

Helping to simplify life with diabetes, one Simple Win at a time.

HEALTHCARE PROFESSIONAL WORKBOOK GUIDE

Stephen R. Covey





Bayer Healthcare Diabetes Care

Your Name

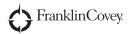
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When I originally developed *The 7 Habits of Highly Effective People*, I viewed them from a personal and business perspective, but I didn't necessarily see the habits as a way to combat disease. It has become clear that many people have discovered the power of the 7 Habits in managing any lifelong disease, including diabetes.

In partnership with Bayer Healthcare Diabetes Care, the experts in simplifying diabetes care, we have created this wonderful new aide for you. The workbook is purposefully simple and small. At a time when things may seem overwhelming to you, I don't want to add any complexity to your life. Within these pages are key concepts from each of the habits that can help you make necessary lifestyle changes. Learning these habits will actually simplify your life and management of your diabetes. This workbook is intended to be used with a healthcare professional. In a sense, your healthcare professional becomes your coach for the 7 Habits and helps you implement them. As you meet with your healthcare professional regularly, you can report on the exercises you have completed and get further explanation on upcoming habits. The more you work on the habits, the more you will realize the power you already have in taking charge of diabetes and your life.

I hope this workbook will be the beginning of a journey for you that will help you feel confident and empowered. Having diabetes can be used as a force for good in your life and in the lives of those closest to you.

To get the most out of your materials, let me suggest you do the following:

- 1. Listen to the Audio Learning CD of *The 7 Habits of Highly Effective People With Diabetes*.
- 2. Go through the workbook, read it thoroughly, and complete the application exercises.
- 3. Apply your learning in your Weekly Planner.

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Introduction

When diagnosed with a life-changing disease such as diabetes, you may feel unsettled, confused, and even discouraged. You may wonder if things will ever get "back to normal." *The 7 Habits of Highly Effective People With Diabetes* are habits or actions to help you manage your diabetes. This workbook is divided into seven parts — one for each of the 7 Habits. In each part, you will learn a little bit about the habit and how you can use it to manage your life and your disease. The 7 Habits are not seven "to-dos" on a list that will complicate your life. The habits really change the way you think and act to simplify your life and management of your diabetes. The *7 Habits of Highly Effective People With Diabetes* workbook is a tool you can use one-on-one with your patients to help them lead normal, productive lives with diabetes.

Simplifying management of your diabetes is what Bayer calls "Simple Wins." Each of the 7 Habits can be a Simple Win, and the habits can lead you to many other Simple Wins — the little things that you can be thankful for every day. When it comes to diabetes, it's the Simple Wins each day that add up to big wins over time — and a healthier life.

To the Healthcare Professional:

The education and ongoing support you offer your patients is invaluable. You have the opportunity to directly impact the lives of individuals who have this lifelong disease. As a member of the healthcare team that serves people with diabetes, you have the unique opportunity to offer training and education in areas such as diet, exercise, and emotional support. *The 7 Habits of Highly Effective People With Diabetes* workbook is a tool you can use to help patients lead normal, productive lives with diabetes.

You may already be familiar with *The 7 Habits of Highly Effective People*. Outlined on the following page is a quick review.

- Habit 1: Be Proactive[®] We have the power to choose our response to any situation. We are free to be the creative force of our own lives. That's what being proactive means—choosing your actions and taking responsibility for them.
- Habit 2: Begin With the End in Mind[®] We can actively shape our future by envisioning it. This habit is based on the principle that all things are created twice—first in our minds and then in reality.
- Habit 3: Put First Things First[®] With our vision for the future defined, now we can plan and execute to achieve our dreams and goals. We define our most important roles and goals in life based on our vision or mission. Then we prioritize our tasks and appointments around what is most important, not just around urgency.
- Habit 4: Think Win-Win[®] We live our lives by interacting with others. By valuing and respecting the ideas of others, our lives become more productive, rich, and rewarding. As we work toward solutions that are mutually beneficial, we strengthen our most important relationships.
- Habit 5: Seek First to Understand, Then to Be Understood[®] We all have a deep need to feel understood. It's like psychological air. When we stop talking long enough to genuinely listen to another, we help people feel understood, valued, and respected. They in turn will be more willing to listen to us.
- **Habit 6: Synergize**[®] Synergy happens when two or more people work together to find a better solution than either could alone. Synergy can be a creative and powerful force for anyone trying to solve difficult problems.
- Habit 7: Sharpen the Saw[®] Each of us has four areas of self: physical (body), mental (mind), social/emotional (heart), and spiritual (spirit). We need to constantly renew in each of these four areas to be most effective in our lives.

The information in this workbook is exactly the same as the workbook your patients received, other than the additional Educator Tips provided for your use. As you prepare, become completely familiar with the concepts and applications in the workbook and on the Audio Learning CD. Then use your expertise, plus the additional Educator Tips, to help your patients implement these things in their lives.

In this workbook guide, you will see numbered references on select pages. When you see one of these numbers, go to the end of the section and review the corresponding Educator Tips. These helpful ideas will give you insight as you work with your diabetes patients.

