

## THE SEVEN HABITS

Covey Leadership Center, 3507 North University Ave., Suite 100, Provo, Utah 84604  
©1994 Covey Leadership Center, Inc. All Rights Reserved.

### THE SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE

#### **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 TIME MANAGEMENT MATRIX

	<i>URGENT</i>	<i>NOT URGENT</i>
<i>IMPORTANT</i>	crises, pressing problems, deadline-driven, projects, meetings, preparations	preparation, prevention, values clarification, planning, relationship building, true re-creation, empowerment
<i>NOT IMPORTANT</i>	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