

Book Reading Summary: The 7 Habits of Highly Effective People

Tianpei Xie

Dec. 10th., 2023

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1 Learning Summary

1.1 Principle-Centered Paradigm

1.2 From Independence to Interdependence

1.3 Seven Habits and Seven Principles

1.4 Balanced Self-Renewal

1.5 Become a Transition Person

2 Paradigms and Principles

2.1 Inside-Out

If we wanted to change the situation, we first had to *change ourselves*. And to change ourselves effectively, we first had to change our *perceptions*.

2.1.1 Personality and Character Ethics

- The elements of *Personality Ethic* are sometimes essential for success.
 - *personality growth*
 - *communication skills*
 - *education in the field of influence strategies*
 - *positive thinking*

2.1.2 Primary and Secondary Greatness

- The elements of *Personality Ethic* are *secondary*, not primary traits. If my *character* is fundamentally flawed, marked by duplicity and insincerity, then, in the long run, I cannot be successful – My duplicity will breed *distrust*, and everything i do – even using so-called good human relations techniques – will be preceived as *manipulative*.
- In *one-shot or short-term* human interactions, you can use Personality Ethics to win over good impressions through charm and skill.
- If there is little or no trust, there is no foundation for permanent success. Only *basic goodness* gives life to techinque.
- You always reap what you sow; there is no shortcut.
- If there isn't *deep integrity* and *fundamental character strength*, the challenges of life will cause true motives to surface and human relationship failure will replace short-term success.
- Many people with secondary greatness – that is, social recognition for their talents – lack primary greatness or goodness in their character.

2.1.3 The Power of A Paradigm

- *The Seven Habits of Highly Effective People* embody many of the fundamental principles of human effectiveness. These habits are basic; they are primary. They represent *the internalization of correct principles upon which enduring happiness and success are based*.
- The word **paradigm** is more commonly used today to mean a model, theory, perception, assumption, or frame of reference. In a more general sense, it means the way we *see* the world in terms of *preceiving, understanding, interpreting*.
- A simple way to understand *paradigms* is to see them as **maps**. **Maps is not the territory**. A map is simply an explanation of certain aspects of the territory. It is a theory, an explanation, or model of something else.
- Each of us has many, many maps in our head, which can be divided into two main categories:
 - maps of the way things *are*, or **realities**,
 - and maps of the way things *should be*, or **values**.
- We seldom question their accuracy; we're usually even unaware that we have them. We simply assume that the way we see things is the way they really are or the way they should be.
- And our **attitudes** and **behaviors** grow out of those assumptions. The way we see things is the source of the way we think and the way we act.
- The fundamental problem has nothing to do with your *behavior* or your *attitude*. It has everything to do with *having a wrong map*.
- The paradigms are the source of our attitudes and behaviors. And **conditioning effects** impact our perceptions and paradigms.
- The basic **flaws** of the *personality ethic* is oo try to change *outward attitudes and behaviors* does very little good in the long run if we fail to *examine the basic paradigms* from which those attitudes and behaviors flow.

2.1.4 The Power of A Paradigm Shift

- **Paradigm Shift**: almost every significant breakthrough in the field of scientific endeavor is first a break with *tradition*, with *old ways of thinking*, with *old paradigms*.
- Not all Paradigm Shifts are in positive directions. As we have observed, the shift from *the character ethic* to *the personality ethic* has drawn us away from the very roots that nourish true success and happiness.
- But whether they shift us in positive or negative directions, paradigm shift create powerful change. Our paradigms, correct or incorrect, are the sources of our attitudes and behaviors, and ultimately our relationships with others.
- Many people experience a similar fundamental shift in thinking when they face a life-threatening crisis and suddenly see their priorities in a different light, or when they suddenly step into a new role, such as that of husband or wife, parent or grandparent, manager or leader.

2.1.5 Seeing and Being

- Not all Paradigm Shifts are *instantaneous*. The power of a Paradigm Shift is the essential power of ***quantum change***, whether that shift is an instantaneous or a slow and deliberate process
- Our Paradigms are the way we “*see*” the world or circumstances – not in terms of our visual sense of sight, but in terms of ***perceiving, understanding, and interpreting***.
- ***Paradigms*** are inseparable from ***character***. ***Being*** is ***seeing*** in the *human dimension*.

