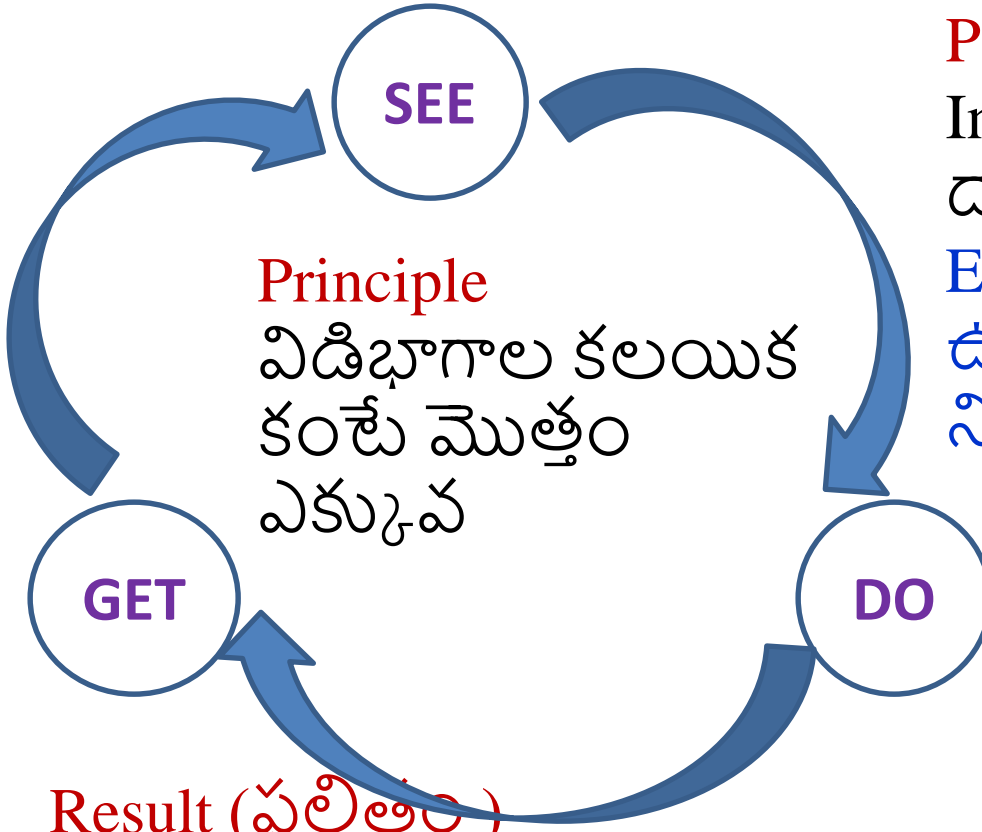
Maturity Continuum



The enemy of the best is the good
- Voltaire



Habit of Creative Cooperation



Result (ఫలితం)

- వినూత్నము
- కొత్త మరియు మెరుగైనమంచి సమాధానాలు
- మార్పు చెందిన బాంధవ్యాలు
- బిన్న అభిప్రాయాల గౌరవం

Paradigm (దృక్కోణం)

Ineffective: నా దారి లేదా నీ దారి లేదా compromise

Effective: కలిసి మనం మంచి, ఉన్నతమైన దారిని నిర్మించగలం

Behavior (ప్రవర్తన)

- భిన్నత్వానికి విలువనివ్వడం, వేడుక చేసుకోవడం
- నిర్మాణాత్మక సహకారాన్ని అమలు చేయడం



Value and celebrate the differences

- People are often threatened by differences of opinion, perspective, or background.
- మనుషులు సాధారణం గా భిన్న అభిప్రాయాలను, దృక్పథాలను, పరిస్థితులను చూసి భయపడతారు
- Once you identify a common purpose, seek out and learn from differences.
- ఒక సారి వుమ్మడి ఉద్దేశం గుర్తించాక భిన్నత్వం నుండి నేర్చుకో
- Highly effective people don't just tolerate differences or accept them- they celebrate them.
- ప్రభావవంతమైన వ్యక్తులు భిన్నత్వాన్ని కేవలం భరించడము, స్వీకరించడమే కాక దానిని వేడుకచేసుకుంటారు



Exercise

- Discuss a situation from your work or personal life in which valuing the differences produced greater results than what you could have produced otherwise.
- మీ పని ప్రదేశం లో గాని, వ్యక్తిగత జీవితం లో గాని భిన్నత్వాన్ని గౌరవించడం వలన ఉన్నత ఫలితాలు సాధించిన ఏదైనా ఒక సన్నివేశాన్ని చర్చించండి.



