

	<i>Habit</i>	Other description	Principle	Paradigm	Ineffective paradigm	Behaviors	Results	Elements	Examples
1	Be Pro-active.	Habit of choice	I am free to choose and I am responsible for my choices.	I am a product of my choices.	AND NOT “I am product of my circumstances”	Pause and respond based on principles Use proactive language Expand your circle of influence Become a Transition Person	More self awareness Greater initiative Increased influence Becoming a creative source in your life	Stimulus-Space-Response Circle of Influence/Concern Negative patterns-Transition Person-Possitive Patterns “Agend of Change” start with yourself	“La vita e bella” NLP Ghandi Everywhere you go, always take the weather with you
2	Begin with the End In Mind.	Habit of vision	Mental creation precedes physical creation.	I live by design.	AND NOT “I live by default”.	Envision outcomes before you act Create a “Personal Mission Statement” Live by it	A clear definition of desired results A greater sense of meaning and purpose Criteria for deciding what is or not important Improved outcomes	“All things are created twice” Mission statements: Personal, family, team, company Roles and relationships Values Long-term goals	“Start with a goal” (TTT) If you don’t know where you are going, it will be extra difficult to get there. Discover yourself: use self-awareness, imagination, conscience, free will
3	Put First Things First	Integrity and execution	Effectiveness requires integrity to act on your principles.	I do important things first.	AND NOT “I do urgent things first”.	Focus on top priorities Eliminate the unimportant Plan weekly Plan daily	Increased organization and productivity Fewer crisis A reputation for follow-through More life balance and peace of mind	Compass, not clock Time matrix – Q2! Big Rocks Roles and relationships Use one planning system	“Walk the talk” / ”Put your money where your mouth is” Q2: Preparation, prevention, planning, values clarification, relationship building Delegate!
4	Think Win/Win	Mutual benefit	Effective long-term relationships require mutual respect and mutual benefit.	ABUNDANCE: There is plenty out there for everyone, and more to spare.	AND NOT: there is only so much, and the more you get, the less is there for me.	Balance courage and consideration Seek mutual benefit Create Win-Win agreements Build win-win systems	Faster solutions to problems More team involvement Generosity of spirit Rich relationships Long-term thinking	Abundance, not scarcity (mind-set, the attitude, mentality) Sharing: knowledge, recognition, credit,... Agreement: Desired results, guidelines, resources, Accountability, Consequences	“Raising boys, not grass” Projects, Job descriptions, Yearly review Performance measurement systems, compensation systems, school systems

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5	Seek First to Understand, Then to be Understood.	Mutual understanding	To communicate effectively with you, I must first understand you.	I listen with the intent to understand.	AND NOT: I listen with the intent to reply.	Diagnose before you prescribe Listen empathically Seek to be understood from the other's perspective	Greater influence with others Solutions to complex problems Clarity of real issues Faster problem solving	Do not try to fit the same pair of glasses to everyone. Avoid autobiographical responses; do not advise, probe, interpret, judge or even agree (or disagree) Reflect what other person feels and says (we don't all have the "common sense")	Otherwise, it's like trying to give someone directions, without knowing where do they want to go. "Put yourself in their shoes" Focus on the listener, audience, student "The customer-service oriented"	
6	Synergize	creative collaboration. (If you want to go fast, go alone, but if you want to go far, go together – African proverb)	The whole is greater than the sum of its parts.	Together we can create a better way, a higher way.	AND NOT: "It's either your way or my way, or compromise.	Value and celebrate the differences. Practice creative cooperation. (Actively seek out different opinions)	Innovation and invention. New and better solutions Transformed relationships. Appreciation of diverse perspectives.	1. Check willingness 2. Reflect viewpoints (use the Talking Stick) 3. Create new ideas 4. Until you reach the Third Alternative Humility and respect for others are strengths, not weaknesses.	Voltaire: "I may disagree with what you say, but I will defend to the death your right to say it". You disagree with me – great! Park your ego outside the door.	
7	Sharpen the saw	Renewal	To maintain and increase the effectiveness, we must renew ourselves in body, heart, mind and soul.	I nurture the goose that lays golden eggs.	AND NOT: "I focus only on getting the golden eggs".	Renew regularly in all four dimensions. Be strong in the hard moments.	Improved capacity Stronger relationships Greater reserves Continuous improvement	Physical, social/emotional, mental, spiritual Hard moments need to be overcome through self-discipline: getting up on time; eat healthily; controlling your temper; sticking to your exercises when you are busy...	"... Put your oxygen mask first, before you go helping another person". "Were you ever too busy driving, to forget to stop and get more gas?"	
	Emotional Bank Account	Deposits		Withdrawals						
		<ul style="list-style-type: none"> Seek first to understand Show kindness,courtesy,respect (Make and) keep promises Be loyal to those absent Set clear expectation Apologise Give feedback ("I" messages) Forgive 		<ul style="list-style-type: none"> Assume you understood Show unkindness, discourtesy, disrespect Break promises Be disloyal, bad-mouth Create unclear expectations Be proud and arrogant Give no feedback, or evaluate character ("You" messages) Hold grudges 					<p>If something you do to the other person is a withdrawal or a deposit depends on their perception</p> <p>If something they do to you is a withdrawal or a deposit depends on your perception – you have to get to know them!</p>	<p>The story about Gandhi and sugar</p> <p>It may take 5 deposits to make up for one withdrawal</p> <p>You need to get to know the other person's "currency"</p>

