

# #6 LIVING THE 7 HABITS IN CHALLENGING TIMES

## 1. BE PROACTIVE

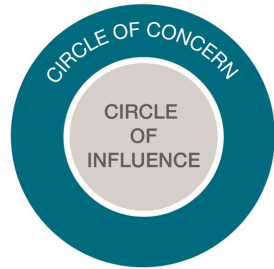
The Habit of Personal Responsibility

### CIRCLE OF INFLUENCE

Includes all the things you can affect directly

### CIRCLE OF CONCERN

All those things you care about, but have little or no control over

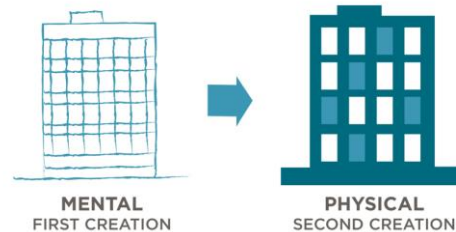


*Pause and choose your response.  
Focus on your Circle of Influence  
& control the controllables.*

## 2. BEGIN WITH THE END IN MIND

The Habit of Personal Vision & Purpose

### ALL THINGS ARE CREATED TWICE



*Define outcomes before you take action.  
Define the qualities & contributions you want to be  
known for and live that vision of yourself.*

## 3. PUT FIRST THINGS FIRST

The Habit of Personal Management

### THE TIME MATRIX

	URGENT	NOT URGENT	
IMPORTANT	Q1	Q2	<b>Q2:</b> Proactive work Important goals Planning & prevention Relationship building Learning & development Self care
NOT IMPORTANT	Q3	Q4	

*Focus on your highest priorities.  
Eliminate the unimportant.  
Plan weekly.*

## 4. THINK WIN-WIN

The Habit of Mutual Benefit



*Balance courage & consideration.  
Consider other people's wins as well as your own.  
Create win-win agreements.*

## 5. SEEK FIRST TO UNDERSTAND

The Habit of Empathic Communication



*Practice empathic listening.*

## 6. SYNERGISE

The Habit of Creative Cooperation

**NOT YOUR WAY, OR MY WAY,  
BUT OUR WAY, A BETTER WAY**

The 3<sup>rd</sup> ALTERNATIVE

*Value differences.  
Seek third alternatives.*

## 7. SHARPEN THE SAW

The Habit of Daily Self-Renewal

*Practice daily renewal in  
the four dimensions.*

### PHYSICAL

Sleep  
Health & fitness  
Nutrition  
Hydration  
Reduce stress

### MENTAL

Reading  
Learning  
Skills & knowledge  
Writing  
Creativity

### EMOTIONAL

Build relationships  
Support network  
Value differences  
Empathic listening

### SPIRIT

Sense of purpose  
Service to others  
Values clarification  
Meditation  
Nature

**HABIT 7 IS PRESERVING AND ENHANCING THE GREATEST ASSET YOU HAVE – YOU.**

# #5 APPLYING 7 HABITS IN TIMES OF CHALLENGE

The bigger the challenge the more relevant the timeless principles of the 7 Habits of Highly Effective people become. The principles can act like an inner GPS, guiding us to deliver a performance we can be proud of, whatever the situation. No matter how smart, perfect or careful you may be, life will never be trouble free. When trouble comes, it's important to have coping strategies to help you navigate the choppy waters.

In this article, you are going to be introduced to or reminded of the 7 Habits and explore how they can help us when facing challenges in our personal and professional life.

## 1

## BE PROACTIVE

### HABIT 1 EFFECTIVE PRACTICE: PAUSE & RESPOND BASED ON PRINCIPLES AND DESIRED RESULTS

Between the event and the response is ... you. And specifically your freedom to choose your response.

You're not always in control of your circumstances but you do have control over who you choose to be and what you choose to think and do in **response** to a situation. Contrast that with people that tend to **react** based on their moods, feelings and circumstances.

Whether its living through a pandemic, or dealing with some misplaced keys, everyday you are revealing who you are by how you deal with life. What qualities do you want people to see in you, and what choices will you make?