2.1.6 The Principle-Centered Paradigm

- The ***Character Ethic*** is based on the fundamental idea that *there are principles that govern human effectiveness* – natural laws in the human dimension that are just as real, just as *unchanging and unarguably “there”* as laws such as gravity are in the physical dimension.
- Principles are like lighthouses. They are natural laws that cannot be broken.
- ***Principles are not values***. Principles are the *territory*. Values are *maps*. When we value correct principles, we have *truth* – a knowledge of things as they are.
- Principles are *guidelines* for human conduct that are proven to have *enduring, permanent value*. They’re *fundamental*. They’re essentially unarguable because they are ***self-evident***.
- The more closely our ***maps or paradigms*** are ***aligned*** with these ***principles*** or natural laws, the more accurate and functional they will be. Correct maps will infinitely impact our *personal and interpersonal effectiveness* far more than any amount of effort expended on changing our attitudes and behaviors

2.1.7 Principles of Growth and Change

- In all of life, there are ***sequential stages*** of *growth* and *development*. Each step is important and each one takes time. No step can be skipped.
- This is true in all phases of life, in all areas of development.

2.1.8 The Way we See the Problem Is the Problem

- The way we see the problem is the problem.
- Can you see how fundamentally the paradigms of the personality ethic affect the very way we see our problems as well as the way we attempt to solve them?

2.1.9 A New Level of Thinking

- This new level of thinking is what *Seven Habits of Highly Effective People* is about.
- It’s a ***principle-centered, character-based, “Inside-Out” approach to personal and interpersonal effectiveness***.
- “***Inside-Out***” means to *start first with self*; even more fundamentally, to start with the most *inside part of self* – with your ***paradigms***, your ***character***, and your ***motives***.

- The Inside-Out approach says that *Private Victories* precede *Public Victories*, that making and keeping promises to *ourselves* precedes making and keeping promises to *others*.
- Inside-Out is a **process** – a *continuing process of renewal* based on the natural laws that govern human growth and progress. It’s an **upward spiral of growth** that leads to progressively higher forms of *responsible independence* and *effective interdependence*.

2.2 The Seven Habits – An Overview

2.2.1 “Habits” Defined

- For our purposes, we will define a **habit** as the intersection of *knowledge*, *skill*, and *desire*.
 - **Knowledge** is the theoretical paradigm, the what to do and the why.
 - **Skill** is the how to do.
 - And **desire** is the motivation, the want to do.

In order to make something a habit in our lives, we have to have all three.

2.2.2 The Maturity Continuum

- Our growth from infancy to adulthood is in accordance with natural law. And there are many dimensions to growth. Reaching our full physical maturity, for example, does not necessarily assure us of simultaneous **emotional or mental maturity**. On the other hand, a person’s *physical dependence* does not mean that he or she is mentally or emotionally immature.
- On the **maturity continuum**,
 - **dependence** is the paradigm of **you** – you take care of me; you come through for me; you didn’t come through; I blame you for the results.
 - **Independence** is the paradigm of **I** – I can do it; I am responsible; I am self-reliant; I can choose.
 - **Interdependence** is the paradigm of **we** – we can do it: we can cooperate; we can combine our talents and abilities and create something greater together.
- Dependent people *need* others to get what they want. Independent people can get what they want through *their own effort*. Interdependent people *combine their own* efforts with the efforts of others to achieve their greatest success.
- If I were independent, **physically**, I could pretty well make it **on my own**.
Mentally, I could think *my own thoughts*, I could move from one level of abstraction to another. I could think creatively and analytically and organize and express my thoughts in understandable ways.
Emotionally, I would *be validated from within*. I would be inner directed. My sense of *worth* would not be a function of being liked or treated well.
- True independence of character empowers us to **act** rather than **be acted upon**.
- Independence is a major achievement in and of itself. But independence is not supreme.

- Independent thinking alone is not suited to *interdependent reality*. Independent people who do not have the maturity to think and act interdependently may be good individual producers, but they won't be good leaders or team players. They're not coming from the paradigm of interdependence necessary to succeed in marriage, family, or organizational reality.
- *Life* is, by nature, highly *interdependent*.
- *Interdependence* is a far more mature, more advanced concept.

If I am physically interdependent, I am self-reliant and capable, but I also realize that you and I working together can accomplish far more than, even at my best, I could accomplish alone.

