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# THE SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE

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## **Habit 1: Be Proactive**

Are my actions based upon self-chosen values or upon my moods, feelings, and circumstances?

## **Habit 2: Begin With The End In Mind**

Have I written a personal mission statement which provides meaning, purpose, and direction to my life?  
Do my actions flow from my mission?

## **Habit 3: Put First Things First**

Am I able to say no to the unimportant, no matter how urgent, and yes to the important?

## **Habit 4: Think Win-Win**

Do I seek mutual benefit in all interdependent relationships?

## **Habit 5: Seek First To Understand, Then To Be Understood**

Do I avoid autobiographical responses and instead faithfully reflect my understanding of the other person before seeking to be understood?

## **Habit 6: Synergize**

Do I value different opinions, viewpoints, and perspectives of others when seeking solutions?

## **Habit 7: Sharpen The Saw**

Am I engaged in continuous improvement in the physical, mental, spiritual, and social/emotional dimensions of my life?

## EFFECTIVENESS

Have I balanced the two sides of effectiveness:  
Production and Production Capability?

## EMOTIONAL BANK ACCOUNT™

Are my actions aligned with Emotional Bank Account  
deposits or withdrawals?

### DEPOSITS

Seek First to Understand  
Keep Promises  
Kindnesses, Courtesies  
Clarify Expectations  
Loyalty to the Absent  
Offer Apologies  
Be Open to Feedback

### WITHDRAWALS

Seek First to Be Understood  
Break Promises  
Unkindnesses, Discourtesies  
Violate Expectations  
Disloyalty, Duplicity  
Pride, Conceit, Arrogance  
Reject Feedback

## THE QUADRANT II

## TIME MANAGEMENT MATRIX

	URGENT	NOT URGENT
IMPORTANT	CRISES, PRESSING PROBLEMS, DEADLINE-DRIVEN PROJECTS, MEETINGS, PREPARATIONS	PREPARATION, PREVENTION, VALUES CLARIFICATION, PLANNING, RELATIONSHIP BUILDING, TRUE RE-CREATION, EMPOWERMENT
NOT IMPORTANT	INTERRUPTIONS, SOME PHONE CALLS, SOME MAIL, SOME REPORTS, SOME MEETINGS, MANY PROXIMATE, PRESSING MATTERS, MANY POPULAR ACTIVITIES	TRIVIA, BUSYWORK, SOME PHONE CALLS, TIME WASTERS, “ESCAPE” ACTIVITIES IRRELEVANT MAIL, EXCESSIVE TV