



## Overview

The 7 Habits of Highly Effective People® workshop is the anchor of the Synergy Solution from FranklinCovey. Based on the best-selling business book by the same name, this three-day workshop experience provides the foundation to strengthen the human side of performance at the personal, managerial, and organizational levels. The 7 Habits® course equips employees with the tools and skills to work at the highest levels of effectiveness, both *with* and *through* others. The course helps build stronger organizations by strengthening and exercising the character and competence of the individuals within them.

## Who Should Attend

All employees who need to make improvements in their work relationships, effectiveness, and teamwork.

## Workshop Features

The 7 Habits workshop helps participants learn how to improve performance and results by pulling together at the highest levels of effectiveness and teamwork. During three days of compelling, hands-on instruction, participants discover how to:

- Break ineffective behaviors and tendencies
- Create high levels of trust, unity, and synergy
- Develop strong, interdependent relationships
- Take initiative and responsibility
- Focus on key priorities
- Build Win-Win business relationships
- Communicate effectively
- Value diversity
- Practice continuous improvement

## The Learning Process

Implementing The 7 Habits is a process, not a one-time training event. Ongoing learning tools include:

- **360-Degree Profile**—Participants complete this pre-workshop profile to assess themselves and seek insight from peers, direct reports, and management. Participants review their profile results during the workshop in order to focus on immediate improvement and long-term behavior change.

- **Post-Workshop Personal Coaching**—

Certified coaches assist learners by reinforcing the tie between Profile results and particular habits and behaviors.

- **The 7 Habits – Online Edition**—A flexible learning option to meet the needs of various worker groups, from new managers who can't get away for extended classroom training to executives who need a series of working sessions over several weeks.

- **Rapid Performance Modules (RPMs)**—Participants can brush up on effectiveness and leadership in as little as 15 to 30 minutes. Each of the 16 modules focuses on a specific skill from The 7 Habits, presented in a concise booklet of eight to 12 pages.

- **The FranklinCovey Planning System**—Available as: 1) the paper-based Franklin Planner, 2) PlanPlus™ for Microsoft® Outlook®, 3) FranklinCovey Planning Software, 4) Pocket PC and Palm™ handheld organizers, and 5) TabletPlanner™ for the Tablet PC, the FranklinCovey Planning System is the proven implementation tool of The 7 Habits principles.

## Course Formats

Taught as a three-day, facilitator-led workshop in corporate onsite or public seminar settings, or online.

## Facilitator Certification

Facilitators can certify to teach The 7 Habits workshop through a multi-day certification class. Other certification options are available.



Core competencies derived from The 7 Habits workshop can be mapped to performance statements as outlined below:

CORE COMPETENCIES	PERFORMANCE STATEMENTS - Participants will be able to:
<p><b>Habit 1: Be Proactive®</b></p> <ul style="list-style-type: none"> <li>• Taking initiative</li> <li>• Keeping commitments</li> <li>• Taking responsibility</li> <li>• Holding oneself accountable for results</li> <li>• Exerting a positive influence on results</li> </ul>	<ul style="list-style-type: none"> <li>• Recognize the difference between proactive and reactive mindsets.</li> <li>• Identify areas where reactive tendencies are affecting business results/focus on goals.</li> <li>• Develop proactive responses to business challenges.</li> <li>• Describe situations in which “victim thinking” is affecting results.</li> <li>• Describe personal roles in bringing about positive change in regard to business challenges.</li> </ul>
<p><b>Habit 2: Begin with the End in Mind®</b></p> <ul style="list-style-type: none"> <li>• Developing vision</li> <li>• Establishing/clarifying mission</li> <li>• Setting team/personal goals</li> <li>• Aligning goals to mission-critical priorities</li> <li>• Focusing on outcomes</li> </ul>	<ul style="list-style-type: none"> <li>• Explain the principles of mental and physical creation to ensure quality outcomes.</li> <li>• Describe mission of the organization.</li> <li>• Describe how personal work goals align to organizational mission.</li> <li>• Set personal goals that align to mission.</li> <li>• Explain how to set team goals that align to mission.</li> <li>• Identify organizational/team/personal misalignments with business goals.</li> </ul>
<p><b>Habit 3: Put First Things First®</b></p> <ul style="list-style-type: none"> <li>• Executing strategy</li> <li>• Focusing on important rather than merely urgent priorities</li> <li>• Defining tasks to achieve key goals</li> <li>• Eliminating low priorities</li> <li>• Prioritizing tasks</li> <li>• Using planning tools</li> </ul>	<ul style="list-style-type: none"> <li>• Break down work goals into key tasks.</li> <li>• Assign priority to key tasks.</li> <li>• Ensure that key tasks connect to organizational goals and mission.</li> <li>• Prioritize work on a weekly and daily basis.</li> <li>• Ensure that tasks serve long- as well as short-term goals.</li> <li>• Eliminate urgent but less important tasks to free up time for productive purposes.</li> <li>• Demonstrate how to use planning tools to increase efficiency.</li> </ul>
<p><b>Habit 4: Think Win-Win®</b></p> <ul style="list-style-type: none"> <li>• Improving business relationships</li> <li>• Collaborating effectively</li> <li>• Negotiating in a Win-Win mode</li> <li>• Resolving conflicts</li> <li>• Making Win-Win performance agreements</li> </ul>	<ul style="list-style-type: none"> <li>• Describe ineffective paradigms of human interaction (win-lose, lose-win, lose-lose, etc.)</li> <li>• Describe the advantages of a Win-Win paradigm of interaction.</li> <li>• Practice Win-Win thinking to improve teamwork.</li> <li>• Demonstrate how to conduct a Win-Win negotiation.</li> <li>• Resolve a conflict in a Win-Win mode.</li> <li>• Use Win-Win tools to make performance agreements.</li> </ul>
<p><b>Habit 5: Seek First to Understand, Then to Be Understood®</b></p> <ul style="list-style-type: none"> <li>• Communicating persuasively</li> <li>• Defusing high-tension situations</li> <li>• Listening effectively</li> <li>• Providing productive input and feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Describe how listening habits affect business relationships and results.</li> <li>• Explain empathic listening and its advantages.</li> <li>• Demonstrate empathic listening in a highly charged or conflicted situation.</li> <li>• Demonstrate how to provide input and feedback in a way that builds relationships.</li> <li>• Write and present information in a way that leads to positive action and builds relationships.</li> </ul>
<p><b>Habit 6: Synergize®</b></p> <ul style="list-style-type: none"> <li>• Leveraging diversity</li> <li>• Making decisions/solving problems collaboratively</li> <li>• Valuing differences</li> <li>• Collaborating creatively</li> <li>• Developing innovative solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Explain the advantages of synergy; of valuing and celebrating divergent viewpoints and capacities.</li> <li>• Describe the barriers to integrating diverse viewpoints.</li> <li>• Describe opportunities for synergy in your own decision making.</li> <li>• Demonstrate how to solve a business problem synergistically.</li> <li>• Demonstrate how to arrive at the innovative “third alternative” that transcends one-sided solutions.</li> </ul>
<p><b>Habit 7: Sharpen the Saw®</b></p> <ul style="list-style-type: none"> <li>• Achieving life balance</li> <li>• Practicing continuous improvement</li> <li>• Practicing self-renewal</li> </ul>	<ul style="list-style-type: none"> <li>• Explain how to balance work and life priorities.</li> <li>• Explain the principles of continuous improvement as an everyday practice.</li> <li>• Create a personal-development plan to renew individual productive capacity.</li> </ul>