If I am emotionally interdependent, I derive a great sense of worth within myself, but I also recognize the need for love, for giving, and for receiving love from others.

If I am intellectually interdependent, I realize that I need the best thinking of other people to join with my own.
- *Interdependence* is a choice *only independent people can make*. Dependent people cannot choose to become interdependent. They don't have the character to do it; they don't own enough of themselves.

2.2.3 Effectiveness Defined

- A paradigm of effectiveness that is in harmony with a natural law, a principle I call the "*P/PC Balance*."
 - **P** stands for *Production*,
 - and **PC** stands for *Production Capacity*.
- True *effectiveness* is a function of two things:
 - what is *produced* (the *production*)
 - and the producing *asset* or *capacity* to produce (the *production capacity*)
- Effectiveness lies in the *balance*. Focusing only on production will leave no assets to produce; focusing only on production capacity will fail to produce enough to maintain yourself or the capacity.

2.2.4 Three Kinds of Assets

- Basically, there are three kinds of assets: *physical*, *financial*, and *human*.
 - *physical assets*: house, car, personal belongings, our body or our environment.
 - *financial assets*: income, job, experience, skills, education, *our capacity to earn*,
 - *human assets*: trust, responsibility, marriage, child-parent, other human relationships,
- In the human area, the P/PC Balance is equally fundamental, but even more important, because people control physical and financial assets.

- Examples in marriage, in child education.

2.2.5 Organizational PC

- One of the immensely valuable aspects of any correct principle is that it is *valid* and *applicable* in a wide variety of circumstances.
- When people fail to respect *the P/PC Balance* in their use of **physical** assets in organizations, they decrease organizational effectiveness and often leave others with dying geese.
- *The P/PC Balance* is particularly important as it applies to the **human** assets of an organization – the *customers* and the *employees*.
- There are organizations that talk a lot about the customer and then completely neglect the people that deal with the customer – the employees. The *PC principle* is to always treat your employees exactly as you want them to treat your best customers.
- Effectiveness lies in the balance.

Excessive focus on P results in ruined health, worn-out machines, depleted bank accounts, and broken relationships.

Too much focus on PC is like a person who runs for three or four hours a day, bragging about the extra 10 years of life it creates, unaware he's spending them running. Or a person endlessly going to school, never producing, living on other people's golden eggs – the eternal student syndrome.

- To maintain *the P/PC Balance* is often a difficult judgment call. But I suggest it is the very essence of effectiveness. It balances short term with long term.
- The P/PC Balance is the very essence of effectiveness. It's validated in every arena of life.

2.2.6 How to Use This Book and What You Can Expect

- Before we begin work on the Seven Habits of Highly Effective People, I would like to suggest two Paradigm Shifts that will greatly increase the value you will receive from this material:
 - First, I would recommend that you not “see” this material as a book. You may choose to read it completely through once for a sense of the whole. But the material is designed to be a companion in the continual process of change and growth. It is organized *incrementally* and with suggestions for application at the end of each habit so that you can study and *focus on any particular habit* as you are ready.

As you progress to deeper levels of understanding and implementation, you can *go back* time and again to the principles contained in each habit and work to expand your knowledge, skill, and desire.

 - Second, I would suggest that you shift your paradigm of your own involvement in this material from the role of learner to that of teacher. Take an Inside-Out approach, and read with the purpose in mind of **sharing** or **discussing** what you learn with someone else within 48 hours after you learn it.
- If you decide to open your “gate of change” to really understand and live the principles embodied in *the Seven Habits*, I feel comfortable in assuring you several positive things will

happen.

- First, your *growth* will be *evolutionary*, but *the net effect* will be *revolutionary*.

The net effect of opening the "gate of change" to the first three habits – the habits of *Private Victory* – will be significantly increased *self-confidence*.

As you live your values, your sense of *identity, integrity, control*, and *inner-directedness* will infuse you with both exhilaration and peace. You will *define yourself from within*, rather than by *people's opinions* or by comparisons to others. "Wrong" and "right" will have little to do with being found out.

Ironically, you'll find that as you care less about what others think of you; you will *care more about what others think of themselves and their worlds*, including their relationship with you. You'll no longer *build* your emotional life *on* other people's weaknesses. In addition, you'll find it easier and more desirable to *change* because there is something – *some core deep within* – that is essentially *changeless*.