If two people have the same opinion,
one is unnecessary.
ఒకవేళ ఇద్దరు వ్యక్తులకు ఒకే అభిప్రాయముంటే
ఇద్దరిలో ఒకరు అనవసరం
-Stephen R. Covey

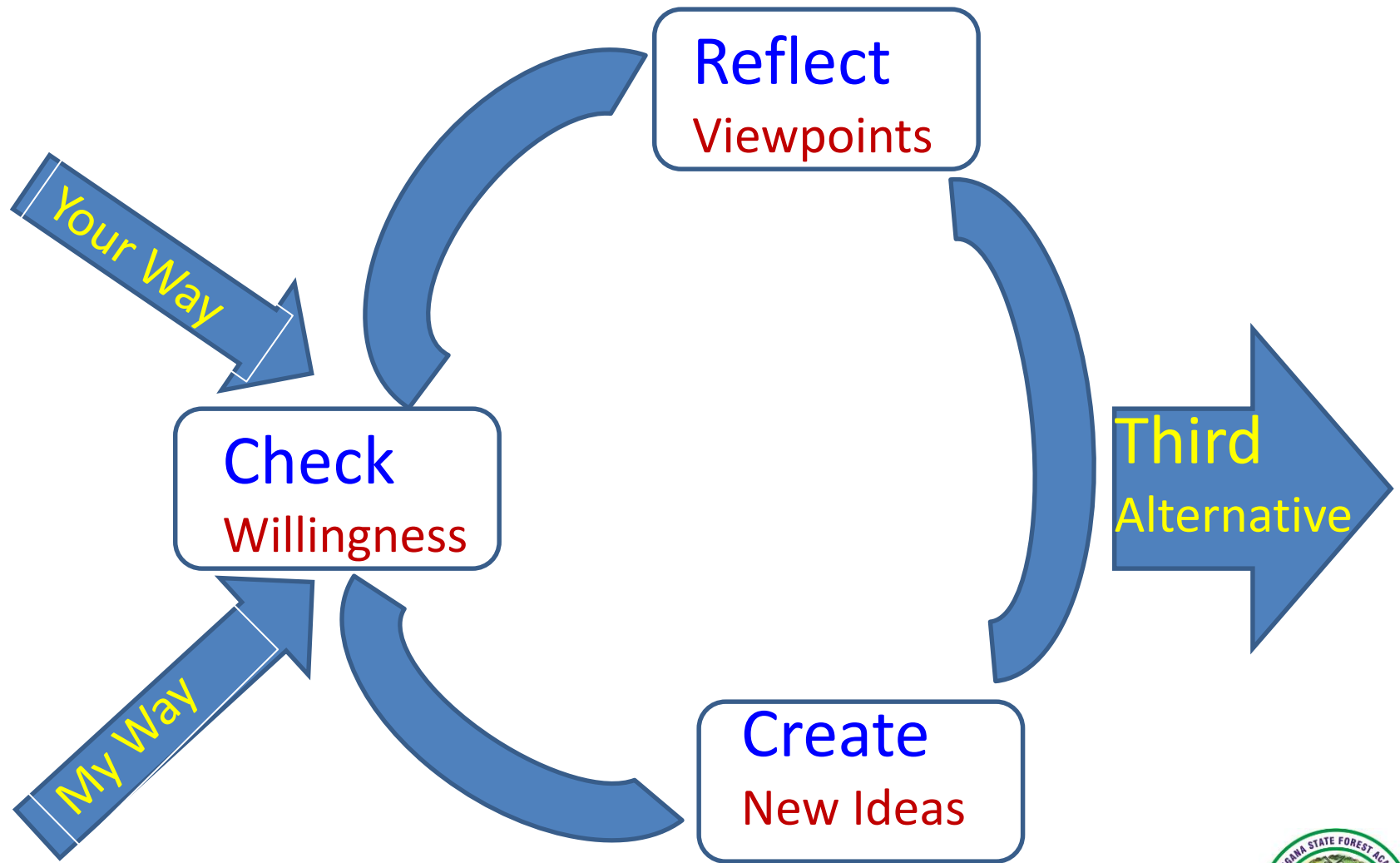


Synergizing

Types of Interaction	Interaction result	Outcome
1.Synergy-Third Alternative సమ్మిళిత శక్తి	$1+1=3,10,100$	Transformation మార్పు చెందడం
2.Compromise సమాధానపడడం	$1+1=1\ 1/2$	Transaction ఇచ్చిపుచ్చుకోవడం
3.Defensiveness తగ్గడం	$1+1=1/2$	Contention పోటీ
Hostility వ్యతిరేకత	$1+1=-1,-10,-100$	



Getting to Synergy



Humility and Reverence for others

When you feel you are right, are you willing to put aside your own personal views and feelings so you can truly listen to the other person?

Willing -----|-----|-----|-----|-----|----- Unwilling

When you feel your ideas are being attacked, are you willing to keep yourself open to the thoughts and feelings of others that may be uncomfortable for you?

Open -----|-----|-----|-----|-----|----- Not Open

Do you believe that humility and vulnerability are actually strengths and not weaknesses?

Strengths ----|-----|-----|-----|-----|----- Weaknesses



Create New Ideas

- Going for a third alternative takes an enormous amount of internal security. You begin with the spirit of adventure and discovery. You leave your comfort zone and confront an entirely new and unknown wilderness.
