

7 Habits of Highly Effective People: Habit 6

Monday Call, July 9, 2007

Last Week of Business Period

Texas Attorney General Suit

Habit 6: Synergize

“I take as my guide the hope of a saint; in crucial things, unity—in important things, diversity—in all things, generosity.”

Inaugural Address by the first Pres Bush

1. Synergy is the highest activity in all life – the true test and manifestation of all the other habits put together.

a. The four unique human endowments

Imagination

Self Awareness

Conscience

Independent Will

The motive of Win Win

The skills of empathetic listening

b. Synergy is the essence of principle centered leadership.

c. Synergy by definition is just the whole is greater than the sum of the parts.

It is the creation by two or more that results in something neither may even conceptualize going in. This leaves both parties vulnerable, but also most able to reach maximum results.

d. Synergy is a force in nature. It is a creative cooperation to create newness...for us a hope for a better tomorrow.

2. Synergistic communication

a. Synergistic communication is being open-mind, heart and expression- to new possibilities, new alternatives, new options. Is this inconsistent with “Begin with the End in Mind”? No. Why?

Most people have never experienced this in family, in business, etc.

What stops us?

1) Lack of trust

2) Being trained in defensive and protective communications.

This represents one of the greatest tragedies, greatest wastes of life.

All that untapped potential.

b. When do we see this? In crises...then people work together, they let down their guard for the greater good. Why can 't we do this

daily?

What does it take from us?

- 1) a high tolerance for ambiguity because this is at the center of creative endeavors
- 2) get your security from core values, principles to which you have high commitment
- 3) ability to put past experiences behind us

c. Synergy in a classroom...brainstorming when neither the teacher nor the students know where they are going. Students need to subordinate their spirit of evaluation to their spirit of creativity, imagining, and intellectual networking.

The group agrees to subordinate old scripts in order to write a new one.

One class was terrific...they were seniors, overcame lack of trust and created incredible results in redefining the class. Another was resistant, less mature, argued against openness due to past experiences, lack of trust.

The more authentic you become, the more open in your expression of self doubts, the more open others become.

d. Synergy in the business...an example would be to write a mission statement. Start with a good location, more relaxed and reduce corporate formalism. Usually the first hour or so is stuck in formalities, breaking down insecurities, and need to please/impress. They moved from mutual respect and understanding to creative synergistic communication.

In one meeting it took a half day of discussion of the Habits 4,5 and 6, before the parties really stepped into it.

3. Trust as a crucial element of synergistic communication

See attached chart.

a. The lowest form of communication comes from low trust, and is defensive, protective and often times legalistic...lays out the structure, and then the escape clauses in the event things go south.

Result: win/Lose or Lose/Lose

b. The middle position is respectful communication. This is where a lot of mature relationships exist...respectful, but never daring to create greatness. Neither party comes in willing to risk or be vulnerable, or be empathetic with each other.

Results: not creative, nor synergistic, a very low form of WIN/WIN.

c. A better way, a third way

Example of husband and wife wanting two different vacations, wife to go visit ailing mom, and husband take boys fishing.

Classic result:

Synergistic result after empathetic listening:

Not a transaction, but rather a transformation.

The problem? We have highly dependent people trying to succeed in an interdependent world.

When we acknowledge the differences (mental, emotional, psychological), and respect them, that is what represents the true heart of synergy.

“The person who is truly effective has the humility and reverence to recognize his own perceptual limitations and able to see the rich resources available with the hearts and minds of other human beings.”

4. Force Field Analysis

a. In any state of equilibrium there are driving forces that encourage upward movement, and restraining forces that discourage it.

b. Family example.

Continuous pounding on the driving force will not do it, or result in damaged relationships. Thus, engage all parties, empathetic listening, and achieve a best result.

c. How can you control or create synergy when others are stuck in paradigms?

- 1) be synergistic within yourself
- 2) don't take insults personally
- 3) sidestep negative energy
- 4) look for the good in all people and utilize it
- 5) exercise courage to express your inner self, helping others to do the same
- 6) affirm others positions even if you do not agree

ALWAYS, look for the third alternative...not your way, not their way but the best way.