Thank you for the fine work you do each day helping to educate and care for your patients. As you use the tools in these materials, may the work you do bring satisfying change to each of them. Bayer and FranklinCovey are committed to your success!

Habit 1

Be Proactive®



The Habit of Choice You have the power to choose how you will live with and manage your diabetes. You are responsible for your choices. Habit 1 Be Proactive

Key Concept: The Power to Choose

Habit 1: Be Proactive is about your freedom to make choices in your life. Think back to when you were first diagnosed with diabetes. Many people have a range of emotions such as worry, sadness, fear, anxiety, anger, and hopelessness. You may have felt that life was suddenly out of your control and that diabetes had robbed you of your ability to choose. It was something that was handed to you, perhaps without warning or reason, which added a new level of complexity to your life.

While at present you don't have a choice to cure your diabetes, you can choose how you simplify the management of your diabetes. Be Proactive means that you control your disease, it doesn't control you.

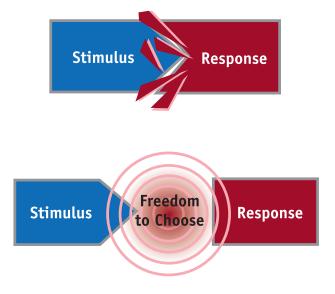
Reactive Behavior

1

Reactive people allow outside influences (moods, feelings, and circumstances) to control their response.

Proactive Behavior

Proactive people pause to allow themselves the freedom to choose their response based on principles and desired results. Their freedom to choose expands as they wisely use the space between stimulus and response.



Look at the diagrams above. A stimulus is anything that acts upon you, such as a disease, the weather, and other people. Your power to choose lies in the space between an outside stimulus acting upon you, such as diabetes, and your response to that stimulus. People respond in two ways to stimulus: reactively and proactively. Reactive people allow the stimulus to control their response. For example, if reactive people hear

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bad news, they let it ruin their whole day. If someone gets angry at them, they get angry right back. If they have diabetes, they feel out of control or stay in denial. These are all reactive behaviors.

Be Proactive means pausing to allow yourself the freedom to choose your response. For example, if proactive people hear bad news, they look at both sides of the issue; they look for the good; and they don't allow the news to make them sad all day. If someone gets angry at them, they listen to the other person and try to understand why he or she is angry. They work to make things right instead of getting angry back. If they have diabetes, they choose to do simple little things every day to give them the best chance of staying healthy.

Application Activity: Proactive vs. Reactive Responses

Think about a day when you felt bad because of your diabetes, and then answer the following questions:

What are the emotions, feelings, and situation linked to this bad day?

What are some reactive responses when you don't feel good? What would happen if you responded this way?

What are some proactive responses when you don't feel good? What would happen if you responded this way?

Application Activity: Proactive Language

Your language tells you if you are being proactive or reactive. Changing your language from reactive to proactive is a simple thing you can do to be more positive about managing your diabetes. Compare the proactive language and the reactive language in the boxes below.

Proactive Language	Reactive Language
• "I choose to eat healthful foods."	 "I have to eat things I don't really like."
• "I want to be active."	• "I don't like to exercise, but I have to."
• "I monitor my blood glucose so I can understand how foods, exercise, and medications impact it."	• "I am so sick of pricking my finger. I just can't do it any more."
• "I take my medication so I can do the things I want to do."	• "I don't like to take my medication. It's like a constant nag in my life."
• "I share my worries and fears with people who can help."	• "No one understands what I'm going through. I have to keep this to myself."

Think about the following simple, practical approaches to managing your diabetes:

- 1. Stay active and exercise.
- 2. Eat healthful foods and drink lots of water.
- 3. Monitor your glucose level every day.
- 4. Take your medication as prescribed by your doctor.
- 5. Build strong relationships with family, friends, and co-workers.
- 6. Find ways to deal with personal and relationship problems.
- 7. Get regular medical checkups and reduce unnecessary health risks.

Place a star next to the items above that you already speak about proactively. Remember, if you *speak* proactively about the item, you are likely *being* proactive in this area.

B

Circle the items on the list that you speak about reactively. In the spaces below, write down statements you can use to help you think and be more proactive in the areas where you are reactive.

Example

Practical Approach: Get rid of unnecessary health risks.

Proactive Statements: "I want to quit smoking." "My life will be better without cigarettes." "I choose to let go of this bad habit."

Now choose some of your own.

Practical Approach:_____

Proactive Statements:_____

Practical Approach:_____

Proactive Statements:_____

Practical Approach:_____

Proactive Statements:_____

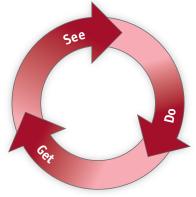
Habit 1 Be Proactive

Key Concept: See-Do-Get

The first part of Be Proactive is knowing that you have the power to choose. The second part is accepting the results of your choices.

This picture is called the See-Do-Get model. Notice that it's a circle with **see**, **do**, and **get** going round and round and feeding into each other.