- మూడవ ప్రత్యామ్నాయానికి వెళ్ళడానికి అపారమైన అంతర్గత భద్రత వుండాలి. సాహసం, కనుగొనాలనే ఆశతో ఇది మొదలౌతుంది. సౌకర్య జోను వదిలి కొత్తది తెలియనిదైన సంచారం లేని ప్రాంతాన్ని ఎదుర్కొంటారు.
- But in doing so, you become a pathfinder. You open new possibilities and new territories that others can follow.
- అలా చేయడం తో మీరు మార్గం కనుగొన్నవారౌతారు. కొత్త సాధ్యాలను, కొత్త ప్రాంతాలను మీరు ఇతరులకోసం తెరుస్తారు.



మూడవ ప్రత్యామ్నాయం చేరినట్లు ఎలా తెలుస్తుంది ?

- When both of you:
 - Have a change of heart మనసు మారడం
 - Feel new energy and excitement కొత్త శక్తి, ఉత్సాహం
 - See things in a new way విషయాలను కొత్త కోణం లో చూడడం
 - Feel the relationship has transformed సంబంధం మారినట్లు గమనించడం
 - End up with an idea that is better than what either of you started with. ఇరువురు మొదలు పెట్టినప్పటికంటే మెరుగైన ఆలోచన తో ముగించడం



Getting to Synergy Scenario

- At 7 am on Saturday you are awakened by the phone ringing. It's your neighbour who, rather gruffly, tells you that your barking dog kept him awake for several hours last night. He suggests you put the dog to sleep. You are taken aback by his comment and feel defensive. But then you remember win-win. Rationally, you suggest there is probably an alternative that could satisfy both you and your neighbour, and you ask him for suggestions.
- Together, you resolve your differences and create a Third Alternative



