

# The 7 Habits of Highly Effective People

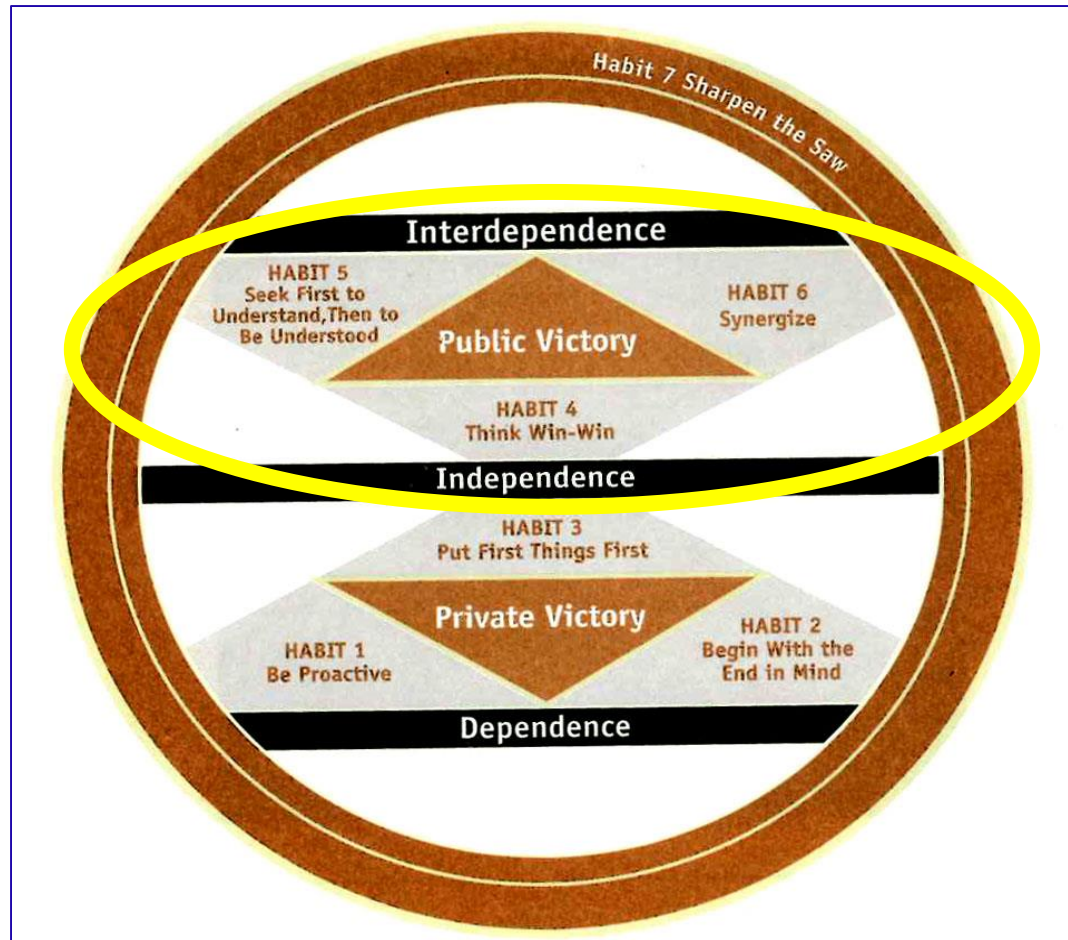
## Part-2

### Public Victory



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# Maturity Continuum



**Habit-4**  
**Think Win-Win**  
**The Habit of Mutual Benefit**



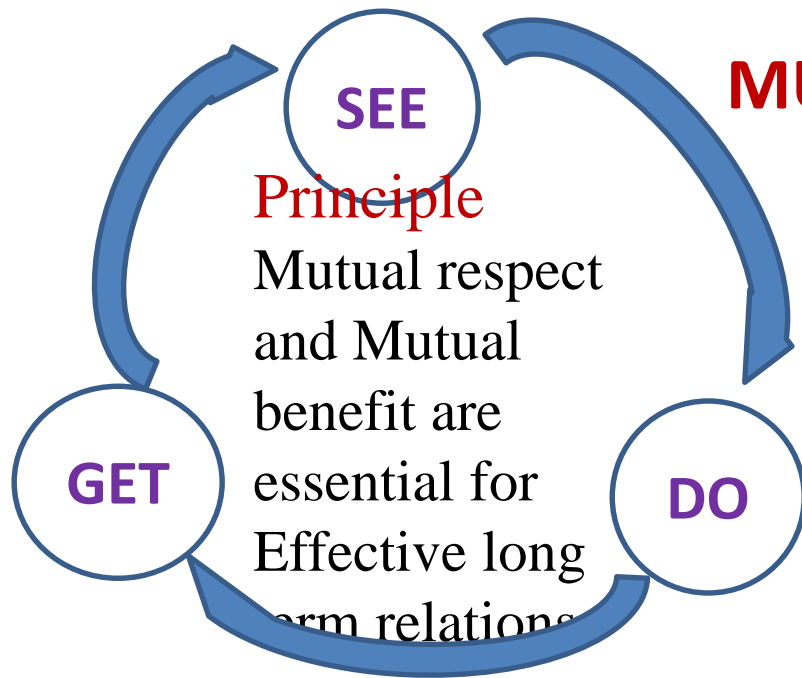
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# Paradigms of Human Interaction