“

*I am not a product of my circumstances. I am a product of my decisions.”*

- Stephen R. Covey, author 7 Habits of Highly Effective People

## **HABIT 1 EFFECTIVE PRACTICE: FOCUS ON YOUR CIRCLE OF INFLUENCE**

Your circle of concern is all those things you might care or be worrying about, but over which you really have little or no control or influence over. Reactive people tend to place a fair bit of their focus here.

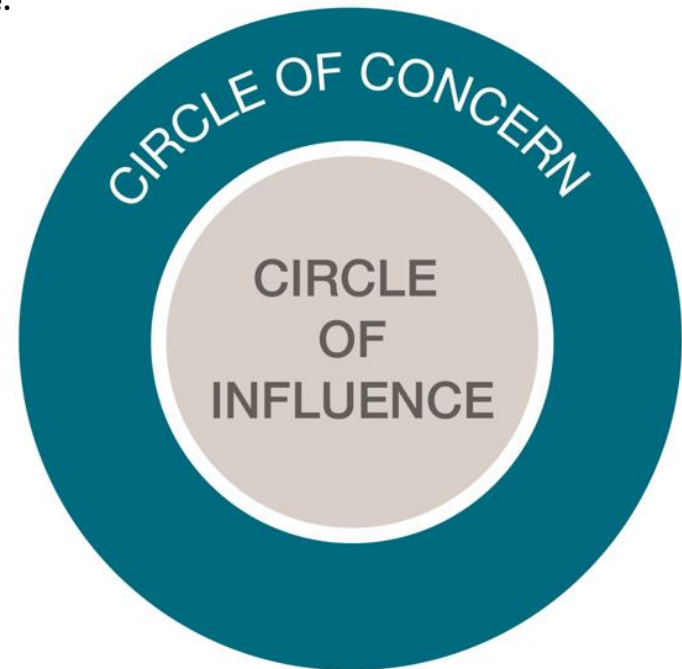
### **Things in your Circle of Concern at the moment might be:**

- Covid-19 situation
- The economy
- Lack of necessities in stores
- The government lockdown directive
- Other people's behaviour
- The news
- Social media feeds

Proactive people focus on the things they can influence.

### **The things that are within your Circle of Influence are:**

- Your attitude
- Your behaviour
- What you watch on TV
- What you read
- Who you surround yourself with
- Your self care strategy
- What you post on social media
- Your work ethic



An important thing here is the circles shrink or expand depending on where we put our effort and focus. If we continually check the news and obsess over external events – the worldwide death toll or how the disease will impact the economy – our minds will go into overdrive, and we'll be expanding our Circle of Concern. Worse still, this then negatively impacts how much energy and focus we can give the things we do have control over.

If you can keep your focus on your Circle of Influence (what you think and do), you increase your sense of control and confidence in any situation.

**HABIT 2 EFFECTIVE PRACTICE: DEFINE THE QUALITIES AND CONTRIBUTIONS YOU WANT TO MAKE AND LIVE THAT VISION OF YOURSELF**

During the 7 Habits workshop, we spend some time thinking about what matters most to us and the qualities, impact and contributions we want to be remembered for by the people in our work and personal life. For most, this can be one of the most impactful parts of the programme.

Here are some questions to help define what your personal and professional priorities are right now:

- From an individual, team, or TGP perspective, what are the critical things to preserve during the crisis? (Reputation, trust, customer care, expertise, momentum on a certain project etc)
- What traits or characteristics do you want to display in this crisis both personally and professionally? (Positive, measured, calm, grateful, caring, courageous etc.). Imagine who you would like to remember yourself being, whether 6 months or a year or more down the road
- What key relationships do you want to maintain and support during this crisis? (think about all the roles you play, both work and personal)
- What would you like each of these key relationships to say about you, your qualities, impact and contribution during this time?

Answering these few questions will help you define what you need to do to put in a performance you'll be proud of, because you'll be working on what really matters.

**HABIT 2 EFFECTIVE PRACTICE: DEFINE OUTCOMES BEFORE YOU TAKE ACTION**

Another effective practice of Habit 2 is to align your objectives with your priorities, and ensure they are specific, measurable and achievable under the current circumstances, with clear timeframes. One of the key ideas of habit 2 is that 'all things are created twice'. First there is the mental creation, things like plans, clear goals, blueprints, agendas etc. The second creation is the physical creation that is enabled by the first.