- As you open yourself to the next three habits – the habits of *Public Victory* – you will discover and unleash both the desire and the resources to *heal and rebuild important relationships* that have *deteriorated*, or even broken. *Good relationships will improve* – become deeper, more solid, more creative, and more adventuresome.
- The seventh habit, if deeply *internalized*, will *renew* the first six and will make you truly independent and capable of effective interdependence. Through it, you can charge your own batteries.

3 Private Victory

3.1 Habit 1: Be Proactive – Principles of Personal Vision

Self-awareness enables us to stand apart and examine even the way we "see" ourselves – our paradigm, the most fundamental paradigm of effectiveness. It affects not only our attitudes and behaviors, but also how we see other people. It becomes our map of the basic nature of mankind.

3.1.1 The Social Mirror

- If the only vision we have of ourselves comes from *the social mirror* – from *the current social paradigm* and from the opinions, perceptions, and paradigms of *the people around us* – our view of ourselves is like the reflection in the crazy mirror room at the carnival.
- These visions are *disjointed* and *out of proportion*. They are often more projections than reflections, projecting the concerns and character weaknesses of *people giving the input rather than accurately reflecting what we are*.
- While we have acknowledged the tremendous power of *conditioning* in our lives, to say that we are determined by it, that we have no control over that influence, creates quite a different map.

3.1.2 Between Stimulus and Response

- The deterministic paradigm comes primarily from the study of animals. Our unique human endowments lift us above the animal world. The extent to which we exercise and develop these endowments empowers us to fulfill our uniquely human potential. ***Between stimulus and response is our greatest power – the freedom to choose.***

3.1.3 “Proactivity” Defined

- In discovering the basic principle of the nature of man, Frankl described an accurate self-map from which he began to develop the first and most basic habit of a highly effective person in any environment, the habit of ***Proactivity***.
- ***Proactivity*** means more than merely ***taking initiative***. It means that as human beings, we ***are responsible for our own lives***. Our ***behavior*** is a function of our ***decisions***, ***not*** our ***conditions***. We can subordinate *feelings* to *values*. We have the *initiative* and the *responsibility* to make things happen.
- ***Highly proactive people recognize that responsibility***. They do not blame circumstances, conditions, or conditioning for their behavior. Their behavior is a product of their own conscious choice, based on values, rather than a product of their conditions, based on feeling.
- Because we are, by nature, *proactive*, if our lives are a function of ***conditioning*** and ***conditions***, it is because we have, by *conscious decision* or *by default*, ***chosen*** to *empower those things to control us*.
- In making such a choice, we become ***reactive***.

Reactive people are often affected by their physical environment.

Reactive people are also affected by their *social environment*, by the “social weather.” Reactive people build their emotional lives around the behavior of others, *empowering the weaknesses of other people to control them*.

- The ability to ***subordinate an impulse to a value*** is the ***essence*** of the *proactive person*. Reactive people are driven by feelings, by circumstances, by conditions, by their environment. Proactive people are driven by ***values*** – carefully thought about, selected and internalized values.

I admit this is very hard to accept emotionally, especially if we have had years and years of explaining our misery in the name of circumstance or someone else’s behavior. But until a person can say deeply and honestly, “I am what I am today because of the choices I made yesterday,” that person cannot say, “*I choose otherwise.*”

- Our character, our basic identity, does not have to be hurt at all. In fact, our most difficult experiences become the crucibles that forge our character and develop *the **internal powers***, the ***freedom*** to *handle difficult circumstances* in the future and to inspire others to do so as well.
- Viktor Frankl suggests that there are ***three central values*** in life –
 - the ***experiential***, or that which happens to us;
 - the ***creative***, or that which we bring into existence;

- and the *attitudinal*, or our *response* in difficult circumstances such as terminal illness

What matters most is *how we respond to what we experience in life*.

- *Difficult circumstances often create Paradigm Shifts*, whole new frames of reference by which people see the world and themselves and others in it, and what life is asking of them. Their larger perspective reflects the attitudinal values that lift and inspire us all.

3.1.4 Taking the Initiative

- *Our basic nature is to act, and not be acted upon*. As well as *enabling* us to *choose our response* to particular circumstances, this empowers us to *create circumstances*.
- Taking initiative does not mean being *pushy, obnoxious, or aggressive*. It does mean *recognizing our responsibility* to make things happen.
- Many people *wait for something to happen* or *someone to take care of them*. But people who end up with the good jobs are the **proactive** ones who are *solutions to problems, not problems themselves*, who *seize the initiative* to do whatever is *necessary, consistent with correct principles*, to *get the job done*.
- *Holding* people to the *responsible* course is not demeaning; it is *affirming*. By respecting the proactive nature of other people, we provide them with at least one clear, undistorted reflection from the social mirror.