- Win-Win
- Win-Lose
- Lose-Win
- Lose-Lose
- Win



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## 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

# 1. Abundance or Scarcity Mindset

- Abhimaan



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## 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	Loose/Win	Win-Win
Low	Loose/Loose	Win-Loose
<b>Consideration</b>	Low	High
	<b>Courage</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



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# 3. Balance courage & consideration

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



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## 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

Expected Results	<ul style="list-style-type: none"><li>• Complete attention in class</li><li>• Make session interesting</li></ul>
Guidelines	<ul style="list-style-type: none"><li>• No Cellphone in class</li><li>• Caution once only</li></ul>
Resources	<ul style="list-style-type: none"><li>• Resource persons, exercises, experience sharing</li></ul>
Accountability	<ul style="list-style-type: none"><li>• Participate actively</li><li>• Ensure participation</li></ul>
Consequences	<ul style="list-style-type: none"><li>• Positive- Feel happy, learn something</li><li>• Negative-switch-off, learn nothing</li></ul>

Draft a Win-Win Agreement



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# Win-Win Systems

- Points system vs Grades
  - Our Quiz (8.30-8.40 not 8.31, .....
- Top vs Percentage of achievement



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## Win-Win vs Win-Lose

<https://www.youtube.com/watch?v=BBxYGAgMbfc>



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## Habit-5:

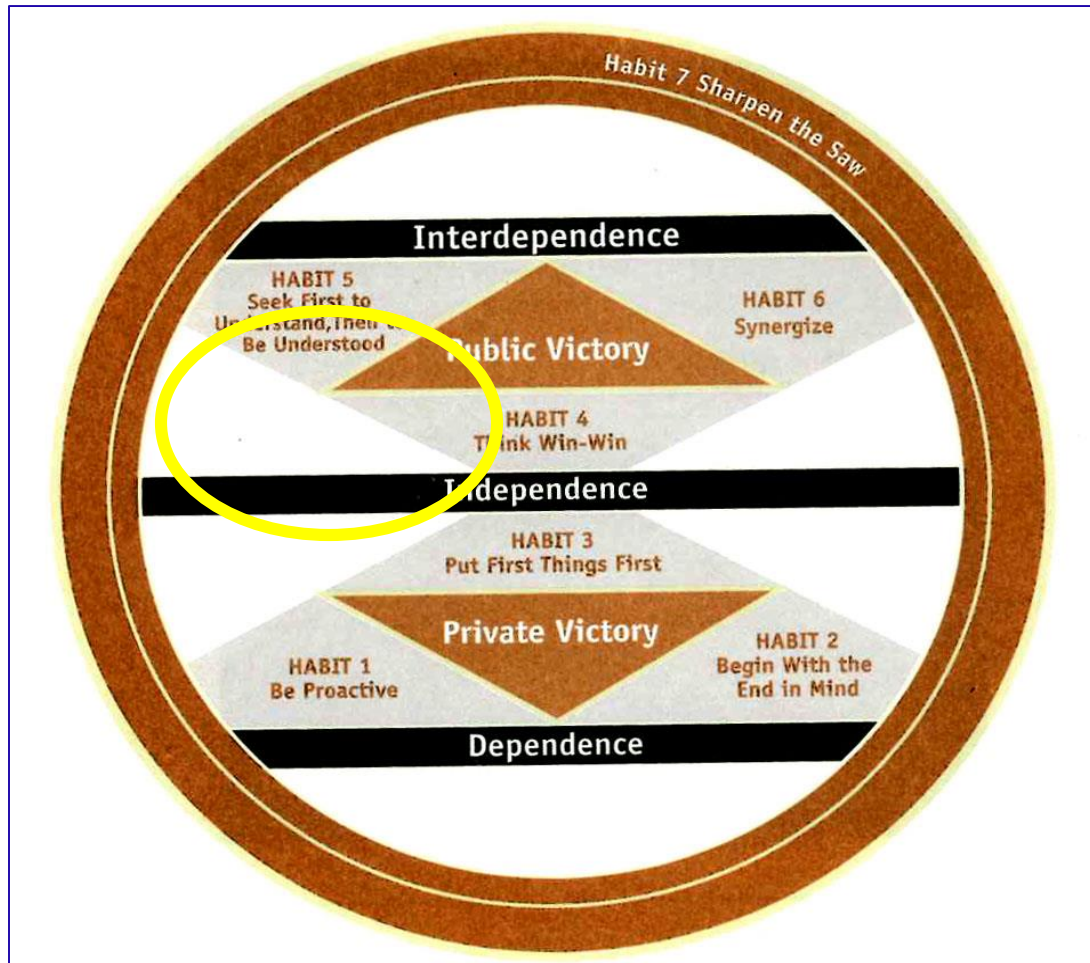
Seek First to Understand Then to be Understood

