

7 HABITS OF HIGHLY EFFECTIVE PEOPLE

COMMUNITY OF PRACTICE, SESSION #5

HABIT 4: THINK WIN/WIN

DATE: FEBRUARY 18TH, 2015

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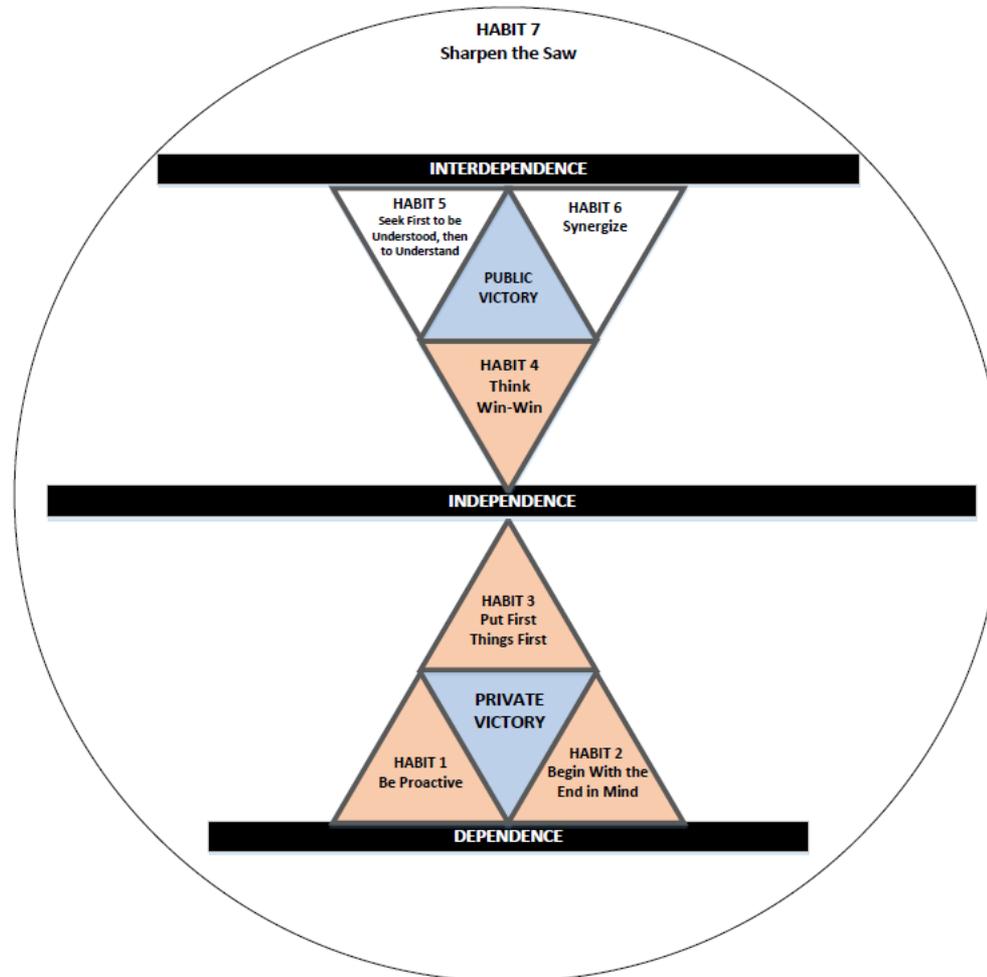
HABIT 4: THINK WIN/WIN

Agenda

- **Interdependence**
- **6 Paradigms of Human Interaction**
- **5 Dimensions of Win/Win**
- **Wrap Up**
- **Feedback**

INTERDEPENDENCE

- **Habit 1-3** focused on developing independence (me)
- **Habit 4** brings us to interdependence (me + another human)



INTERDEPENDENCE

“Interdependence opens up worlds of possibilities for deep, rich, and meaningful associations, for geometrically increased productivity, serving, contributing, learning, and for growing. But it’s also where we feel the greatest pain, frustration and roadblocks to happiness and success.” – Stephen Covey



illustration by Jeff Grader / property of Delta Education

6 PARADIGMS OF HUMAN INTERACTION

1) Win/Win

- Frame of heart and mind that constantly seeks mutual benefit in all human interactions
- Life is cooperative, not competitive

2) Win/Lose

- If I win, you lose
- Authoritarian

3) Lose/Win

- Quick to please and appease
- Buried feelings

6 PARADIGMS OF HUMAN INTERACTION

3) Lose/Lose

- Philosophy of adversarial conflict; philosophy of war
- Lose yourself to the enemy

4) Win

- Only concerned with what I want
- Most common approach to negotiation

5) Win/Win or No Deal

- If we can't find a mutually beneficial solution, we agree to disagree agreeable
- Liberating