3.1.5 Act or Be Acted Upon

- It takes initiative to create the *P/PC Balance* of effectiveness in your life. It takes initiative to develop the *Seven Habits*. As you study the other six habits, you will see that each depends on the development of your proactive muscles. Each puts the responsibility on you to act.

If you wait to be acted upon, you *will be acted upon*. And *growth and opportunity consequences* attend either road.

- “What is our response? What are we going to do? How can we exercise initiative in this situation?”
- The **difference** between *positive thinking* and **proactivity**: *Proactivity did face reality*. We faced the reality of the current circumstance and of future projections. But we also faced the reality that *we had the power to choose a positive response* to those circumstances and projections. Not facing reality would have been to *accept* the idea that what’s happening in our environment had to determine us.

3.1.6 Listening to Our Language

- Because our attitudes and behaviors flow out of our paradigms, if we use our self-awareness to examine them, we can often see in them the nature of our underlying maps. Our language, for example, is a very real indicator of the degree to which we see ourselves as proactive people.
- The *language* of reactive people *absolves them of responsibility*. That language comes from a basic *paradigm* of **determinism**. And the whole spirit of it is *the transfer of responsibility*.
- A serious problem with reactive language is that it becomes a *self-fulfilling prophecy*. Peo-

ple become *reinforced* in the paradigm that they are *determined*, and they produce evidence to support the belief. They feel increasingly victimized and out of control, not in charge of their life or their destiny. They blame outside forces – other people, circumstances, even the stars – for their own situation.

- Proactive people *subordinate feelings to values*. Love, the feeling, can be recaptured.

3.1.7 Circle of Concern or Circle of Influence

- Another excellent way to become more self-aware regarding our own degree of proactivity is to look at *where* we focus our time and energy.
 - **Circle of Concern**: a wide range of *concerns*; separate from things in which we have no particular mental or emotional involvement.
 - **Circle of Influence**: within the Circle of Concerns, there are things that we have real *control*.

Within the Circle of Concerns but *outside* Circle of Influence, there are some things over which we have *no real control* and *others that we can do something about*.

- By determining which of these two circles is the focus of most of our time and energy, we can discover much about the degree of our proactivity.
 - **Proactive** people *focus* their efforts in *the Circle of Influence*.
 - **Reactive** people, on the other hand, *focus* their efforts in *the Circle of Concern*. They focus on the weakness of other people, the problems in the environment, and circumstances *over which they have no control*.

The negative energy generated by that focus, combined with neglect in areas they could do something about, causes their *Circle of Influence* to *shrink*.

- As long as we are working in our *Circle of Concern*, we empower the things within it to control us. We aren't taking the proactive initiative necessary to effect positive change.
- It was only when we went to *work in our Circle of Influence*, when we focused on our *own paradigms*, that we began to create a *positive energy* that changed ourselves and eventually influenced our son as well. By *working* on ourselves instead of *worrying about* conditions, we were able to *influence the conditions*.
- Because of position, wealth, role, or relationships, there are some circumstances in which a person's Circle of Influence is *larger* than his or her Circle of Concern. This situation reflects on a *self-inflicted emotional myopia* – another *reactive selfish life-style* focused in *the Circle of Concern*.

3.1.8 Direct, Indirect, and No Control

- The problems we face fall in one of three areas:
 - **direct control** (problems involving our own behavior);
 - **indirect control** (problems involving other people's behavior);
 - or **no control** (problems we can do nothing about, such as our past or situational

realities).

- – **Direct control problems** are solved by working on our **habits** since they are within our Circle of Influence. See “*Private Victories*”.
- **Indirect control problems** are solved by changing our **methods of influence**. These are the “*Public Victories*”
- **No control problems** involve taking the responsibility to smile, to *genuinely and peacefully accept these problems* and *learn to live with them*, even though we don’t like them.
- *Changing our habits, changing our methods of influence* and changing the way we see our no control problems are all *within our Circle of Influence*.