# **The Habit of Mutual Understanding**



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Listen, or your tongue will make you deaf.

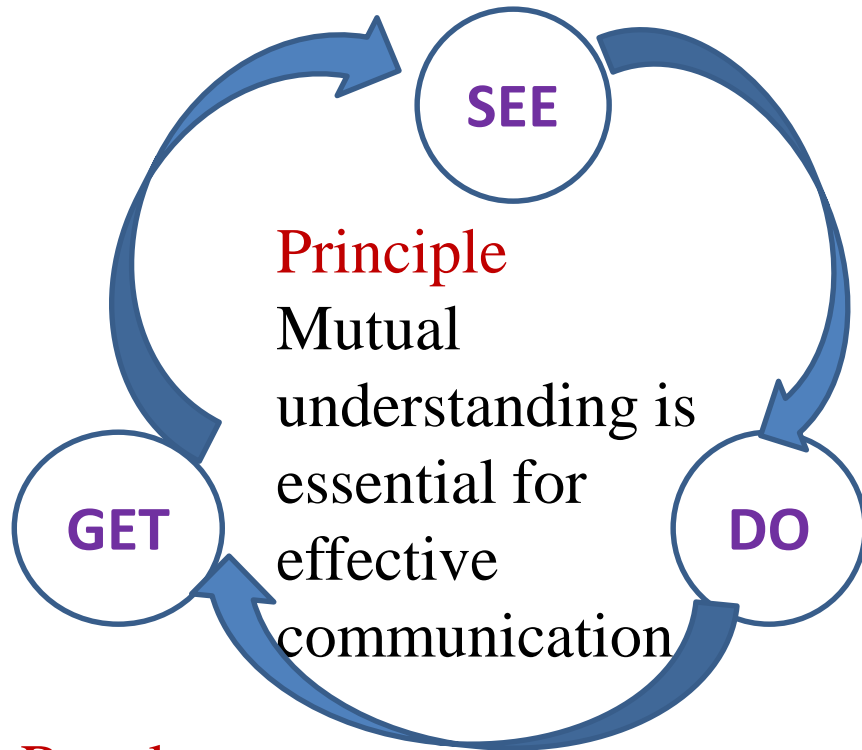
-Native American Proverb



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# Habit of Mutual Understanding



## Result

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

## 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

# 1. Diagnose before you prescribe

- How do you feel when someone doesn't listen to you?
  - What does a Doctor do up on seeing a patient?



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## 2. Autobiographical Responses

- When I was.....
- Taking away the spot light from the other person



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# 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



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# 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!"*