Getting to Synergy Scenario

- Your View Point మీ అభిప్రాయం

- Neighbor's View point ప్రక్కెంటి వారి అభిప్రాయం

- Third Alternative మూడవ ప్రత్యామ్నాయం



Don't expect anything original
from an echo

ప్రతిధ్వని నుండి అసలైన శబ్దాన్ని ఆశించవద్దు

- Dune Muncy

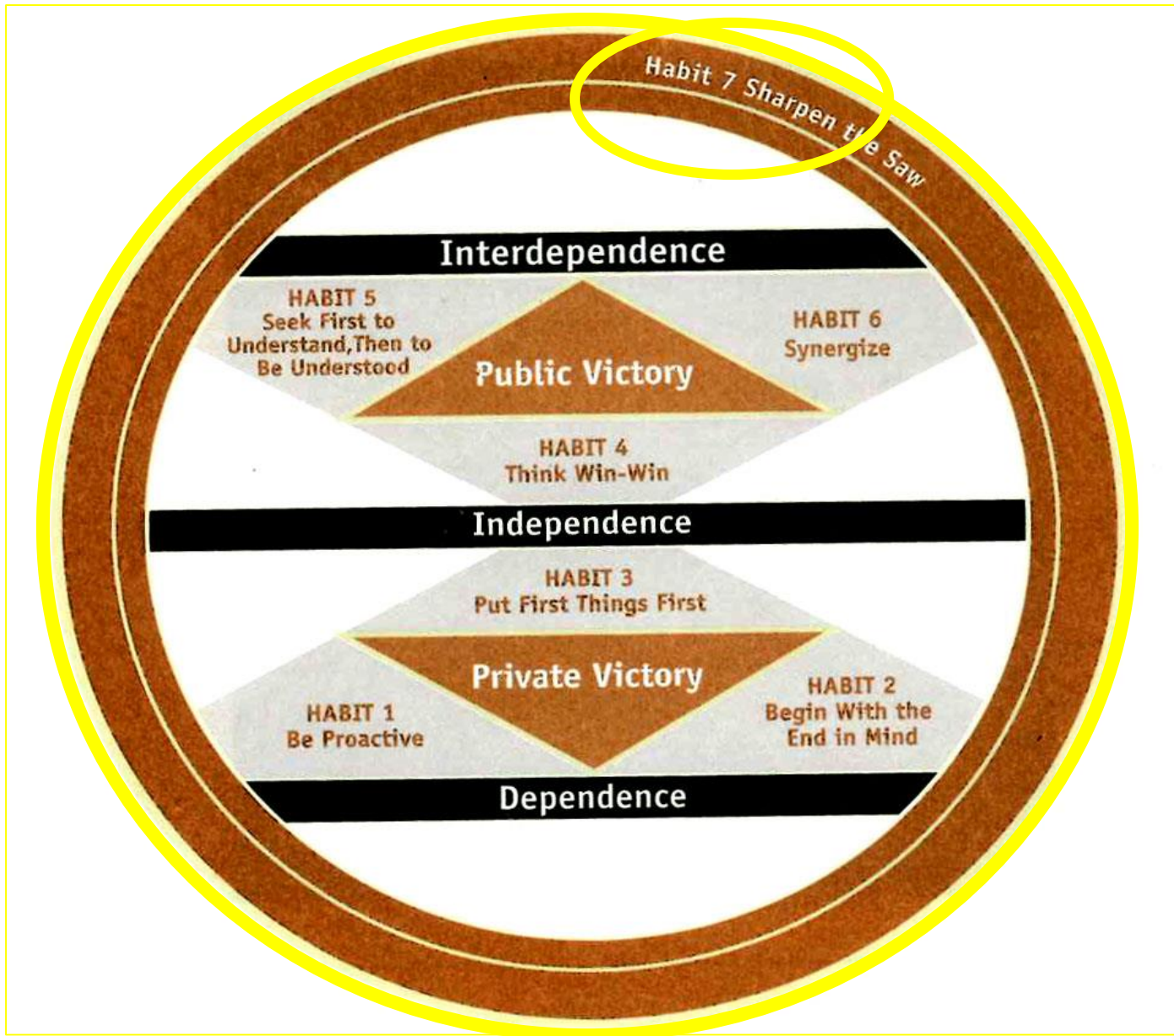


Habit-7: Sharpen the Saw

The Habit of Renewal



Maturity Continuum



A long, healthy, and happy life is
The result of making contributions, of
Having meaningful projects that are
Personally exciting and contribute to
And bless the lives of others.