3.1.9 Expanding Circle of Influence

- It is inspiring to realize that *in choosing our response to circumstance, we powerfully affect our circumstance*.
- This man focused on his *Circle of Influence*. He was treated like a gofer, also. But he would do more than what was expected. He anticipated the president’s need. He read with empathy the president’s underlying concern, so when he presented information, he also gave his analysis and his recommendations based on that analysis.
- There are some people who interpret “proactive” to mean pushy, aggressive, or insensitive; but that isn’t the case at all. Proactive people aren’t pushy. They’re *smart*, they’re *value driven*, they *read reality*, and they *know what’s needed*.

3.1.10 The “Have’s” and the “Be’s”

- One way to determine which circle our concern is in is to distinguish between the *have’s* and the *be’s*.
 - *The Circle of Concern* is filled with the *have’s*.
 - *The Circle of Influence* is filled with the *be’s*.
- Anytime we think the problem is “out there,” that thought is the problem. We empower what’s out there to *control* us. The change paradigm is “outside-in” – what’s out there has to change before we can change.
- The **proactive** approach is to change from the **Inside-Out: to be different**, and by being different, to **effect positive change** in what’s out there – I can be more resourceful, I can be more diligent, I can be more creative, I can be more cooperative.
- It is so much easier to blame other people, conditioning, or conditions for our own stagnant situation. But we are responsible – “response-able” – to control our lives and to powerfully influence our circumstances by working on *be*, on what we are.
- If I really want to improve my situation, I can work on the one thing over which I have control – myself.
- As proactive people, we can carry our own physical or social weather with us. We can be

happy and accept those things that at present we can't control, while we focus our efforts on the things that we can.

3.1.11 The Other End of the Stick

- Before we totally shift our life focus to our Circle of Influence, we need to consider two things in our *Circle of Concern* that merit deeper thought – **consequences** and **mistakes**.
- While we are *free to choose* our **actions**, we are **not free to choose the consequences of those actions**. **Consequences** are governed by *natural law*.
- Our *behavior* is governed by **principles**. Living in **harmony** with them brings **positive consequences**; **violating** them brings **negative consequences**. We are free to choose our response in any situation, but in doing so, we choose the attendant consequence. “*When we pick up one end of the stick, we pick up the other.*”
- Sometimes our choices have brought consequences we would rather have lived without. If we had the choice to make over again, we would make it differently. We call these choices **mistakes**, and they are the second thing that merits our deeper thought.
- For those filled with **regret**, perhaps the most needful exercise of *proactivity* is to realize that **past mistakes** are also out there in **the Circle of Concern**. We can't recall them, we can't undo them, we can't control the consequences that came as a result.
- The proactive approach to a mistake is to **acknowledge it instantly, correct it, and learn from it**.
- But not to acknowledge a mistake, not to correct it and learn from it, *is a mistake of a different order*. It usually puts a person on a self-deceiving, self-justifying path, often involving rationalization (rational lies) to self and to others. This **second mistake**, this *cover-up*, *empowers the first*, giving it disproportionate importance, and causes far *deeper injury to self*.

3.1.12 Making and Keeping Commitments

- At the very heart of our Circle of Influence is our ability to **make and keep commitments and promises**. The commitments we make to ourselves and to others, and our **integrity** to those commitments, is *the essence and clearest manifestation of our proactivity*.
- It is also the essence of our growth. Through our human endowments of **self-awareness** and **conscience**, we become conscious of areas of weakness, areas for improvement, areas of talent that could be developed, areas that need to be changed or eliminated from our lives.
- Then, as we recognize and use our **imagination** and **independent will** to act on that awareness – making promises, setting goals, and being true to them – we *build the strength of character*, the being, that makes possible every other positive thing in our lives.
- It is here that we find two ways to put ourselves in control of our lives immediately.
 - We can make a promise – and **keep** it.
 - Or we can set a goal – and **work to achieve** it.
- As we make and keep commitments, even small commitments, we begin to establish an inner

integrity that gives us the awareness of self-control and the courage and strength to accept more of the responsibility for our own lives. By making and keeping promises to ourselves and others, little by little, our honor becomes greater than our moods.

- The power to *make and keep commitments to ourselves* is the *essence* of developing the basic habits of effectiveness.

