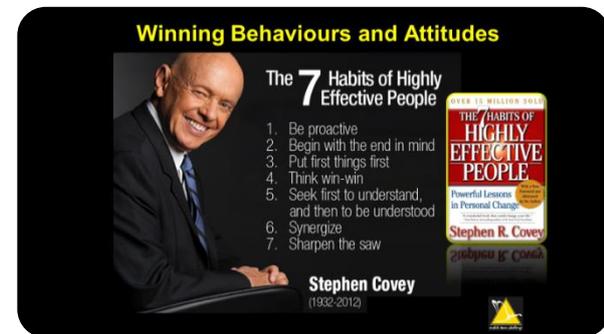


**Workshop Overview – “The 7 Habits of Highly Effective People – Teams - Leaders” ...  
“Winning Behaviours and Attitudes” – Transformational Leadership**

Stephen Covey’s best-selling and award-winning book “**The 7 Habits of Highly Effective People**” is STILL the “Go To” book for all those people who are committed to Continuous Personal Development. This workshop refreshes the 7 Habits and applies them to the roles of Individuals, Teams or Leaders who want to use proven concepts to shift their paradigm of life and work.

Each “habit” has a series of group, or experiential, activities to help the delegates to apply the principles to their job.



- **Habits 1-3** surround moving from dependence to independence and self-mastery independence
- **Habits 4-6** surround moving from dependence to independence and self-mastery independence
- **Habit 7** Continuous Improvement Culture

**The final habit is that of continuous improvement in both the personal and interpersonal spheres of influence.**

## Habit One – “Be Proactive!”

Take responsibility for your reaction to your experiences, take the initiative to respond positively and improve the situation. Recognise your Circle of Influence and Circle of Concern. Focus your responses and initiatives on the centre of your influence and constantly work to expand it. Don't sit and wait in a reactive mode, waiting for problems to happen (Circle of Concern) before taking action.

- The 3 types of Culture: Proactive, Reactive...or Inactive?
- Recognising your Circle of Influence
- Creating Winning Behaviours and Attitudes: Thrivers, Survivors or Nose-Divers?
- Creating the Emotional Intelligent Mood for your Team and Organisation
- Taking Ownership and Initiative – Situational Leadership
- **Experiential Activity: Operation Transfer**



## Habit Two – “Begin with the end in mind”

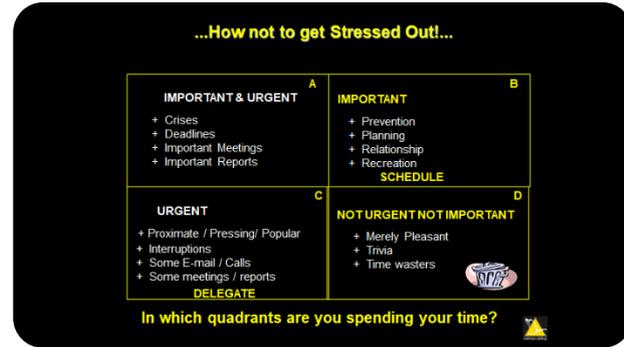
Envision what you want to achieve in the future so you can work and plan towards it. Understand how people make decisions in their life. To be effective you need to act based on principles and constantly review your mission statements. Are you – right now – who you want to be? What do I have to say about myself? How do you want to be remembered?

- How to Create “buy-in” so that our teams all pull together
- Appreciative Inquiry – How to create a Shared Vision with 100% “buy in” from your Team
- Increasing the level of Accountability in our Team
- Applying the Disney Creative Strategy to our Visioning
- Collaborative Working across Teams and Organisations
- Leading through, and beyond, Change
- Planning and Organising Skills
- Creating a Culture where Innovative Thinking and Complete Staff empowerment Thrives
- **Experiential Activity: Shared Visions and Buy-In**
- **Experiential Activity: Doctor Doctor!**



### Habit Three – “Put First things First”

Matrix of **importance vs urgency** that Stephen Covey and Dwight Eisenhower used in deciding where to invest their efforts. Categorising our tasks into what is important and what is urgent. Learning the art of prioritisation and over-coming all those “time-stealers” which distract us from achieving our Goals



- Creating optimised efficiency through prioritisation
- Planning and Organising: The Urgency Addiction
- Optimisation and Prioritisation of Activities
- Creating time to Increase your “Circle of Influence”
- Creating time for Motivating and Inspiring your Team
- The “important and urgent” analysis of what we do with our Time – **Activity**
- Eliminating the “Time-Stealers”
- How can we do MORE in the same amount of time?
- Where do most successful leaders spend their time?
- **Experiential Activity: Trust Me / Spiders Web**



### Habit Four – “Think Win-Win”

Genuine feelings for mutually beneficial solutions or agreements in your relationships. Value and respect people by understanding a “win” for all is ultimately a better long-term resolution than if only one person in the situation had gotten their way. Think Win-Win isn’t about being nice, nor is it a quick-fix technique. It is a character-based code for human interaction and collaboration.

