

7 Habits of Highly Effective People: Habit 5

Monday Call, June 25, 2007

New FAQ sheet from Sam...everyone should read

Habit 5: Seek First to Understand and then To Be Understood

“The heart has its reasons which reason knows not of.” Pascal

1. Standard Approach we take in Working with others

We have an agenda.

We desperately request the position of another person, a son a husband, an employee.

Then when they finally open up to us and tell us how they feel, we tell them they are not justified in feeling that way.

Example: Mother dealing with college age son who is depressed

2. 4 methods of communication:

Reading

Writing

Speaking

Listening

Communication is the most important skill in life...we spend the

majority of our life communicating. Note when we learn to speak?

That is first. Then in school early on we learn to read and write. But,

How do we learn to listen?

3. Empathetic listening

a. What is it?

b. Diagnose before you prescribe

c. Because we listen autobiographically we tend to respond in one of four ways:

(1) We evaluate: “I agree, I disagree”

(2) We probe: we ask more questions typically from our own frame of reference

(3) We advise: we give counsel based on our own experiences

(4) We try to figure people out: we judge people’s motives, explain their behavior, based on our own motives and behavior.

We are deeply scripted in this manner...these responses come naturally to us and we don't know any better. But how do they affect our listening?

d. Here are the steps to achieve empathetic listening: 4 developmental stages:

(1) The first and least effective is to *mimic content*.

This activity causes you to listen because you are repeating but not very effective long term just a good first step to learn empathetic listening. You stay out of advising, probing, evaluating and figuring out.

(2) The second is you *rephrase the content*. You put the statements into your own words. This way you are using the left side of your brain, the reasoning logical side.

(3) The third is to *reflect feeling*...you use the right side of your brain. You are paying as much if not more attention to his emotion in what he is saying versus the content.

(4) The fourth stage is to *rephrase the content and reflect the feeling*. Now you are using both sides of your brain. When you do this, you begin to authentically are, giving your speaker psychological air. Now he feels heard. And when he feels this he opens up more and more, trust is incredible, and soul to soul you can communicate.

e. Perceptions/sunglasses/programs

We all have different ones:

Scarcity versus abundance

I can / I can't

Possibility / probability

Victim/responsible

Resistant/concessionary

Problem oriented/solution oriented

Glass half full/glass half empty

I am worthy/I am not

Self confident/no self-esteem

Result oriented/mechanism oriented

Promoter/analyst

Controller/supporter

Etc.

So how do we learn to not only coexist, but create lemonade out

of lemons? Habit 5: Seek first to understand

4. Seek then to be Understood

a. Know that it is equally critically important that you are understood in order to reach Win-Win results.

Maturity was the balance between consideration and courage. It takes consideration to understand; it takes courage to be understood.

b. The Greeks had ethos, pathos and logos...Covey suggests the basis for this is exactly Habit #5.

Ethos: is your personal integrity...the confidence people have in your integrity and competence

Pathos: your emotional side...you are in touch with your feelings and those of others; empathy

Logos: the reasoning or logic side

Notice the sequence: personal character first, then empathy and finally the logical side. How many of you deal with presentations in this manner? No, most Mannatechers do what? LOGOS, LOGOS and more LOGOS.

c. You will be making huge contributions into the Emotional Bank Account by seeking first to understand. Then you will be able to influence people and impact lives. It takes you in situations where you see no way of having impact to including them in your sphere of influence.

Examples in Mannatech

d. One on ones are critical...seek first to understand...ethos pathos, then logos. Before you try to solve, before you evaluate, prescribe, etc. seek to understand. What a difference it will make in your relationships, your effectiveness your life!!

“To touch the soul of another human being is to walk on holy ground.”