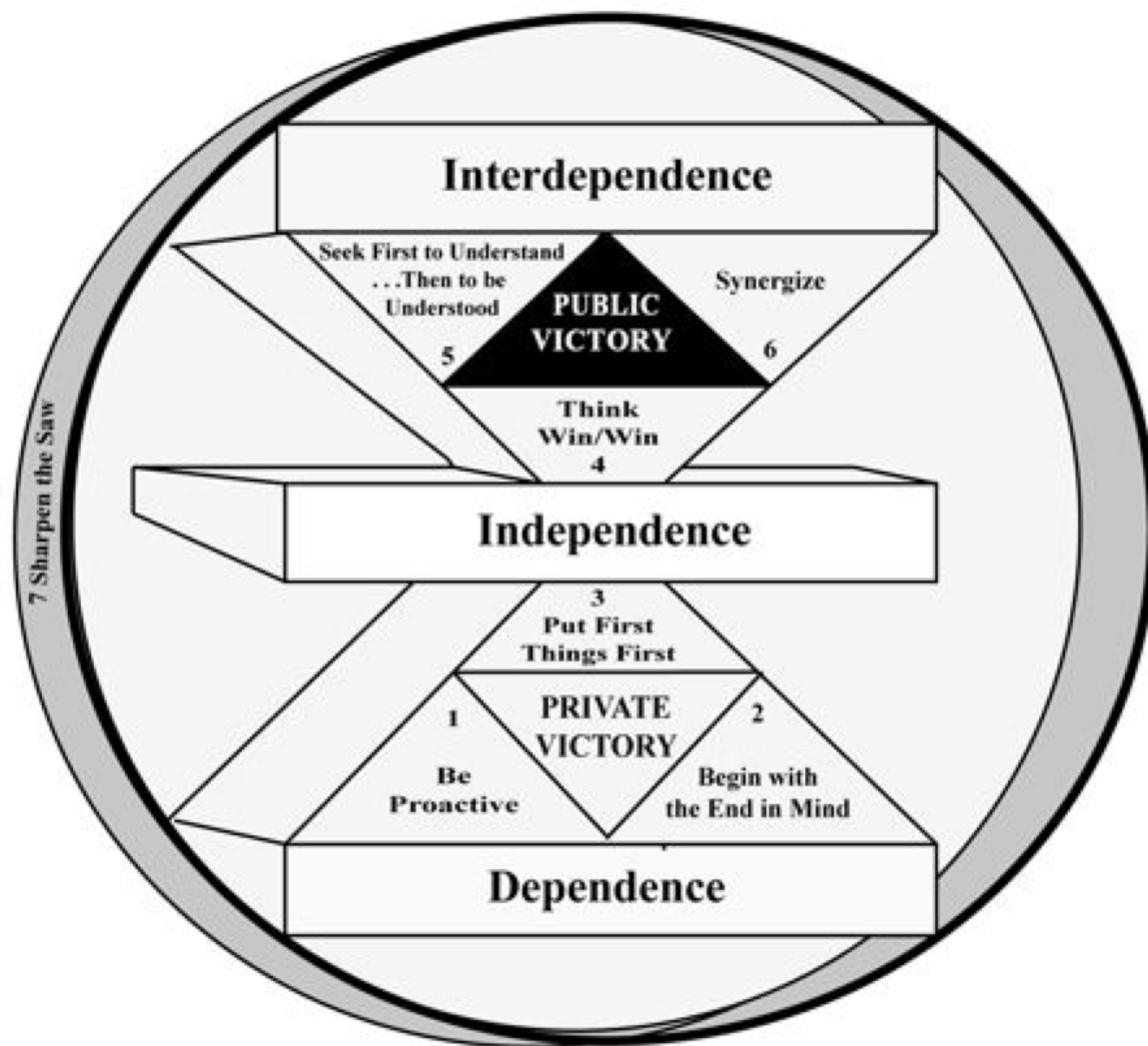


Week 8

Public Victories Application in Work Places

10/29/2017

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Review of the Fundamentals

- A new level of thinking
 - A principle-centered, character-based, inside-out approach to personal and interpersonal effectiveness
- Inside-out
 - Success and enduring happiness come about by learning and integrating principles of effective living into one's basic character
 - Thought -> Action -> Habit -> Character -> Destiny
 - Private victories precede public victories
 - Dependence -> Independence -> Interdependence

Review of the Fundamentals ...