WIN/WIN: ACTIVITY #1

Not all decisions need to be Win/Win – the key is the **relationship**

The best choice depends on reality and the particular situation

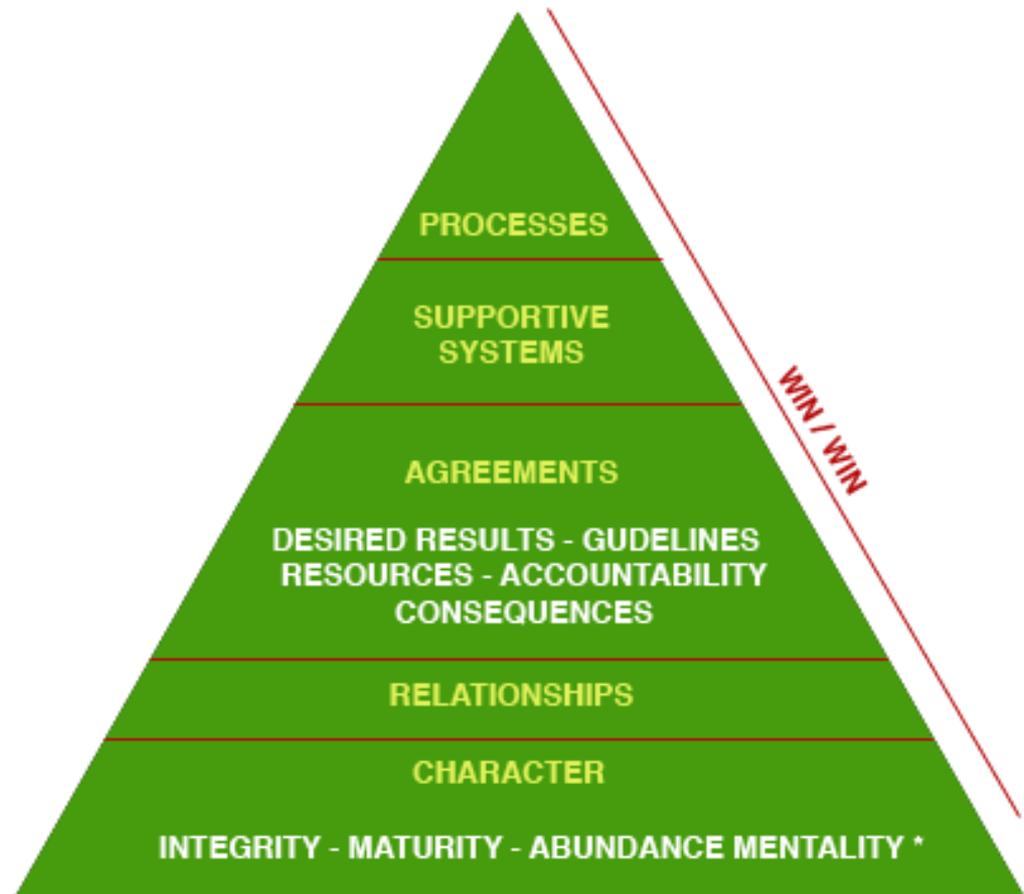
Individually

Provide one example for each of the 6 paradigms of human interaction (worksheet)

Ex. Imagine shifting between all 6 paradigms during a performance review

THE 5 DIMENSIONS OF WIN/WIN

1. Character
2. Relationships
3. Agreements
4. Systems
5. Process



* There's plenty around for everyone

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THE 5 DIMENSIONS OF WIN/WIN

1) Character

The foundation of Win/Win

3 character traits

- 1) Integrity
- 2) Maturity
- 3) Abundance Mentality vs. Scarcity

Balance of Consideration and Courage



THE 5 DIMENSIONS OF WIN/WIN

2) Relationships

- Foundation of character → build and maintain Win/Win relationships
- Relationships are always the focus



THE EMOTIONAL BANK ACCOUNT

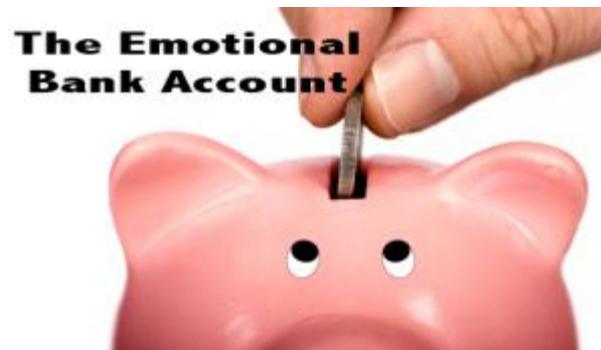
Trust in a relationship

Can be overdrawn

Constant relationships → constant deposits

No quick fix; Can't "pull up the flowers to see how the roots are doing"

