

Habit 1 – Management talking points

I am free to choose and I am responsible for my actions

- Become a leader in accountability.
- Analyze choices to keep on track with the departments main initiatives.
- Raise awareness of decision making and the freedom to choose.
- Choose a positive attitude to help motivate staff.
- Discuss differences in personal choice that affect work.
- Give recognition to those loyal to the absent.

Pause and respond based on principles

- Create daily tips (dept specific) on raising self awareness.
- Seek out both Reactive and Proactive behavior examples to learn from.
- Discuss negatives of reactive behavior as they happen.
- Post information about reactive behavior to raise awareness.
- Give a “wedgie” reward to employee who always uses them.
- Emphasize and publish good uses of imagination at work.

Use proactive language

- Have a proactive statement of the week.
- Identify and correct reactive language and behavior to learn from.
- Give reward for most creative use of proactive language in meetings or on phone calls.
- Develop a personalized social mirror for every employee.
- Listen to language within the department to analyze.
- Become aware of how conscience effects decisions.
- Hold discussions on how to foster and direct employees independent will.

Expand your circle of influence

- Discuss difference between proactive and reactive focus.
- Have warnings of circle of concern on all handouts possible to staff.
- Meet with staff to proactively “call out” current circle of concern issues.
- Pick staff and randomly evaluate energy/time lost to circle of concern.
- Meet with staff personally to share how they can grow their circle of influence.
- Have staff list daily activities and then organize into the two circles.
- Hold competition for most influential employee.

Become a transition person

- Encourage mentoring in your department.
- Shine a spotlight on employees who transition from negative patterns to positive patterns and the person who helped get them there.
- Keep talking about CBE as a transition company for the collection industry.
- Identify negative patterns and take steps to transition them to positive patterns before it becomes an issue.

Formal Activities

30 Day Proactivity Test

- Journal proactive and reactive behavior for the next 30 days.
- Write down situations where you were reactive and proactive, also keep track of times when you corrected yourself.
- Analyze what situations make you reactive.
- Analyze what situations you thrive in being proactive.
- Decide how healthy your balance between the two is.
- Develop 3 things to focus on in the next 30 days to foster proactivity.

Circle of Influence

- Select a problem from your work or personal life that is frustrating to you. Determine whether it is a direct, indirect or no control problem. Identify the first step you can take in your Circle of Influence to solve it and then take that step.

Language Accountability

- Pick a partner that you work closely with for the day.
- Keep track of the use of reactive language throughout one day.
- Try to be aware of what situations tend to make the other person reactive.
- Compare results at the end of the day.