Corporate Social Responsibility (CSR) is a priority for our SMT, and even more so at the moment. To align with that priority, they set the goal of increasing the budget from £30,000 (spent over a year) to £100,000 to be spent as soon as possible to support local causes including the NHS and foodbanks. That's an example of aligning goals with priorities we can all feel proud of.

# 3

## PUT FIRST THINGS FIRST

### HABIT 3 EFFECTIVE PRACTICE: FOCUS ON YOUR HIGHEST PRIORITIES



*Things that matter most must never be at the mercy of things which matter least.”*

- Johann Goethe

#### IMPORTANT

Activities that represent your sense of purpose, roles, values and high-priority goals.

#### URGENT

Activities that require immediate attention. These can be ‘important’ or ‘not important’

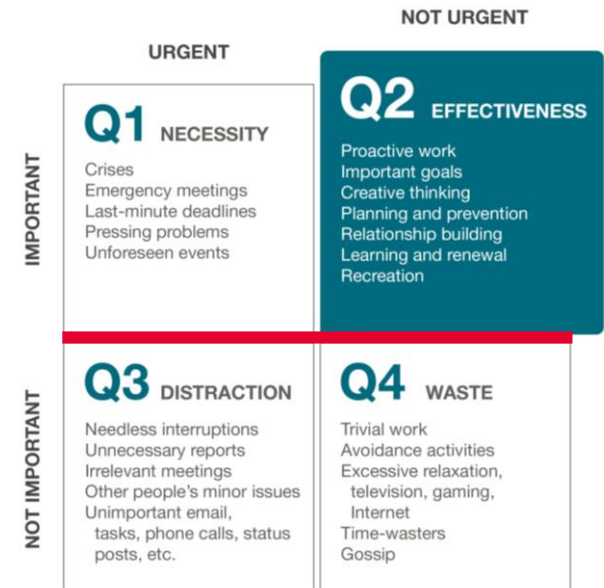
Choosing how we will spend the scarce resource of time we have each day becomes easier once we are clear on our priorities, the things that matter most.

The only place we can get time to spend in Q2, is to cut out those activities in Qs 3 and 4. You in effect live north of the red line. Ultimately, your actions will show what your priorities are.

### HABIT 3 EFFECTIVE PRACTICE: PLAN WEEKLY

One of the things that people say has really helped to balance their life and increase productivity more than anything else is planning the week each week before the week begins.

It’s about looking at each of your roles and asking yourself “what is the one or two most important things I can do in this role this week?” (the big rocks), scheduling those and then organising the other activities and tasks around them.



# 4

## THINK WIN-WIN

### HABIT 4 EFFECTIVE PRACTICE: BALANCE COURAGE AND CONSIDERATION

This state of mind is based on character. It's about having maturity, integrity and an abundance mentality, that there's enough for everyone.

A scarcity mindset, the fear that there wasn't enough for everyone resulted in the hoarding of toilet paper in many communities, and the cry for help from online resources like [nextdoor.com](https://www.nextdoor.com). People were offering advice about using bidets, kitchen roll (not a good idea!) and even leaves, but no one offered a single toilet roll!

During a crisis (or at any time), a highly effective person or company thinks beyond themselves to create a win-win scenario. They balance the courage to express their own needs with consideration for the needs of others. My local corner store balances the need to continue to make money, while considering the health and safety of shoppers. They've done this by implementing things like a one shopper at any time policy to facilitate proper social distancing, free disposable gloves by the entrance and guidelines to avoid hoarding. It's a win-win for shoppers, employees and the owners.

Closer to home, TGP are looking for ways to reduce the pressure our customers are currently feeling or certainly not add to it. Dave Cranfield recently shared one of the ways we're doing that is analysing energy usage across the country to help us calculate estimated bills to non-AMR and non-Smart SME customers for their March consumption in the most accurate way. From April consumption onwards, we'll be withholding sending bills to those identified as non-consuming.

