

Boosting 7 Highly Effective Characteristics

How to be a 'highly effective' person : Small habits, big life change (course reference: B7HEC)

This course shows how, in a simple and practical way, to:

-  handle **problems** by focusing on what we can control
-  make sure we are heading in the **right direction**
-  use our **time** on what matters most
-  build good agreements and **work well with others**
-  **listen** properly and understand people

What the course covers and what it will help you to do

Topics	More detail
 Take responsibility – focus on what you can do	a) Being 'proactive' rather than 'reactive' b) Focus on Circle of Influence – not Circle of Concern c) A proactive way to handle problems & past mistakes
 Start with a clear goal – be clear where you're going	a) Know 'where we want to get to' using our Values (& associated Principles), qualities, skills & 'end points' b) Understanding 'centres' and a 'Principle-centred' life c) Developing a Personal Mission Statement
 Do what matters most – put important things first	a) Understanding the four Time 'Quadrants' (Q1-Q4) b) Shrinking Q1 & Q3 and avoiding Q4 c) Why Q2 ('Important, Not Urgent') is most effective d) Elements of effective Time Management tools
 Look for "win-win" solutions – that help everyone	a) Building 'Emotional Bank Accounts' b) The power of 'Win/Win or No Deal' c) Exploring five parts of Win/Win leaders d) When options other than Win/Win might be ok
 Listen first – fully understand before you reply	a) Five levels of listening, why 'empathic' is best b) Empathic listening skills c) What we should listen for
 Work together – better results by combining ideas	a) What 'synergy' means and why it's so effective b) Why 'synergistic communication' is so effective
 Keep yourself strong – health, energy & growth	a) The three dimensions of personal renewal b) Growing upwards: the 'Upward Spiral'

 You will take away a workbook with all the key points and handouts to help you remember & refer to, including:

- application ideas (practical examples to try out)
- simple reminders for each key section
- lists of possible values, qualities and skills

How the course is run

- This is an **in-person, interactive** course
- The style is **friendly, relaxed and informal**
- There will be **time to ask questions**
- **Duration:** from 6-8 hours (as decided by the Hosts at each Delivery Centre)

Evidence & sources of course material

The course is based on the book 'The 7 Habits of Highly Effective People' by Stephen Covey