-Hans Selye



World's Blue Zones

S.N o.	Place	Location	Secrecy
1	Okinawa, Japan	360 miles off coast	Ikigai, (Reason for being) 80% full, Gardening,
2	Ikaria, Greece	35 miles off coast	Mineral hot springs, herbal tea, wild greens
3	Sardinia, Italy	120 miles off coast	Mideterranian diet, goat milk & cheese
4	Loma Linda, CA, USA		Seventh Day Adventists, vegetarian, Healthful habits
5	Nicoya, Costa Rica	Peninsula	De vida, sense of purpose



Why People live longer, healthy & Happy

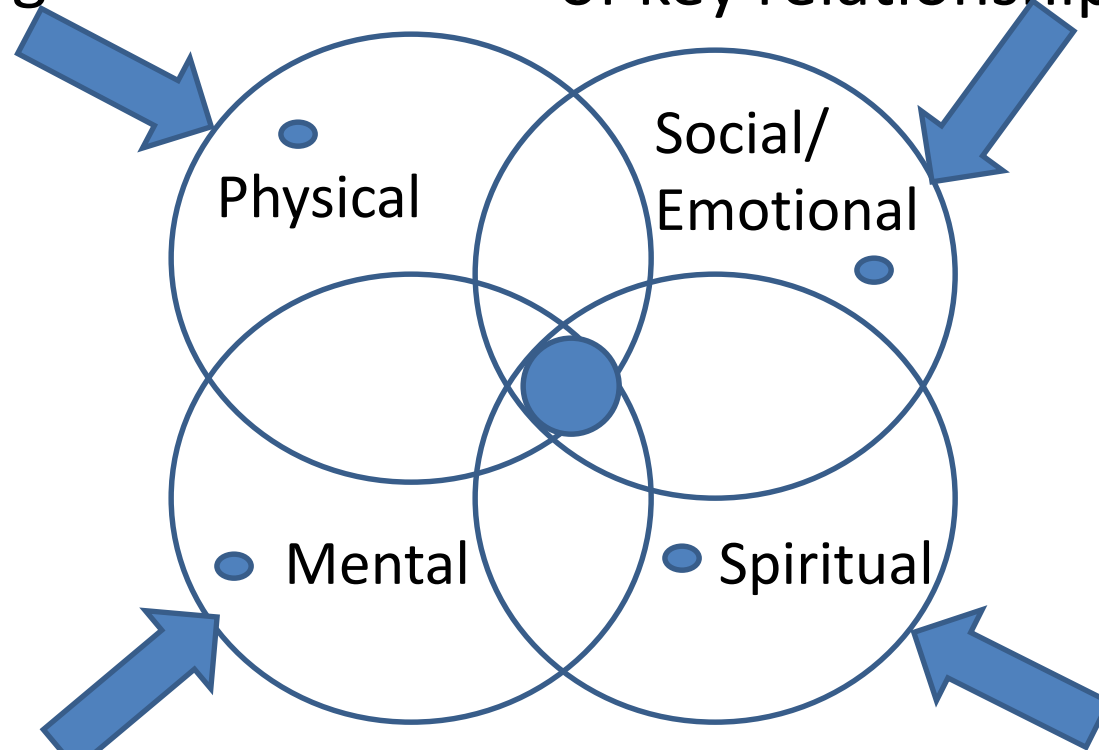
- Dan Buettner of NGS calls them **Blue Zones**
- A **cultural environment** that reinforces healthy lifestyle habits like diet and exercise
- Healthy **social relationships** and psychological well-being
- People who have a **cooperative spirit**
- People who **tend to gardens**
- **Public health** that is easily accessible
- **Seniors are valued** as members of their family and the community



Renew regularly in the 4 dimensions

Exercise, nutrition, rest,
stress management

Consistent deposits in the
Emotional Bank Accounts
of key relationships



Reading, writing,
learning, study

Service, values, clarification
Inspiring literature,
meditation, nature



Mark how well you are doing

Physical	Excellent ----- Poor
Social/ Emotional	Excellent ----- Poor
Mental	Excellent ----- Poor
Spiritual	Excellent ----- Poor



Physical Dimension

Assume you have had a heart attack in the last month. How would you approach exercise and nutrition?