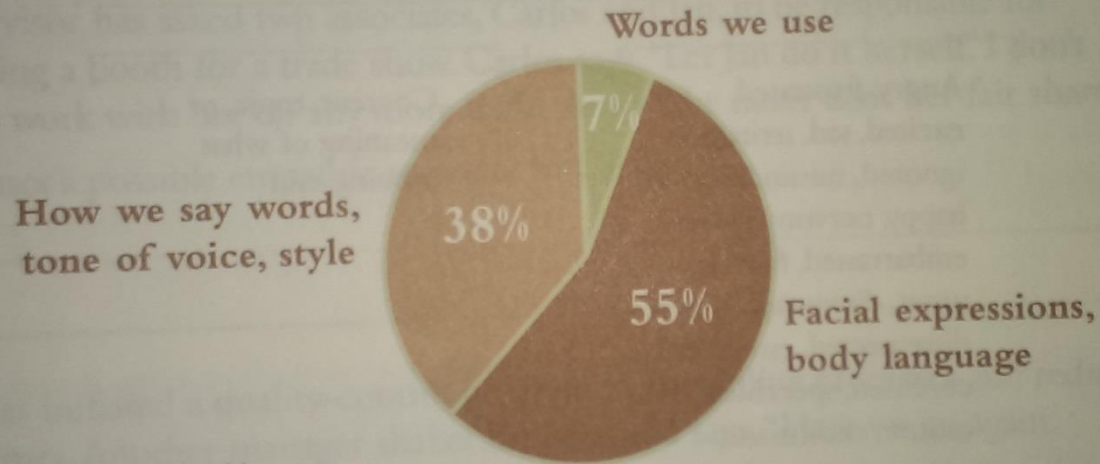


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## READING THE SIGNS

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

# Mutual Understanding

<https://www.youtube.com/watch?v=aAhY5OqonoY>



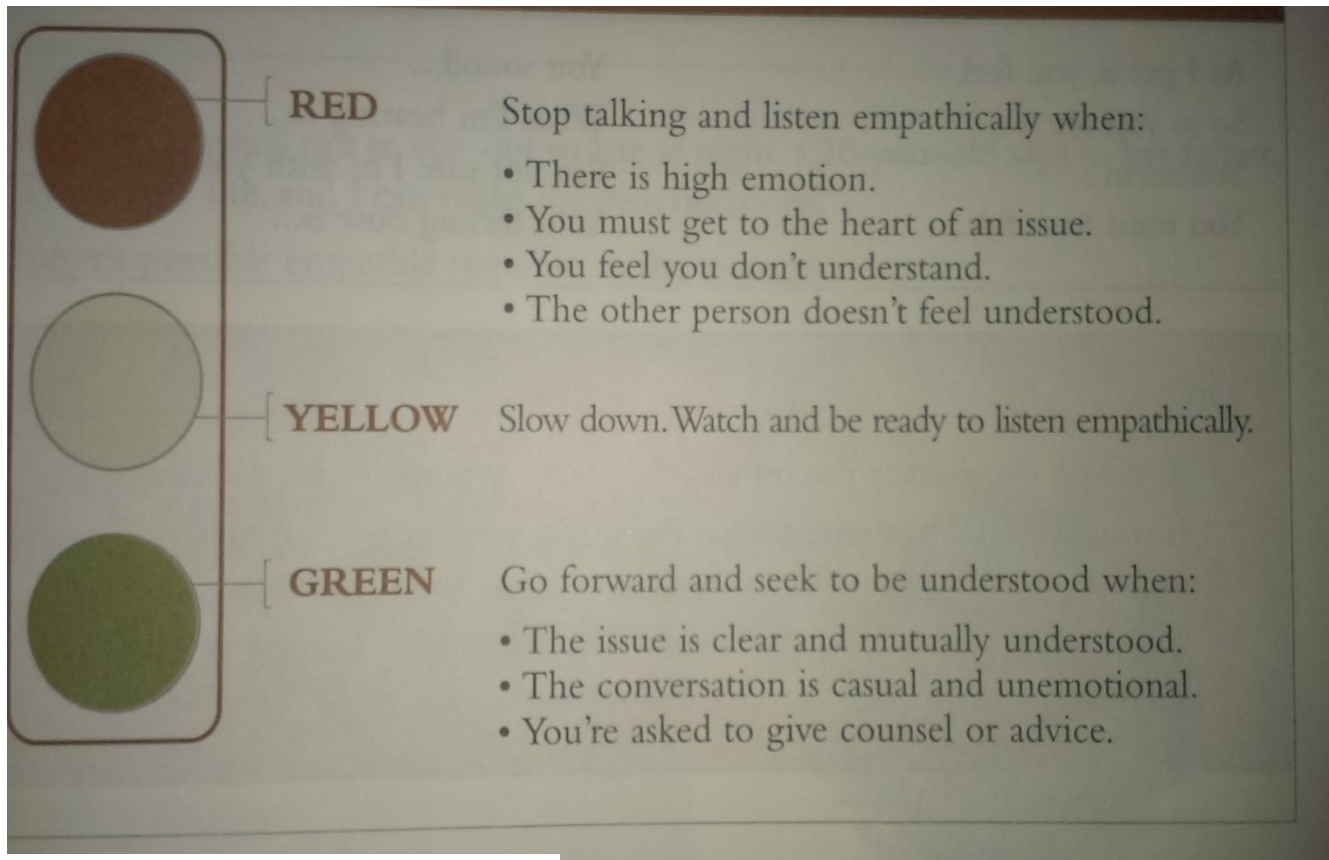
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### 3. Understanding from other's perspective

