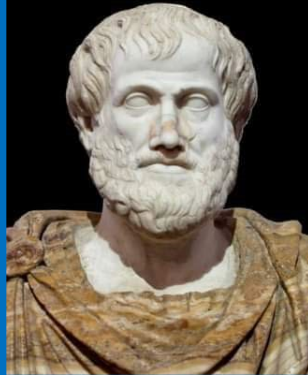


# 7 Habits of Highly Successful Risk Pool Staff

"We are what we repeatedly do.  
Excellence, then, is not an act,  
but a habit."



*Aristotle*



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# 7 Habits

*of Highly Successful Risk Pool Staff*

**Michael G. Fann, ARM-P, MBA**

President/ Chief Encouragement Officer  
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Franklin, Tennessee



**What must we do daily to protect...**

**our People  
the Public  
our Property**




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When things  
change inside you,  
things change  
around you.

Life And Motivation



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**Only three things happen naturally  
in organizations: friction, confusion,  
and underperformance. Everything  
else requires leadership.**

Peter F. Drucker

“ quote fancy



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# 7 Habits of Highly Successful Risk Pool Staff

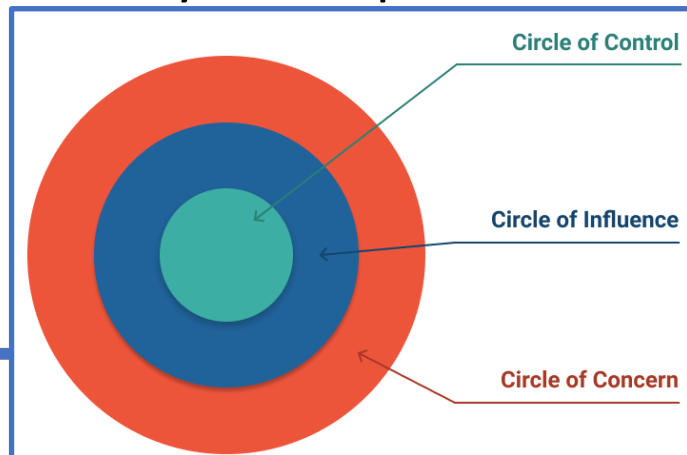
Moving from Dependence to Independence

## Habit 1 – Be Proactive

- Take responsibility for one's reaction to one's own experiences
- Take the initiative to respond positively; seeking solutions
- Improve the situation

[know what you want, but take what you can get]

- “Between stimulus and response lies your ability to choose”
- Focus your responses within your “circle of influence”



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# 7 Habits of Highly Successful Risk Pool Staff

Moving from Dependence to Independence

## Habit 2 – Begin with the End in Mind

- Know where you are going
- Immerse yourself into your Vision and Mission
- Define and understand where you currently are  
[To thine own self be true. – from Shakespeare’s Hamlet]
- “You are the programmer”  
[All things are created twice. First in your mind...]
- Do not just act... think first. Get your mind right, then act.

**STRATEGY WITHOUT TACTICS IS  
THE SLOWEST ROUTE TO VICTORY.**

**TACTICS WITHOUT STRATEGY IS  
THE NOISE BEFORE DEFEAT.**

- Sun Tzu -



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# 7 Habits of Highly Successful Risk Pool Staff

Moving from Dependence to Independence

## Habit 3 – Put First Things First

- What's **important** should never be at the mercy of what is **urgent**
- Take the initiative to respond positively; seeking solutions
- “Write the program, become the leader”
- Urgent & Important - DO
- Not Urgent, but Important - PLAN
- Urgent, but not Important - DELEGATE
- Not Urgent and not Important - ELIMINATE

	URGENT	NOT URGENT
IMPORTANT	<u>Quadrant I</u> <i>urgent and important</i> <b>DO</b>	<u>Quadrant II</u> <i>not urgent but important</i> <b>PLAN</b>
NOT IMPORTANT	<u>Quadrant III</u> <i>urgent but not important</i> <b>DELEGATE</b>	<u>Quadrant IV</u> <i>not urgent and not important</i> <b>ELIMINATE</b>



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# 7 Habits of Highly Successful Risk Pool Staff

Moving from Independence to Interdependence

## Habit 4 – Think Win-Win

- What results will be mutually beneficial?
- Seek agreement in your relationships
- Value and respect the viewpoints, goals & needs of others
- “Win-Win” isn’t about being nice nor a quick fix.

[“It is a character-based code seeking collaboration.”]

On major life decisions, the purpose of seeking advice is not to get answers. It's to gain perspective.

No one knows what's best for you. They can only share what makes sense to them.

The most important question to ask is not what you should do. It's what you might be missing.