Long term investments



THE 5 DIMENSIONS OF WIN/WIN

3) Agreements

Five Elements of a Win/Win agreement



Image Source: 4squarereviews.com

WIN/WIN PERFORMANCE AGREEMENTS

Focus on results, not methods

With Win/Win accountability, people evaluate themselves

Covey's example: "Manager's Letter"



THE 5 DIMENSIONS OF WIN/WIN

4) Structure and Systems

- Focus on Win/Win implementation
- A rewards system that focuses on mutual benefit
- Adhere to the standards you've created
- Walk the talk

THE 5 DIMENSIONS OF WIN/WIN

5) Process

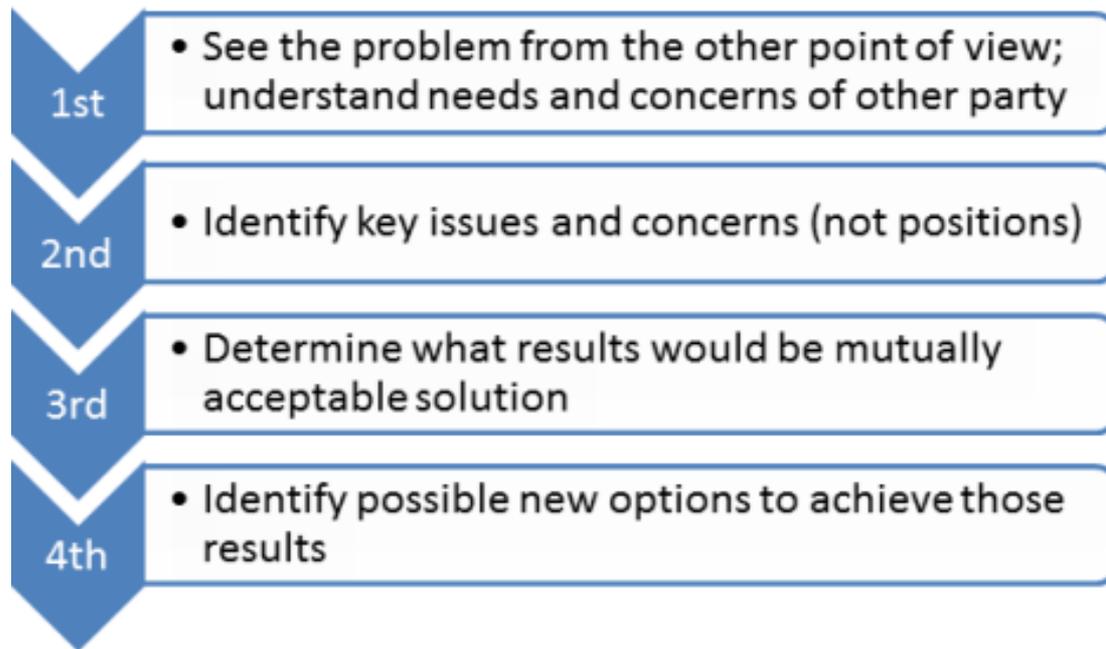


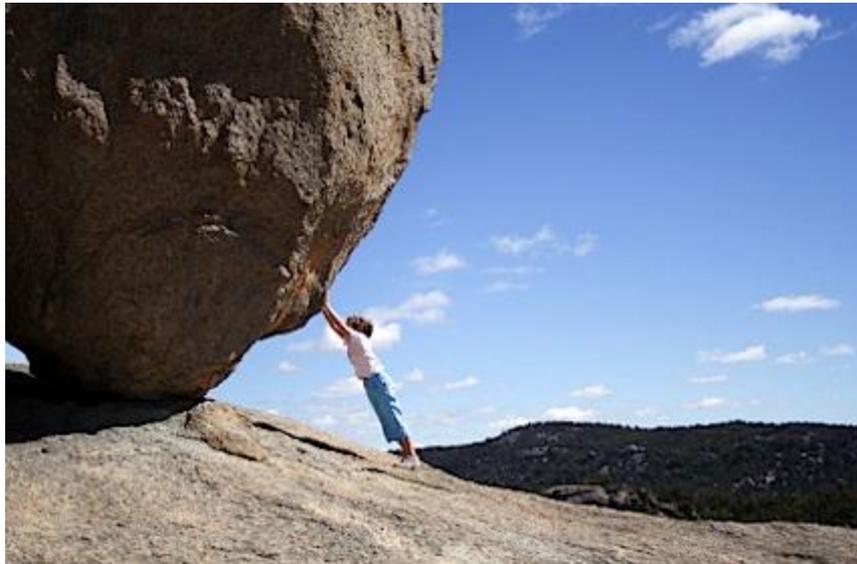
Image Source: 4squaresreviews.com

WIN/WIN: ACTIVITY #2

Pairs

1. Come up with a list of obstacles that keep you from applying Win/Win paradigm more frequently

Example: I can be competitive, I sometimes hold grudges, etc.