#### '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.

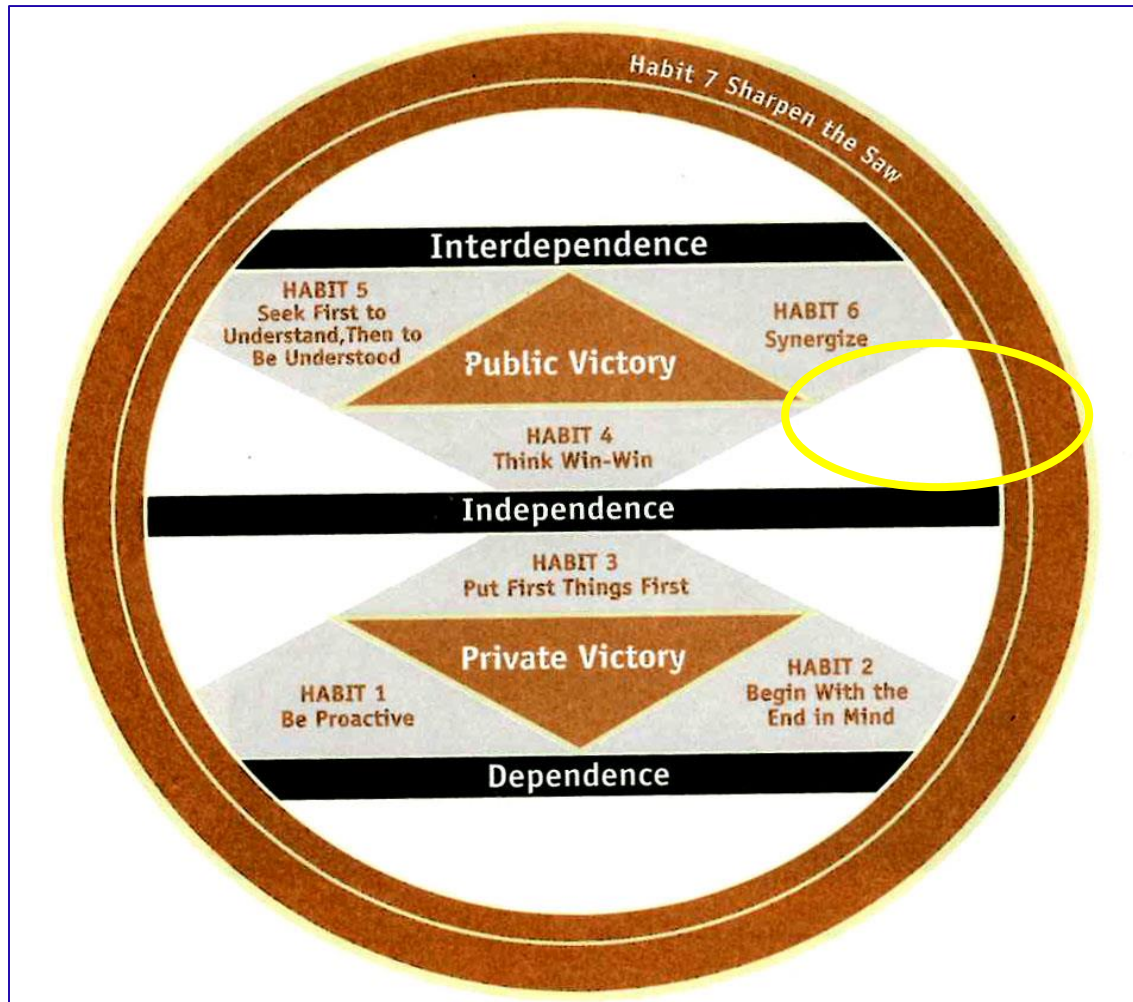
# Habit-6: Synergize

## The Habit of Creative Cooperation



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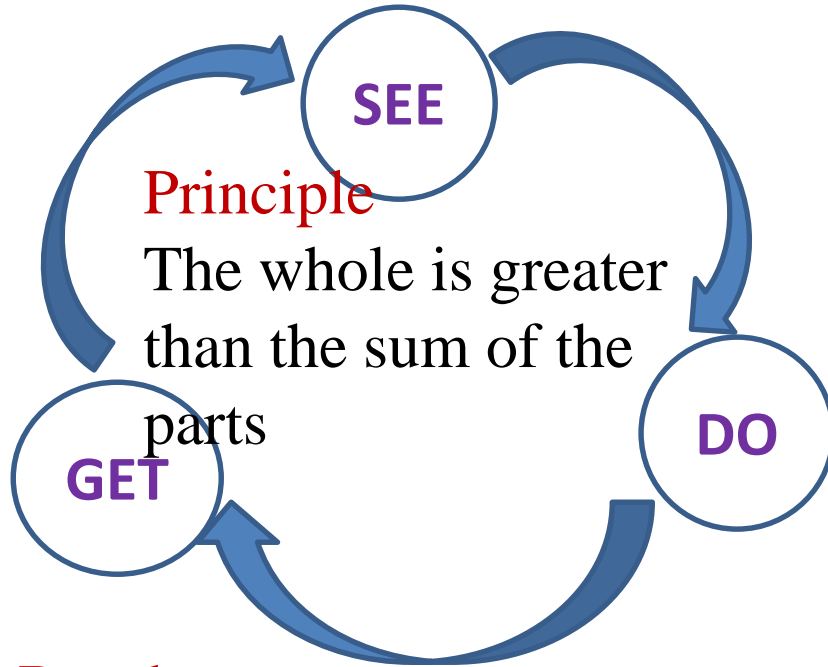
The enemy of the best is the good  
- Voltaire