- Overcoming the Fear of Conflict on our Team
- There’s Leadership, Followership... and then... there’s... **CONFLICT!!**
- The ABC of Managing Behaviours
- **Experiential Activity: Navigating the Impasse**
- Embracing Conflict in the Team – Thomas & Kilmann Conflict Styles - **Activity**



- From Conflict to Collaboration
- Conflict Resolution and Management within Teams
- Consider the Culture of the Individual or Customer we are talking to
- **Experiential Activity: Levitation Challenge**



**Habit Five – “Seek First to Understand – then be Understood”**

Use empathetic listening skills to genuinely understand a person, which compels them to reciprocate the listening and take an open mind to be influenced by you. This creates an atmosphere of caring, and positive problem-solving. Applying the skills of inter and intrapersonal skills of Emotional Intelligence.

- Professional Communications – NLP, Transactional Analysis, Empathic Listening
- “Conversations Worth Having” – Appreciative Inquiry
- Recognising different Personality Styles – Client and Staff Engagement
- Leadership Models: The Emotionally Intelligent Leader
- Understanding how our 8 Emotional Intelligence Behaviours stack up under pressure
- ‘Listening out’ for the 90% non-verbal communication
- Understanding and reading Body Language
- Applying the ‘psychology of listening’
- Becoming aware of Self + Other Awareness in our Emotional Intelligence
- Understanding Personality Types – Michael McIntyre **Video**
- **Experiential Activity: Empathic Listening Activity**

**“Seek First to Understand ...then to be understood”**

**Empathic Listening**

- Most people listen with the intent to reply.
- When another person speaks, we are usually ‘listening’ at one of four levels

Empathic listening  
Attentive listening  
Selective listening  
Pretending  
Ignoring

*“Very few of us ever practice the highest form of listening – empathic listening...”  
Dr Stephen Covey*

Communication is 10% Words: 30% Sounds: 60% Body Language



**Decisiveness**  
The capacity to make decisions, and take initiative

**Motivation / Drive**  
Wants to achieve, has energy & ambition, optimistic and positive.

**Influence**  
Able to persuade others, gets own views across – like a position of authority

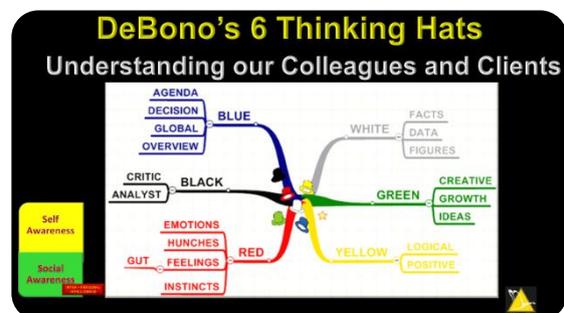
**Adaptability**  
Responds well to change, is flexible and adaptable. Keeps an open mind

**Empathy**  
Team oriented, sensitive to others' needs, respectful, tolerant & patient

**Conscientiousness**  
Meets deadlines, punctual, organised, tidy, dependable and self-disciplined

**Stress Resilience**  
Copes with the day-to-day pressures of life with strong wellbeing

**Self Awareness**  
Knowledge of personal strengths and areas for development



**Habit Six – “Synergise”**

Combine the strengths of people through positive teamwork, so as to achieve goals that no one could have done alone.

- Building Emotionally Intelligent Teams
- The 5 Dysfunctions of a Team – How to create High Performance Teams (Patrick Lencioni)
- Understanding Team Dynamics
- The 4 Theories of Motivation
- Assessing the functionality of our Team - **Activity**
- Creating a Culture where Innovation and Empowerment Thrive
- Applying the 3 Attitudes of Innovation
- The Roles People Play in Team – Belbin – **Activity**
- Teamwork lessons from the Geese: **Video**
- **Experiential Activity: Teeter Totter Bridge + Box Bridge + Coded Message**



**Habit Seven– “Sharpen the Saw”**

Balance and renew your resources, energy and health to create a sustainable, long-term, effective lifestyle, optimising wellbeing and building stress resilience.

The application of neuroscience enables us to manage our behaviours and attitudes and in turn we can learn how to manage how to optimise our Heart-Brain Coherence.