“

*In the long run, if it isn't a win for both of us, we both lose. That's why win-win in relationships is the only realistic alternative.”*

*- Stephen R Covey, author The 7 Habits of Highly Effective people*

## 5

## SEEK FIRST TO UNDERSTAND THEN BE UNDERSTOOD

**HABIT 5 EFFECTIVE PRACTICE: PRACTICE EMPATHIC LISTENING**

This is one of the most powerful tools and the key skill in working with others. Every family member, friend, colleague and customer has their own unique needs during this crisis, that will evolve and change over time.

It's important to remain open so we can support them effectively and in return let them know what we need.

Stress can interfere with our ability to maintain empathy, stop unhealthy impulses (just one more biscuit) and take positive action. During the current situation, we can shift from the stress response (fight or flight) to a calmer more resourceful state, by finding ways to counter balance stressors with soothers - those things that help us trigger the relaxation response. For instance deep breathing, going for a walk, meditation, exercise, listening to music and comedy shows are just a few examples. You'll have your own ways that work for you (if you use them).

Damian Colletti has posted a couple of great short videos in previous newsletters, taking you through some breathing techniques to help you – definitely check them out and give them a try.

**INTENT**  
LISTEN TO  
UNDERSTAND

“

*Next to physical survival, the greatest need of a human being is psychological survival – to be understood, affirmed, to be validated and appreciated. ”*

*- Stephen R Covey, author The 7 Habits of Highly Effective people*

# 6

## SYNERGISE

### HABIT 6 EFFECTIVE PRACTICE: VALUE DIFFERENCES

This is the habit of creative cooperation, it's the true test and result of all the other habits put together.

Right now, it's important for us to appreciate and value each others' differences and contributions and work together for the good of the whole. This applies to the part we play in supporting our families, our local communities, the NHS and our organisation. We've seen this played out recently with people adhering to social distancing, companies facilitating homeworking to minimise the spread of the virus and it's impact on the NHS.

How we come through this situation depends on standing together and playing our unique part in the recovery.

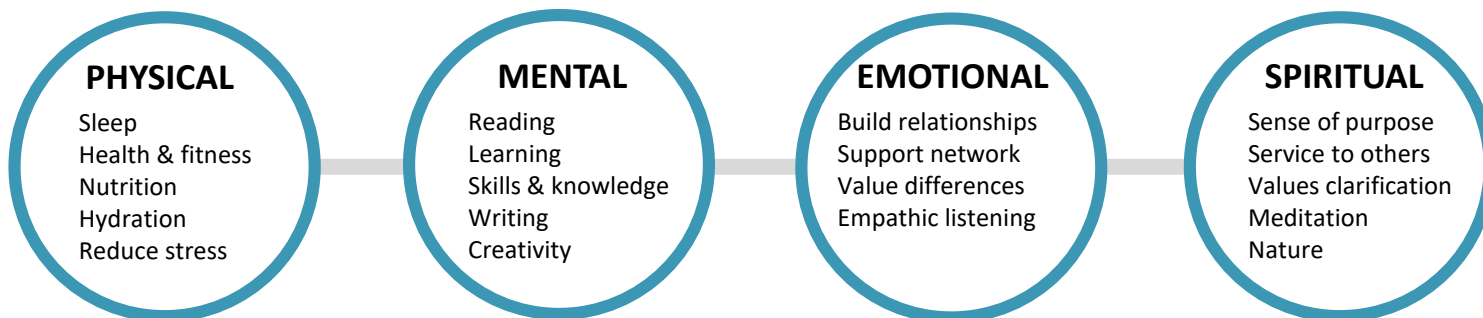
# 7

## SHARPEN THE SAW

### HABIT 7 EFFECTIVE PRACTICE: PRACTICE DAILY RENEWAL IN THE FOUR DIMENSIONS

There are four aspects of our lives that depend on our self-care and continual renewal: Mental, Physical, Emotional & Spiritual. There is really only one person who can take care of you and ensure your growth in each of these dimensions ... you.

Ask yourself what you really need during this time and make it a priority to provide it to yourself.





To keep progressing, learn, commit and do –  
learn, commit and do - and learn, commit and do again.

- Stephen R. Covey