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# Habit of Creative Cooperation



## Result

- **Innovation**
- New and improved solutions
- Transformed relations
- Respect for different opinions

## Paradigm

Ineffective: Either my way or yours or compromise

Effective: together, we can find a better alternative

## Behavior

- Value & celebrate difference
- Implement creative cooperation

# Value and celebrate the differences

- People are often threatened by differences of opinion, perspective, or background.
- Once you identify a common purpose, seek out and learn from differences.
- Highly effective people don't just tolerate differences or accept them- they celebrate them.



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If two people have the same opinion,  
one is unnecessary.

-Stephen R. Covey

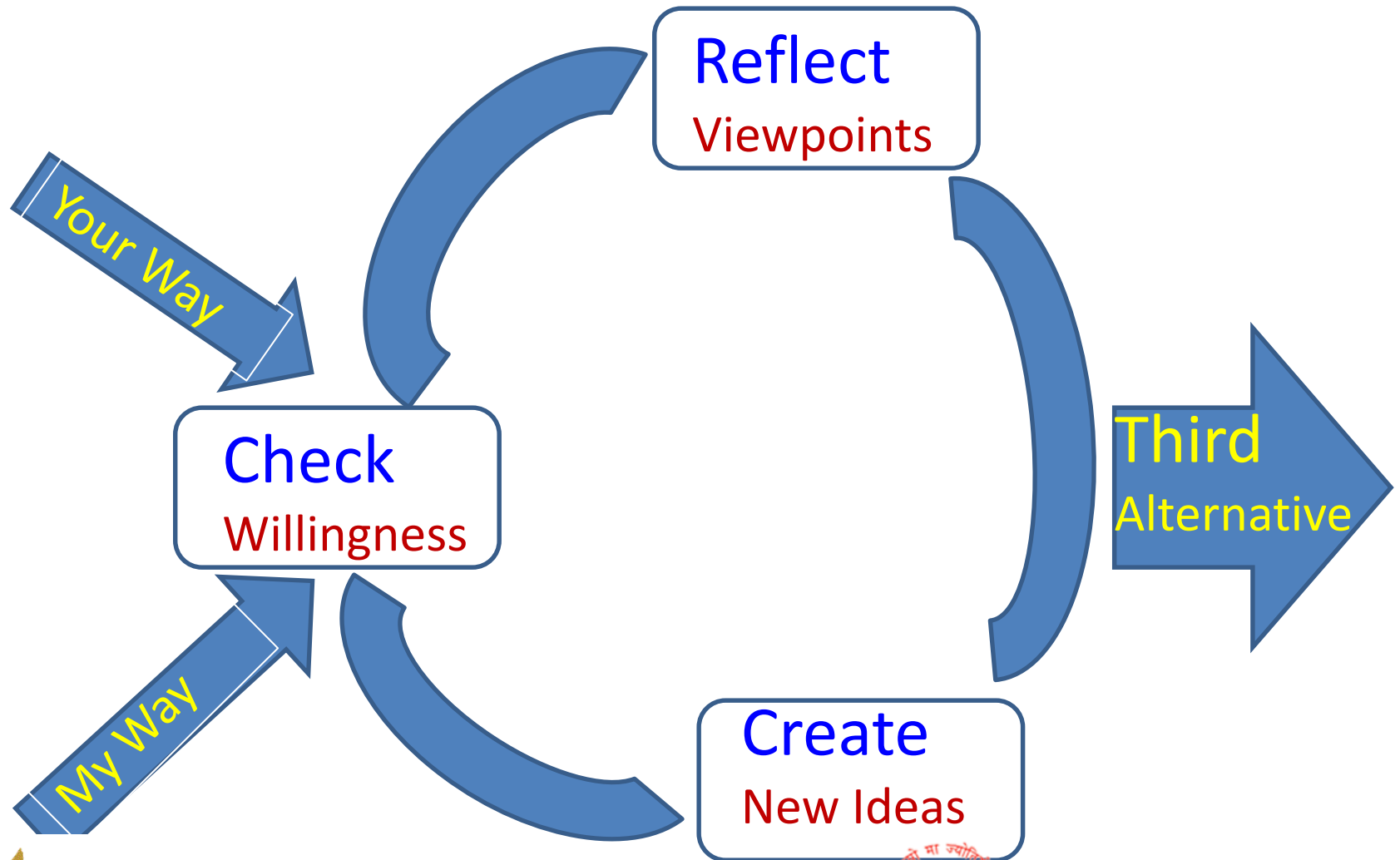


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# Synergizing

Types of Interaction	Interaction result	Outcome
1.Synergy-Third Alternative	$1+1=3,10,100$	Transformation
2.Compromise	$1+1=1\ 1/2$	Transaction
3.Defensiveness	$1+1=1/2$	Contention
Hostility	$1+1=-1,-10,-100$	

# 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

# Getting to Synergy Scenario

- Your View Point

---

---

- Other's View point

- ---

---

- Third Alternative

- ---

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# Synergy



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Don't expect anything original  
from an echo

- Dune Muncy



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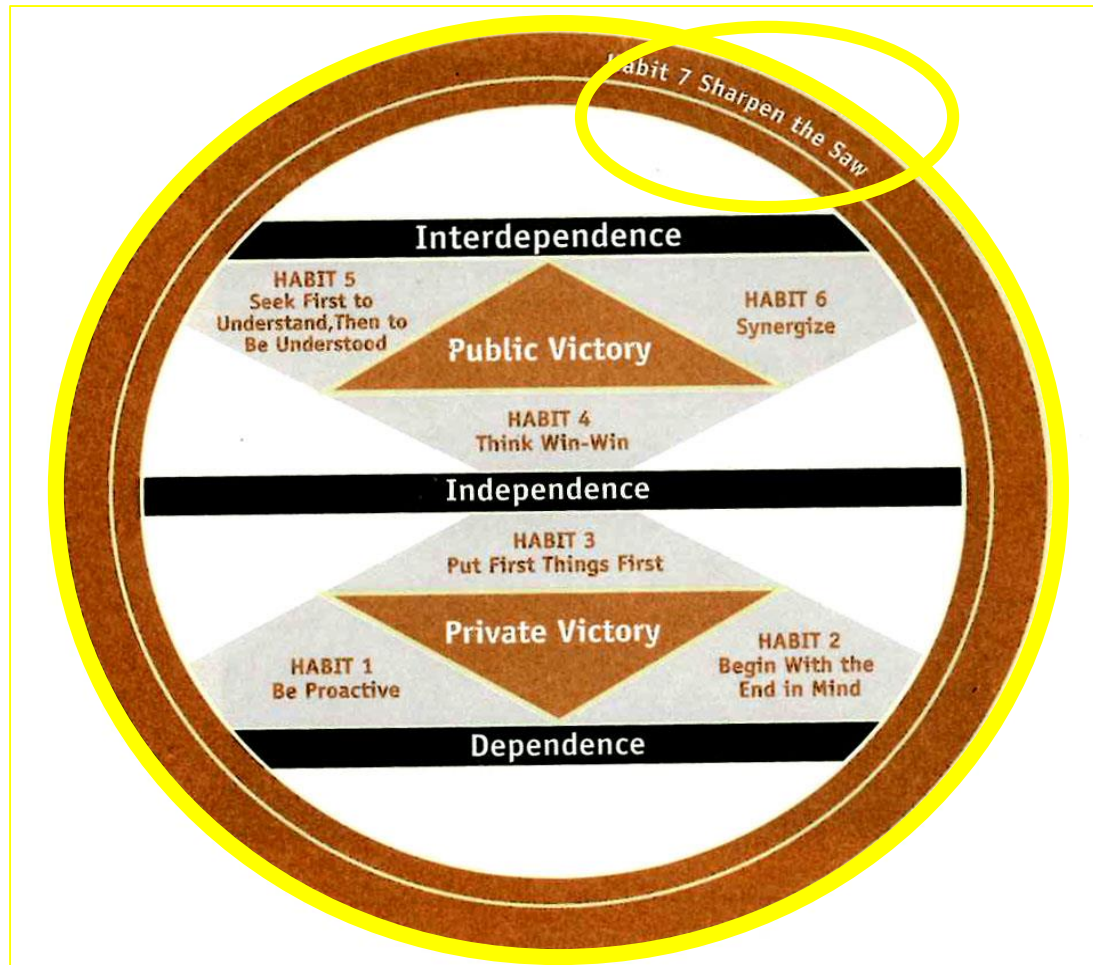
# Habit-7: Sharpen the Saw