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# 7 Habits of Highly Successful Risk Pool Staff

Moving from Independence to Interdependence

## Habit 5 – Seek First to Understand, then to be Understood

- Empathetically listen to genuinely understand
- Keep an open mind
- Create a positive problem-solving atmosphere
- Ancient Greek philosophy of Three Modes of Persuasion

[Ethos – one’s personal credibility... the trust that one inspires]

[Pathos – empathy... emotional trust]

[Logos – logic and reasoning]



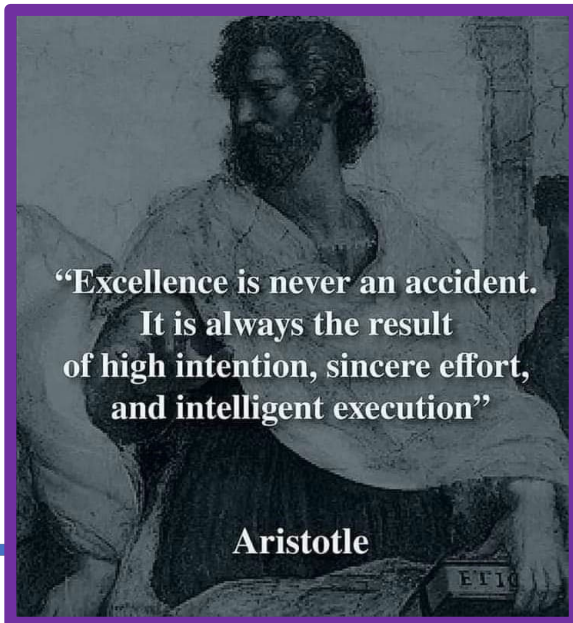
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# 7 Habits of Highly Successful Risk Pool Staff

Moving from Independence to Interdependence

## Habit 6 – Synergize

- There is safety in a multitude of counselors
- Combine the strengths of people through positive teamwork
- Achieve goals that no one could have achieved alone



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# 7 Habits of Highly Successful Risk Pool Staff

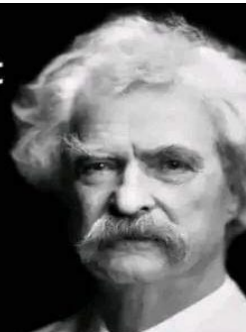
Moving to Continual Improvement

## Habit 7 – Sharpen the Saw

- Constantly review the data
- Balance and renew one's approaches, resources & passion
- The person you will be in 5 years is largely determined by what you input into your brain (reading, listening, watching), and the people you associate with.
- Create a deeper understanding of people, accident causation, and core solutions
- Create your organization's "Upward Spiral" of growth, change and constant improvement

**"Continuous improvement  
is better than delayed  
perfection."**

— Mark Twain



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# 7 Habits of Highly Successful Risk Pool Staff

Moving from Dependence to Independence to Interdependence  
to Continual Improvement

## 7 Habits

### Habit 1: Be Proactive

(Do something instead of nothing)

### Habit 2: Begin With the End in Mind

(Get your mind right, Know the Goal, create a Plan)

### Habit 3: Put First Things First

(Balance the Important and the Urgent)

### Habit 4: Think Win-Win

(Everyone Can Win – seek collaboration)

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

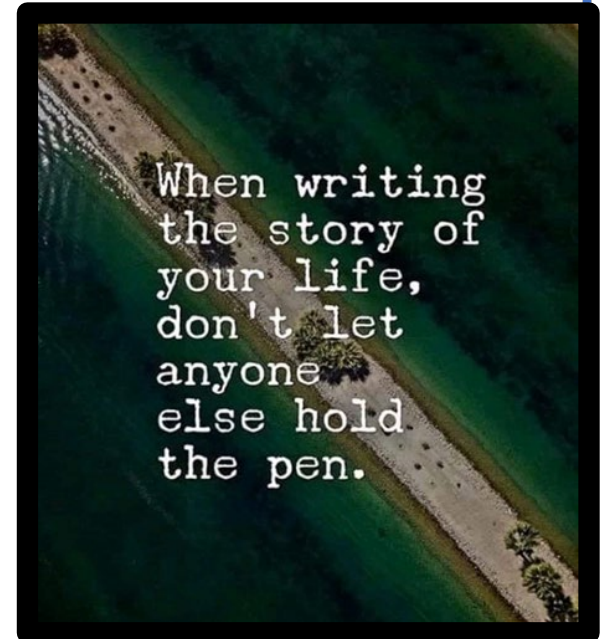
(Listen Before You Talk)

### Habit 6: Synergize

(Together Is Better – safety in a multitude of counselors)

### Habit 7: Sharpen the Saw

(Balance Feels Best)



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