WIN/WIN: ACTIVITY #3

Role Play

Select a specific relationship (personal or professional) where you would like to develop a Win/Win agreement

1. Put yourself in the other person's shoes
2. Write down explicitly how you think that person sees the solution
3. Write a list of what results would constitute a win for you
4. Ask your partner if he or she would be willing to communicate until you reach a point of agreement and mutually beneficial solutions
5. Role play the conversation

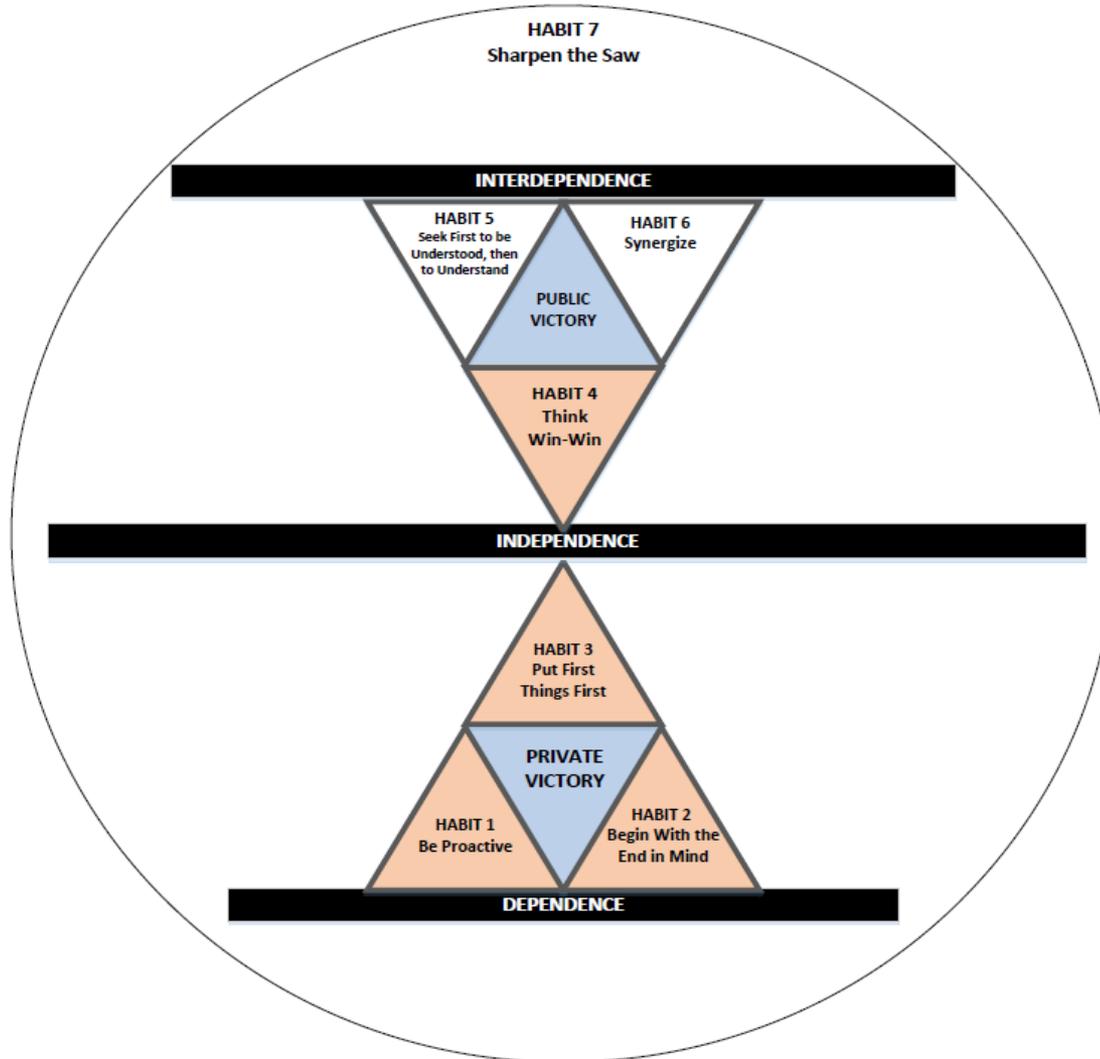
WIN/WIN: ACTIVITY #3

FOLLOW UP

1. How did the conversation end?
2. What other paradigms aside from Win/Win did you experience during the conversation?
3. What would you have liked to change?
4. What went well?



BIG PICTURE REMINDER



HOMEWORK

- 1. Read Habit 5: Seek First to Understand, Then to Be Understood**
- 2. Shift an interaction into a Win/Win by integrating tools from this chapter**
- 3. Be prepared to share your experience next month**