3.1.13 Proactivity: the Thirty-Day Test

- I would challenge you to test the principle of proactivity for 30 days. Simply try it and see what happens.
- For 30 days work only in your *Circle of Influence*.
 - **Make small commitments and keep them.**
 - **Be a light, not a judge.** Be a model, not a critic. Look at the weaknesses of others with *compassion*, not *accusation*. The issue is your own *chosen response* to the situation and what you *should be doing*.
 - Be part of the **solution**, not part of the problem.
- We are responsible for our own effectiveness, for our own happiness, and ultimately, I would say, for most of our circumstances.
- Knowing that we are responsible – “response-able” – is *fundamental to effectiveness* and to every other habit of effectiveness we will discuss.

3.2 Habit 2: Begin with the End in Mind – Principles of Personal Leadership

3.2.1 What It Means

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3.2.2 All Things are Created Twice

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3.2.3 By Design Or Default

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3.2.4 Leadership And Management – the Two Creations

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3.2.5 Rescripting: Become Your Own First Creator

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3.2.6 A Personal Mission Statement

-

3.2.7 At The Center

-

3.2.8 Alterative Centers

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3.2.9 Identify Your Center

-

3.2.10 A Principle Center

-

3.2.11 Writing and Using a Personal Mission Statement

-

3.2.12 Using Your Whole Brain

-

3.2.13 Two Ways to Tap the Right Brain

-

3.2.14 Expand Perspective

-

3.2.15 Visualization and Affirmation

-

3.2.16 Identifying Roles and Goals

-

3.2.17 Organizational Mission Statements

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3.3 Habit 3: Put First Things First – Principles of Personal Management

3.3.1 The Power of Independent Will

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3.3.2 Four Generations of Time Management

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3.3.3 Quadrant II

-

3.3.4 What It Takes to say “No”

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3.3.5 Moving into Quadrant II

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3.3.6 The Quadrant II Tool

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3.3.7 Becoming A Quadrant II Self-Manager

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3.3.8 Living It

-

3.3.9 Advances of the Fourth Generation

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3.3.10 Delegation: Increasing P and PC

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3.3.11 Gofer Delegation

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3.3.12 Stewardship Delegation

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3.3.13 The Quadrant II Paradigm

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4 Public Victory

4.1 Paradigms of Interdependence

4.1.1 The Emotional Bank Account

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4.1.2 Six Major Deposits

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4.1.3 Attending to the Little Things

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4.1.4 Keeping Commitments

-

4.1.5 Clarifying Expectations

-

4.1.6 Showing Personal Integrity

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4.1.7 Apologizing Sincerely When You Make a Withdrawal

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4.1.8 The Laws of Love and the Laws of Life

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4.1.9 P Problems are PC Opportunities

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4.1.10 The Habits of Interdependence

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4.2 Habit 4: Think Win/Win – Principles of Interpersonal Leadership

4.2.1 Six Paradigms of Human Interaction

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4.2.2 Win/Win or No Deal

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4.2.3 Five Dimensions of Win/Win

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4.2.4 Character

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4.2.5 Relationships

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4.2.6 Agreements

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4.2.7 Win/Win Performance Agreements

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4.2.8 Systems

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4.2.9 Processes

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4.3 Habit 5: Seek First to Understand, Then to Be Understood – Principles of Empathic Communication

4.3.1 Character and Communication

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4.3.2 Empathic Listening

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4.3.3 Diagnose Before You Prescribe

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4.3.4 Four Autobiographical Responses

-

4.3.5 Understanding and Perception

-

4.3.6 Then Seek to Be Understood

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4.3.7 One on One

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4.4 Habit 6: Synergize – Principles of Creative Cooperation

4.4.1 Synergistic Communication

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4.4.2 Levels of Communication

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4.4.3 Negative Synergy

-

4.4.4 Valuing the Differences

-

4.4.5 All Nature is Synergistic

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5 Renewal

5.1 Habit 7: Sharpen the Saw – Principles of Balanced Self-Renewal

5.1.1 Four Dimensions of Renewal

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5.1.2 The Physical Dimension

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5.1.3 The Spiritual Dimension

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5.1.4 The Mental Dimension

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5.1.5 The Social/Emotional Dimension

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5.1.6 Scripting Others

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5.1.7 Balance in Renewal

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5.1.8 Synergy in Renewal

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5.1.9 The Upward Spiral

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5.2 Inside-Out Again

5.2.1 Intergenerational Living

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5.2.2 Becoming a Transition Person

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