To renew yourself Physically, consider:

- Get the amount of sleep you know your body needs.
- Set health and fitness goals (reduce cholesterol , reduce weight)
- Include vegetables, fruits, whole grain, fibre, and lots of water in your diet.
- Ensure that exercise routine is not one-dimensional but includes flexibility, strength training, and cardiovascular endurance.
- Reduce stress by eliminating QIII activities- get out of the urgency trap.



Physical Dimension

Did you know?

- Aerobic exercise boosts the supply of nourishing blood to the brain, improves the efficiency of the nerves, and increases the neurotransmitter hormones that produce feelings of well-being.
- Physicians recommend drinking 2.5 litres of water per day. Drinking less can cause mild dehydration, headaches, grogginess, and problems with blood pressure or circulation.
- To optimize performance at work, experts suggest taking 5-10 minute breaks (where you totally disengage) every 90-120 minutes.
- Write down one thing you will consistently do to develop the physical dimension:



Mental Dimension

Assume your knowledge and skills will be obsolete in two years. What new learning avenues would you explore?

To renew yourself mentally, consider:

- Keep a journal. Your journal can become your space for working out problems.
- Read voraciously. And if you do not understand *that* word-- well, our point exactly.
- Collect quotations. The sentiments of great people stimulate the mind.
- Develop a hobby. It allows you to do something you love doing.
- Continue your education. Train your mind to stand apart and examine its own paradigm.



Mental Dimension

Did you know?

- About 175 million books have been published worldwide. The number grows by 1 million per year. You would better get started.
- At birth, your brain had about a trillion neural connections. That sounds like a lot, but remember- we are talking about a baby brain.
- The best way to grow more connections is to take up a challenging activity that is new to you, like computers, music, or a foreign language.
- According to one study, taking piano lessons for even four months can improve young people's performance on maths tests by an average of 27 per cent.
- Write down one thing you will consistently do to develop the mental dimension:



Social/Emotional Dimension

Assume that everything you say about people will be heard by them. How might you choose your words differently?

To renew yourself emotionally, consider:

- Keep your relationships in constant repair through continual deposits to the emotional bank account.
- Value the differences in others and look for opportunities to synergize.
- Practice empathic listening regularly with the people who are important to you.
- Widen your circle of friends.
- Forgive yourself and others who may have hurt you.
- Build family relationships- both immediate and extended.
- Let go of the damaging competitive feelings you may have towards others.



Social/Emotional Dimension

Did you know?

- The number one reason people leave their jobs is poor relationships with their managers.
- In a study of marriages lasting 25 years or more, the ability to solve problems together is the major factor contributing to satisfaction.
- Lifespan increases in direct proportion to the amount of contact people have with their close friends.
- Write down one thing you will consistently do to develop the social/emotional dimension:



Spiritual Dimension

Assume you have a year to live. What legacy would you want to live?

To renew yourself spiritually, consider:

- Create, review, and refine your Personal Mission Statement.
- Watch, listen, and enjoy the world of nature.
- Read inspirational literature, in particular biographies of people who inspire you.
- Commit to a life of total integrity to your priorities.
- Listen to inspirational, uplifting music.
- Commit to serve in your community. Give off your time, money and self.
- Practice spiritual worship that edifies.



Spiritual Dimension

Did you know?

- Giving service can improve your health. It can boost your immune system, speed wound healing, and lower the frequency of colds and other infections.
- Adults who volunteer live longer than their peers who do not volunteer.
- Reading biographies teaches us empathy. Encouraging us to inhabit, if just for a few minutes, someone else's world.
– Author Jane Kurtz.
- People work about 11,000 days between their mid 20s to the age of 65. That is a long time if you are unfulfilled or disengaged at work.
- Write down one thing you will consistently do to develop the spiritual dimension:



Be strong in the hard moments



**THANKS FOR
YOUR ATTENTION**

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