

7 HABITS OF HIGHLY EFFECTIVE PEOPLE

COMMUNITY OF PRACTICE, SESSION #6

HABIT 5: SEEK FIRST TO UNDERSTAND, THEN TO BE UNDERSTOOD

DATE: MARCH 18TH, 2015

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WARM UP

Think about a Win/Win and or Lose/Lose interaction you've had during the past month:

- What was the situation?
- What types of human interaction were involved?
- What made the interaction Win/Win or Lose/Lose?

HABIT 5: SEEK FIRST TO UNDERSTAND, THEN TO BE UNDERSTOOD

Agenda

Habit 1-4 Review

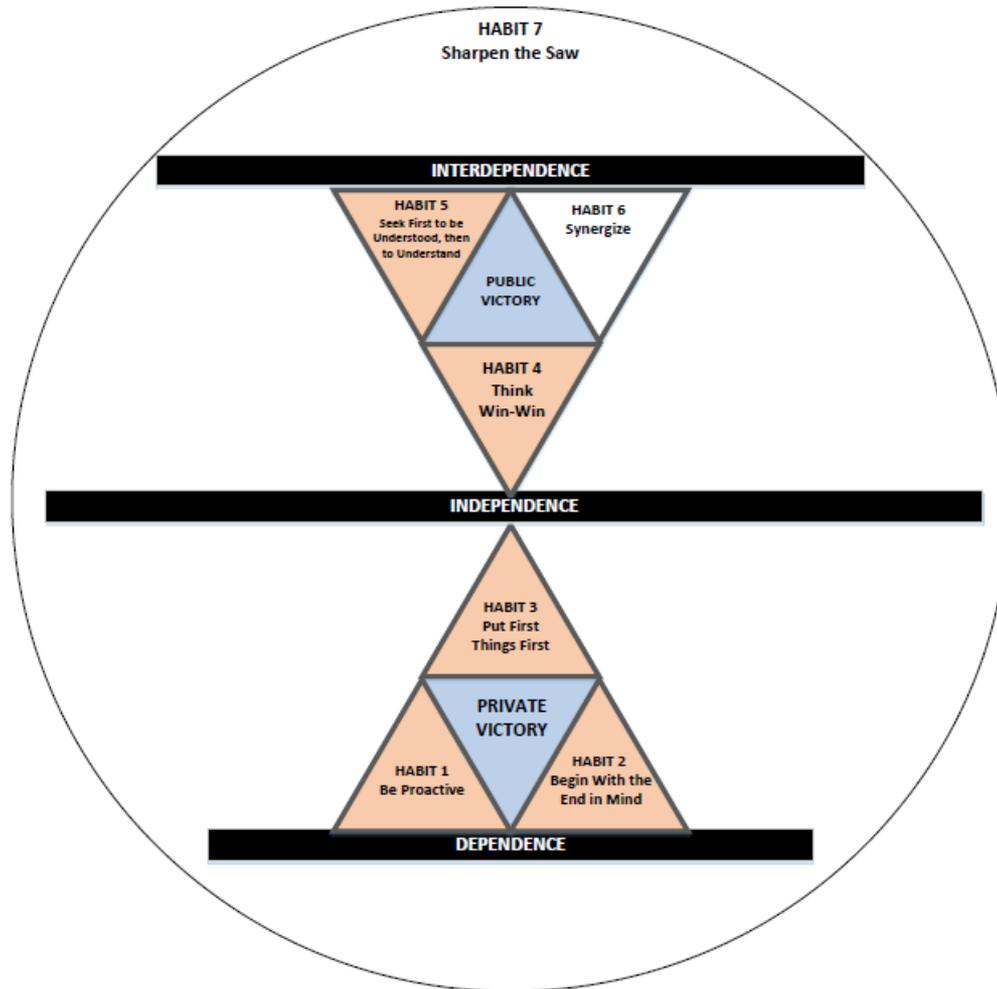
Typical Listening

Science of Communication

Empathic Listening

Wrap Up

BIG PICTURE REMINDER



HABITS 1-4: HIGHLIGHTS

Habit 1 – Be Proactive

Paradigm Principle

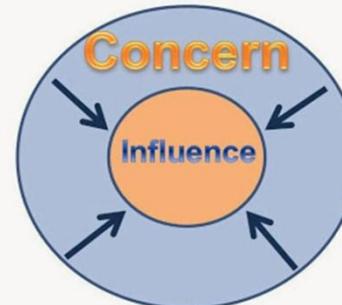
Stimulus → Response

Circle of Influence/Concern

Direct/Indirect/No Control

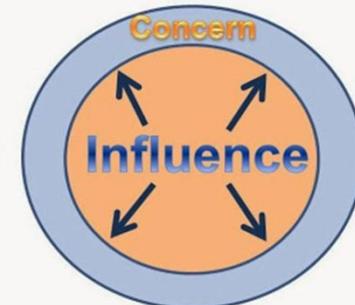


Circle of Concern - Circle of Influence



Reactive Focus

Concern and negative energy suppresses the circle of influence



Proactive Focus

Positive energy enlarges the circle of influence

HABITS 1-4: HIGHLIGHTS

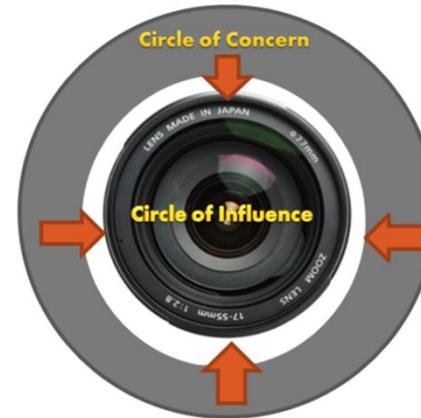
Habit 2 – Begin With the End In Mind

De-scripting

The center

Principle-centered approach

Roles & Goals



HABITS 1-4: HIGHLIGHTS

Habit 3 – Put First Things First

Time Management Matrix- Quadrant II

7 Big Rocks

Saying “No”

