

- 20th Anniversary of Seven Habits of Highly Effective People
- Dealing with Complacency
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20th Anniversary of Seven Habits of Highly Effective People

As 2009 is shaping up to be a tough year economically, it's becoming apparent that this will be the year of getting back to the basics. I'm reminded of the work of Stephen Covey - originally published 20 years ago – with the seven habits outlined below. Take a moment to reacquaint (or acquaint) yourself (<http://www.quickmba.com/mgmt/7hab/>) and pick one or two to work on for the next three months:

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|---|---|
| <input type="checkbox"/> Be proactive | <input type="checkbox"/> Synergize |
| <input type="checkbox"/> Put first things first | <input type="checkbox"/> Think win/win |
| <input type="checkbox"/> Begin with the end in mind | <input type="checkbox"/> Sharpen the saw |
| | <input type="checkbox"/> Seek first to understand, then to be understood. |

Dealing with Complacency

Imagine you're in a big meeting with your key team members on a project you're leading. At the end of the meeting, it's time to schedule follow up actions on a crucial piece – time is of the essence. You hear: "Let's see, today is the 28th. I'll be at their office in Cincinnati next month – well we have the sessions first in New York, then we are back here for the quarterly review on the 15th, then onto London and onto Cincinnati. So four weeks from now we could meet again. What do you think?"

You *think* you are dealing with complacency. If you really want your project to be successful, people need to have a true sense of urgency. Sometimes people will see it themselves, and sometimes you'll need to create it for them. The first step? Scan your environment and decide which group the top 10 people on your project are in:

- Complacency: Lots of stalling, content with the status quo, excuses, small gains.
- False Sense of Urgency – Lots of noise, pressure, stress and activity but not getting anywhere.
- True Sense of Urgency – Everyone is on the same page, activity is fast, focused on the customer, people really want to win.

Source: A Sense of Urgency by Kotter 2008

Winter 2009 Recommendations

- Inc Magazine and Inc.com. This daily resource for entrepreneurs has some great tips for anyone in business. Check out their slideshows highlighting their most popular stories.
- Reqall.com lets you use your voice, email, IM, or text messaging to set reminders for yourself and others. A free service, this memory tool makes it easier to capture and share ideas anywhere, anytime.
- Go Put Your Strengths to Work by Buckingham, 2007. Building on the idea that you should play to your strengths, this book guides you through how to do that, get better results, and find yourself energized.
- The Anatomy of Peace by The Arbinger Institute, 2006. Examines the choices we make in our own lives – why we make them and how to honor them. Applicable to conflicts in teams, organizations, and beyond.

Runkle Consulting coaches people through tough spots in organizations by providing organizational development consulting; executive and team coaching, change management, strategic facilitation.

A Quote from a Satisfied Customer:
Thanks again for your support during our alignment session this week. I think it was a very successful session. With your assistance, we have given the operations group an excellent head start for achieving their 2009 goals. I believe the operations function is more aligned and focused and we have paved the way for stronger cross-functional collaboration.