- Paradigm
 - A model, frame of reference, how we “see” the world
 - Where we stand depends on where we sit
 - How we see things may not be the reality
 - Young woman vs. old lady
 - Power of paradigm shift
 - On collision course
 - Principle-Centered Paradigms
 - Principles are natural laws with enduring value
 - Fairness, Honest and integrity, Human dignity, etc.

Review of the Fundamentals ...

- Definition of Effectiveness
 - Golden eggs and goose
 - Conventional wisdom
 - True effectiveness lies in P/PC balance
 - P – Production
 - PC – Production Capability
 - Application to physical, financial, human asset
 - Principal vs Interest, Income vs Skills
 - Organization human assets, customers and employee

Review of the Fundamentals ...

- Definition of Habit
 - Intersection of Knowledge, Skill, Desire
 - Knowledge, what and why
 - Skills, how
 - Desire, want
- Build reflective muscle in line with principles
- Critical to react fast in work place

Habits for Public Victories

- Habit 4: Think Win/Win
 - Principles of Interpersonal Leadership
- Habit 5 – Seek First to Understand, Then to be Understood
 - Principles of Empathic Communication
- Habit 6 – Synergize
 - Principles of Creative Cooperation

Paradigm for Interdependence

- Interdependence is a choice only independent people can make
- P/PC balance, P is synergy, PC is the relationship
- Emotional bank account
 - Amount of trust built in a relationship, through deposit and withdraw
 - Balance reflects feeling of safeness with a person
 - Six major deposits
 - Understand individuals, attend to little things, keeping commitments, clarify expectation, showing integrity, apologize sincerely when made a withdrawal

Paradigm for Interdependence ...

- Integrity versus honesty
- Loyal to those not present
 - When you defend those who are absent, you retain the trust of those present
- The key to the 99 is the one
 - How you treat the most challenging one reveal how you regard the 99
- Build the bridges that span the gaps of understanding
- Every P problem is a PC opportunity

Habit 4: Think Win/Win

- Decision or agreement is mutually beneficial and satisfying
- Believe in third alternative, a better and higher way
- Five dimension of Win/Win
 - Character,
 - relationship,
 - agreements,
 - supporting systems and processes

Habit 4: Think Win/Win ...

- Win/Win Character Traits
 - Integrity
 - Maturity
 - Balance of courage and consideration
 - Abundance vs. Scarcity Mentality
 - Scarcity mentality see zero-sum paradigm of life
 - Abundance mentality flows out of a deep inner sense of personal worth and security

Habit 4: Think Win/Win ...

- Win/Win Agreements
 - Desired results, not methods
 - Guidelines to achieve results
 - Resources
 - Accountability
 - Consequences
 - Resemble Employee Performance Management
- Win/Win Systems
 - Align reward systems with goals and values
 - A flawed paradigm, cooperation and competition

Habit 5: Seek First to Understand, Then to be understood

- Four basic types of communication
 - Read, Write, Speak, Listen
 - Learn to listen ?
- Five level of listening
 - Ignore, pretending, selective listening, attentive listening
- Empathic Listening
 - With intent to understand
 - Get into their frame of reference
 - Not necessarily to agree

Habit 5: Seek First to Understand, Then to be understood ...

- Four developmental stages
 - Mimic the content
 - Rephrase the content
 - Reflect the feeling
 - Rephrase the content and reflect the feeling

Habit 6: Synergize

- All the habits prepare us for this
- Definition of Synergy
 - The whole is greater than the sum of its parts
 - The relationship among the parts is a part itself, not only a part, but a catalyst, the most exciting part.
- Everywhere in nature
 - Marriage
- The essence of synergy is to value the differences
 - Sameness is not oneness, uniformity is not unity
- Negative Synergy