In essence, one is always attempting to integrate and master the principles outlined in The 7 Habits at progressively higher levels at each iteration. Subsequent development on any habit will render a different experience and you will learn the principles with a deeper understanding



- Maintaining Peak Performance
- Performance under Pressure
- Recognising and applying the “Stress Busters”
- Applying Emotional Intelligence as a Mindfulness Tool to build Stress Resilience

**Bio-Rhythm Heart-Brain Coherence Monitor**



- PERMA - The 5 Strategies for achieving Well-Being: Positive Emotion, Engagement, Relationships, Meaning and Achievement - from “Flourish” by Martin Seligman
- Overcoming Frustration and Conflict emotionally
- Getting into your own Peak Performance Zone” – by managing your biorhythms
- Applying the 7 Habits to Create Personal Development
- Tuning our biometrics for optimum effect – building confidence, developing assertiveness, peak performance – A personal HeartMath Monitor
- Heart or Head Decision Making?
- Consider if you are living “above or below the line”
- Applying PERMA for peak-performance, well-being, building stress resilience and mindfulness
- Beyond Mindfulness – controlling our Biorhythms by applying Neuro-Science Techniques
- Applying Positive Psychology – are you Above or Below the Line? – **Video**
- **Experiential Activity: Personal Bio-Rhythm Profiling with HeartMath Software as used by the Ryder Cup team**

**PERMA** 5 Inter-related but discrete elements.



1. Positive Emotions
2. Engagement
3. Relationships
4. Meaning
5. Accomplishment

**Each element:**

- Contributes to Wellbeing.
- Is pursued by lots of people in it's own right.
- Is/can be defined and measured independently of the other elements.

**PERforMance, Purpose & Pressure**



Delegates will also have access to the MTC e-learning platform where the 7 Habits can be re-viewed and reminded of the principles learned in the workshop.

A sample of Habit 1 Video can be found here.

<https://youtu.be/-fP0AXOsfZA>

## “The 7 Habits of Highly Effective People - Teams - Leaders”

### Delegates will: -

- Learn how to manage their own **Circle of Influence**, in order to become more effective
- Consider the impact of learning how to become **pro-active**
- Learn how to adopt **Positive Psychology** into their lives
- Increase their understanding of the importance of “**Taking Ownership**” in any given situation
- Complete a **Personal Leadership Style Profiling** in order to identify their “natural” style and to identify how to apply the correct style of leadership to any given situation. (Situational Leadership)
- Learn how to use **Appreciative Inquiry and the Disney Creative Strategy Visioning Tools** to enable collaborative “**Buy In**”
- Create excellent **Planning and Prioritising Skills** – both Personally (**Time Management**) and Organisationally
- Learn how to define what is “**Urgent**” and what is “**Important**”
- Learn and develop **Professional Communication Skills**: NLP, Transactional analysis, Empathic Listening etc
- Learn how to handle **Difficult Situations** and how to **defuse Conflict**
- Be able to apply **The ABC of Managing Behaviours**
- Explore the causes of **Conflict in the Team** – and will identify their Thomas & Kilmann Conflict Style – find the **Win-Win**
- **The 4 Theories of Motivation** ...and ... **how to choose the correct one!**
- Increase their **Self Awareness** and **Confidence** in their **Leadership Style**
- Understand how our 8 **Emotional Intelligence** Behaviours stack up under pressure
- Learn how ‘Listen out’ for the 90% **non-verbal communication**
- Increase their understanding and **reading Body Language**
- Experiment as to how to Apply the ‘**psychology of listening**’
- Become aware of Self + Other Awareness in their **Emotional Intelligence**
- Gain a deep insight into **personality types** and the dynamic impact that diverse personalities have within a Team.
- Complete a **British Psychological Society** On-line **Emotional Intelligent profile** to **develop “Self” and “Other” Awareness and to identify any Development gaps for the individual and organisation (Optional Extra)**
- Develop their personal Emotional Intelligence on their journey towards **Emotionally Intelligent Leaders – applying Daniel Goleman’s principles of E.I.**
- Discover and develop the **8 Emotional Intelligence Behaviours and Attitudes**
- Learn how to achieve “**Buy-In**” and how to **create “Shared Visions”** in their Team
- How to **Model the Company Vision and Values** within your Team
- Applying the “**Art of Delegation**”
- Explore; “**Leadership, Followership and Conflictor!**”
- How to create **Winning Behaviours and Attitudes** in our Teams
- Learn the principles and power of **Positive Psychology**
- Discover “**The 7 Habits of Highly Effective People - Teams - Leaders**”
- Consider the importance of **personal well-being - ‘beyond’ Mindfulness**
- How to control **your biorhythms** and **build stress resilience**
- Learn the importance of developing a **flexible leadership style** and know when to use each style.
- Learn and Consider 3 Leadership models: **John Adairs’ Active Leadership, Blanchard’s Situational Leadership** and **Tuckman’s Leadership Model.**
- Learn how to create **highly effective and functional teams (Lencioni)**
- Learn the 4 progressive stages of **Team dynamics** and development

- Discover **how to Build High Performance, Emotionally Intelligent, Teams**
- How to turn Conflict into Collaboration – **Managing Conflict in Teams**
- Explore “The 5 Dys-Functions of a Team” – **Creating a Functional Team**
- Learn how to **create buy-in of shared visions** thus creating a motivated Team.
- **Learn how to assess their own teams for functionality** (Lencioni’s 5 Dysfunctions of a Team) – and will practice 5 skills to develop functional and high-performance teams.
- Learn to use the same **Leadership and Team Working Principles** which we have previously delivered to the **Red Arrows**
- Participate in **Experiential Activities in Team Building**