## The Habit of Renewal



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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



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# 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, Peninsula		De vida, sense of purpose

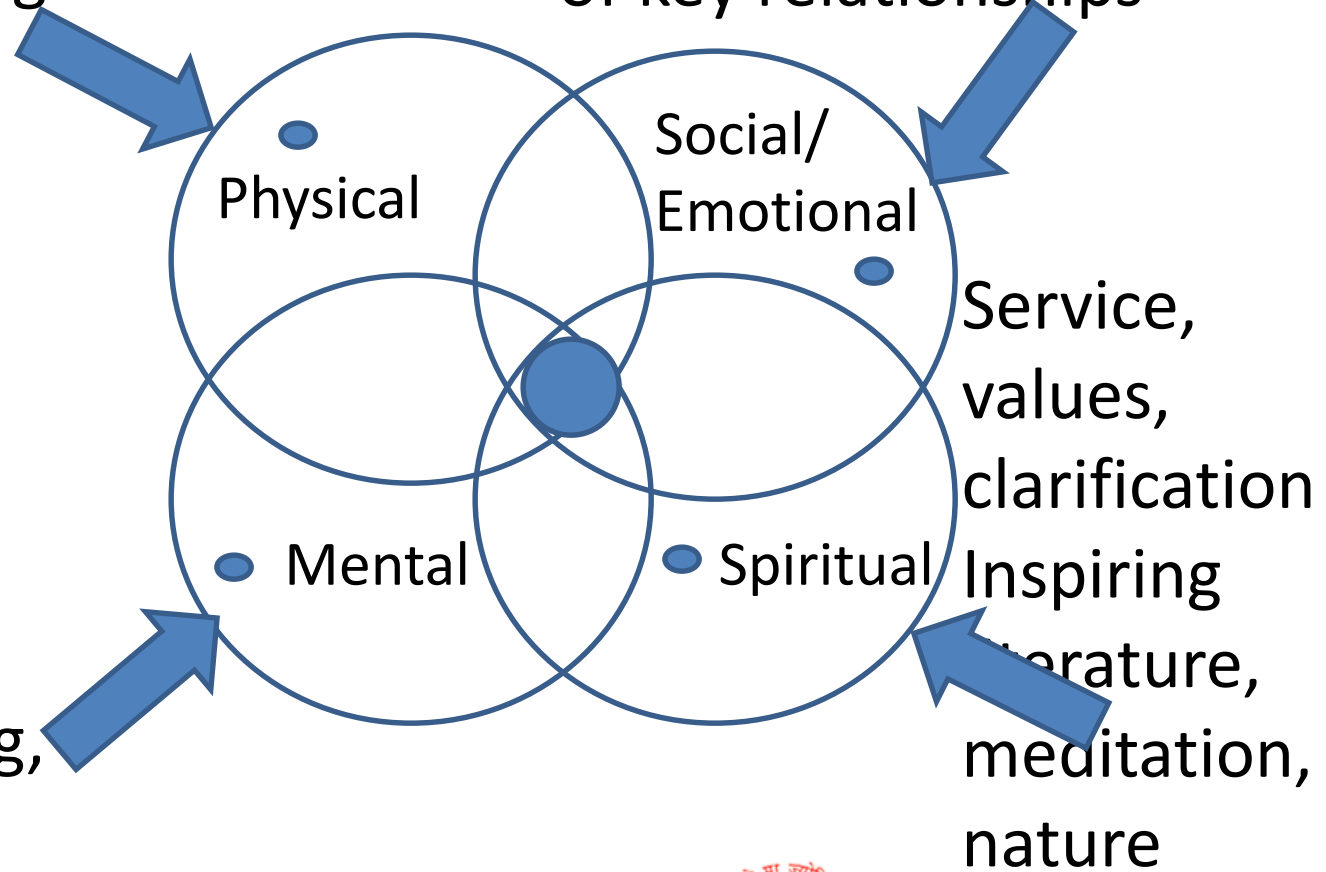
# Why People live longer, healthy & Happy

- 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,  
Solving puzzles



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# Mark how well you are doing

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



# Sharpen the Saw

- Assume you have had a heart attack in the last month. How would you approach exercise and nutrition?
- Assume your knowledge and skills will be obsolete in two years. What new learning avenues would you explore?
- Assume that everything you say about people will be heard by them. How might you choose your words differently?
- Assume you have a year to live. What legacy would you want to live?

# Renewal

# References

- The Seven Habits of Highly Effective People by Stephen R.Covey
- Don't sprint the Marathon by V.Raghunathan
- Ikigai by Hector Garcia and Fransesc Miralles

**THANKS FOR  
YOUR ATTENTION**

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