

**American Management Association's
The 7 Habits of Highly Effective People for Managers**

LESSON 1

Habit 1: Be Proactive®

Become a resourceful, innovative manager who quickly accomplishes goals and motivates team members to get things done.

- Take Initiative
- Manage Change
- Respond Proactively
- Keep Commitments
- Take Responsibility and Practice Accountability
- Create Positive Business Results
- Define Vision and Values
- Create a Mission Statement
- Set Measurable Team and Personal Goals
- Start Projects Successfully
- Align Goals to Priorities
- Focus on Desired Outcomes

Habit 2: Begin with the End in Mind®

Have a clear vision of what you want your contribution as a manager to be and shape your own future

- Define Vision and Values
- Create a Mission Statement
- Set Measurable Team and Personal Goals
- Start Projects Successfully
- Align Goals to Priorities
- Focus on Desired Outcomes

Habit 3: Put First Things First®

Focus on top priorities and be regarded for follow-through and organizational skills; eliminate the unimportant

- Execute Strategy
- Apply Effective Delegation Skills
- Focus on Important Activities
- Apply Effective Planning and Prioritization Skills
- Balance Key Priorities
- Eliminate Low Priorities and Time-Wasters
- Use Planning Tools Effectively
- Use Effective Time Management Skills

LESSON 2

Habit 4: Think Win-Win®

Cultivate enthusiasm with performance measurements that satisfy both employee and employer goals; share recognition and success

- Build High-Trust Relationships
- Build Effective Teams
- Apply Successful Negotiation Skills
- Use Effective Collaboration
- Build Productive Business Relationships

Habit 5: Seek First to Understand, Then to Be Understood®

Give honest accurate feedback that develops trust; understand the physical components of communication and how they impact the message

- Apply Effective Interpersonal Communication
- Overcome Communication Pitfalls
- Apply Effective Listening Skills
- Understand Others
- Reach Mutual Understanding
- Communicate Viewpoints Effectively
- Apply Productive Input and Feedback
- Apply Effective Persuasion Techniques

Habit 6: Synergize®

Understand how differences can contribute to innovative solutions; maximize opinions, perspectives and backgrounds

- Leverage Diversity
- Apply Effective Problem Solving
- Apply Collaborative Decision Making
- Value Differences
- Build on Divergent Strengths
- Leverage Creative Collaboration
- Embrace Leverage Innovation

Habit 7: Sharpen the Saw®

Maintain and increase effectiveness by renewing yourself mentally and physically

- Achieve Life Balance
- Apply Continuous Improvement
- Seek Continuous Learning