Delegation

	Urgent	Not Urgent
Important	I <ul style="list-style-type: none">- Crises- Pressing Problems- Deadline Driven- Projects, meetings, preparations	II <ul style="list-style-type: none">- Preparations- Presentations- Values Clarification- Planning- Relationship Building- True Recreation- Empowerment
Not Important	III <ul style="list-style-type: none">- Interruptions, some phone calls- Some mail, some reports- some meetings- Many proximate pressing matters- Many popular activities	IV <ul style="list-style-type: none">- Trivia, busywork- Junk Mail- Some phone calls- Time wasters- "Escape" activities

HABITS 1-4: HIGHLIGHTS

Habit 4 – Think Win/Win

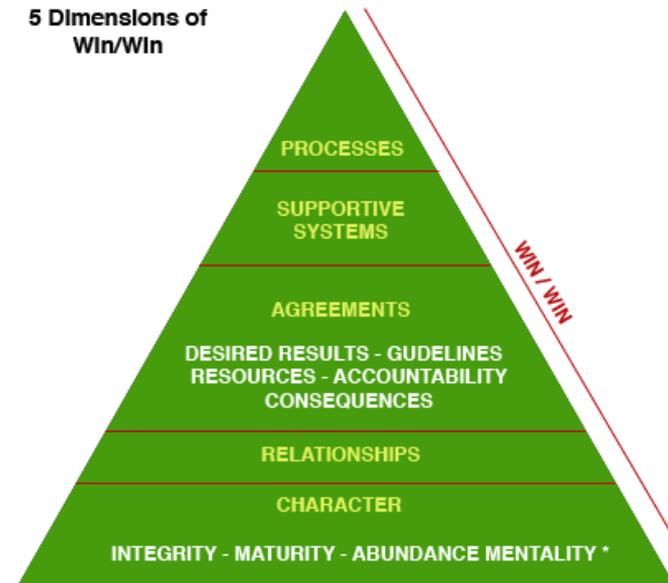
Interdependence

6 Paradigms of Human Interaction

5 Dimensions of Win/Win



5 Dimensions of
Win/Win



* There's plenty around for everyone

ACTIVITY:

HABITS 1-4 REVIEW

With a partner, look at each of the first 4 habits and consider:

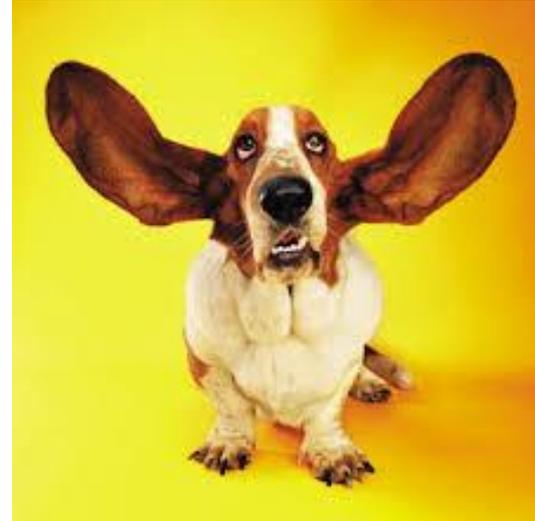
1. What does the title mean to you?
2. An example of when you used something from this habit in your personal or professional life?



4- LEVELS OF TYPICAL LISTENING

Four Levels of Typical Listening:

1. Ignoring
2. Pretending
3. Selective Listening
4. Attentive Listening



THE 5TH LEVEL EMPATHIC LISTENING

The highest form of listening

Get inside another person's
frame of reference

Emotional Bank deposit



SCIENCE OF COMMUNICATION

Experts estimate....

10% of communication is represented by our words

30% by our sounds

60% by our body language

Secrets of Body Language

The History Channel

<https://www.youtube.com/watch?v=AQENwD-QIRA>

ACTIVITY:

HOW DO YOU LISTEN?

1. Think about a current struggle you are having at work
2. In Groups of 3, Identify a Speaker, Listener, and an Observer

Speaker: Describe struggle in detail, answering all questions as honestly as possible

Listener: Unravel the onion by ONLY asking probing “why” questions

Remember- You are investigating, not solving anything

Observer: Record the speaker’s body language, the specific words you hear that elicit feelings, and anything else you notice

ACTIVITY FOLLOW UP: HOW DO YOU LISTEN?

Speaker

How did you feel?

What did you notice?

Observer

What worked best?

What were the most effective questions?

Listener

What did you hear? Feelings? Specific words?

What body language did you observe?

4 TYPES OF AUTOBIOGRAPHICAL RESPONSES

1. Evaluate
2. Probe
3. Advise
4. Interpret



4 BUILDING BLOCKS OF EMPATHIC LISTENING

- 1. Mimic content**
- 2. Rephrase content**
- 3. Reflect feelings**
- 4. Rephrase the content and reflect the feeling**

HOMWORK

1. Read Habit 6: Synergize

2. Select someone you trust to help you with this habit

Identify which type of autobiographical response you tend to give them then you're listening

Request they tell you when they observe you're advising, interpreting, probing, or evaluating

3. Select a relationship where the Emotional Bank Account is in red:

Write down the situation from the other person's point of view and explain it to your partner

In your next interaction, listen for understanding, comparing what you are hearing with what you wrote down

How valid were your assumption? Did you really understand that individual's perspective?