

**American Management Association's  
The 7 Habits for Managers:  
Essential Skills and Tools for Leading Teams**

***Introduction***

- Identify and Analyze Unique Challenges and Opportunities Managers Face
- Explain the Maturity Continuum as a Way to Envision Growth Toward Excellent Managerial Capability
- Recognize the Importance of Moving from Dependence to Independence to Interdependence to Become Truly Effective Managers
- Define the 7 Habits of Effective Managers

***Managing Yourself***

- Realize the Importance of Managing “from the Inside Out”—of Examining Personal Character
- Recognize That Only Managers Who Manage Themselves Will Earn the Trust of Their Teams
- Appreciate That Habits 1, 2, and 3 Are Key to Effective Self-Management

***Habit 1: Be Proactive®***

- Overcome the Reactive Mindset That Hampers Productivity and Effectiveness
- Enlarge the Circle of Influence® So You Can Accomplish Your Goals
- Exercise Ingenuity in Coping with the Universal Managerial Challenge of Limited Resources

***Habit 2: Begin with the End in Mind®***

- Define the Unique Contributions You Can Make in Your Role as Manager
- Develop an “Outcome-Oriented” Mindset in Every Activity You Engage in—Projects, Meetings, Presentations, Etc.

***Habit 3: Put First Things First®***

- Eliminate the Energy- and Time-Wasting Tendency to Focus on Crises and Emergencies, and Develop a Long-Term View
- Allocate Appropriate Time to Planning, Preparation, and Crisis Prevention
- Define a Few Specific, Measurable Goals That Are Critical to Your Contribution as Manager
- Make Progress on Goals By Translating Them into Manageable Objectives and Tasks on a Weekly and Daily Basis

## ***Leading Others***

- Understand That Effective Self-Management Precedes Effective Leadership
- Recognize the Importance of Helping Team Members Gain Confidence in Their Own Capabilities
- Appreciate That Habits 4, 5, and 6 Are Key to Motivating and Leading High-Performance Teams

### ***Habit 4: Think Win-Win®***

- Balance the Interests of the Team and the Organization with the Interests of the Individual Team Member
- Motivate Team Members to Superb Performance By Helping Them Manage Themselves Against Shared Goals
- Empower Team Members to Manage and Evaluate Performance Through the Use of the Win-Win Performance Agreement Tool
- Build Trust Within Teams By Acknowledging Good Performance and Addressing the Emotional Needs of Each Team Member

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

- Develop an Accurate Understanding of Issues Relevant to Team Performance By Practicing Empathic Listening
- Give Feedback Honestly and Accurately to Improve Individual and Team Performance

### ***Habit 6: Synergize®***

- Seek Out and Value Divergent Perspectives in Dealing with Team Challenges
- Practice a Collaborative Prototyping Approach to Maximize Creativity in Solving Problems and Making Decisions

## ***Unleashing Potential***

- Unleash the Full Potential of Team Members By Treating Them as “Whole People”

### ***Habit 7: Sharpen the Saw®***

- Tap into the Multidimensional Capabilities of Team Members to Achieve Team Goals
- Develop the “Whole Person”

## ***Conclusion***

- Feel Confident, Competent, and Enthusiastic About Using the Work Session Mindsets, Skills, and Tools in Your Role as Manager