A paradigm is a belief you have. Your beliefs are responsible for how you **see** the world. Your paradigms create your behavior or the things you **do**. The things you do create your results or what you **get**. And what you get affects how you see things.



Let's review the definitions for each part of the picture:

- See. Your belief system, or your paradigms, create what you do.
- Do. Your behavior creates what you get.
- Get. What you get affects your belief system, or paradigms.

Read the following story of the See-Do-Get model in action.

Sharon was diagnosed with diabetes as a young mother with three children. As the news of the disease settled in, Sharon wanted to simplify how she managed the disease so she could still be there for her family. She strongly believed (her paradigm, or what she saw) that diabetes was controllable and livable. Because of this paradigm, she started to do things differently—simple things that made a big difference. She went to a diabetes class and worked with a Certified Diabetes Educator (CDE). She read a lot about diabetes and the things that best control it. She worked with her healthcare team to help her manage the disease. Little by little, she made simple changes in her life that helped her and her family to move forward.

What she got (the results) was the knowledge that diabetes was controllable and livable. She could set and achieve Simple Wins in her life that made a big difference, like rock climbing with her husband. Sharon still had bad days that threw her a curve ball, but she didn't let those days change her paradigm about diabetes being controllable.

Had Sharon not been diagnosed early in her life, she may not have made some of the healthy lifestyle changes. Ironically, it was diabetes that lead her to greater health as she chose to focus and achieve simple lifestyle changes that made a big difference.

Application Activity: See-Do-Get

Think about the See-Do-Get model as you answer the following questions:

What are some paradigms (beliefs, or the way you see the world) that get in the way of applying practical, simple approaches for managing your diabetes?

What do you do or not do as a result of your beliefs?

What are the results you are currently getting from these beliefs?

What new beliefs could you have that would help you better apply practical, simple approaches for managing your diabetes?

If you adopted these new beliefs, what would you do differently? How would you manage your diabetes differently?

What do you imagine the results would be from the new beliefs and actions? In other words, what would you get?

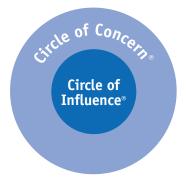
Habit 1 Be Proactive

Key Concept: Circle of Influence[®]/Circle of Concern[®]

Every person has a Circle of Concern and a Circle of Influence. Within your Circle of Influence are those things that you can do something about, such as what you eat, how often you are physically active, and how regularly you monitor your blood glucose levels.

Your Circle of Concern includes those things you care about, but have no control over, such as new medications that better control diabetes and finding a cure. These things are important, but most of us do not have direct control over them.

Thinking and worrying about your outer Circle of Concern takes away your ability to Be Proactive. It's like worrying over the weather — your actions will not make it stop raining. Dealing with diabetes can be complicated and,



at times, overwhelming. So it's important that you concentrate on those things you can directly influence and ways to simplify how you manage the disease, instead of spending your time on things you can't do anything about. By doing this, you will start achieving simple goals that will help you feel ready and able to live well, in spite of diabetes.

Application Activity: Circle of Influence Focus

Answer the following questions:

Identify one thing in your Circle of Concern that you spend a lot of time worrying about as it relates to diabetes—in other words, something you can't directly control.

Instead of worrying about something you have no control over, what is something you *can* work on within your Circle of Influence that improves how you manage your diabetes?

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Educator Tips

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Habit 1: Be Proactive

Use the following information to further explain the key concepts covered in this workbook.

- **Be Proactive.** As you know, your patients have many emotions associated with a diagnosis of diabetes or living with diabetes. Habit 1: Be Proactive is a continuous reminder to them that they have the power to choose their emotions and actions, even in difficult situations. Eventually, they will be ready to empower themselves and take responsibility for moving forward. Making effective lifestyle changes and simplifying the management of their diabetes are signs that they are taking control and are being responsible for their life with diabetes.
 - **Stimulus-Response.** As a healthcare provider, you can help your patients understand that they have the ability to pause and choose their response to an outside stimulus. You could share with them the following example:

Have them think of two bottles sitting on the table: one with soda and the other with water. Someone comes up to the table and shakes both bottles vigorously. Which bottle lid would your patient like to remove? The water, of course, because no one wants to get sprayed with soda. In life, we are like the bottles of soda or water. Someone or something, such as diabetes, may come along and shake us up. We have the power to decide if we are going to explode like soda, or stay calm like the water.

You may want to share with them two examples from your experience: one that demonstrates a reactive response and the other that demonstrates a proactive response. Help your patients understand that their response to a stimulus sets off a chain of events that they are responsible for. For every choice there is a natural consequence that follows. Making good choices about their diabetes will give them a better chance at good consequences.

Habit 1 Be Proactive

3

Proactive Language. As you may be aware, proactive language takes a long time to master. Everyone speaks reactively at times, whether they have diabetes or not. Suggest that patients try to be aware of their language and make one change to speak more proactively about their disease. For example, instead of saying, "I have to exercise today," try to encourage your patients to say, "I choose to exercise today." This can be a Simple Win that makes a big difference.

See-Do-Get. Explain the See-Do-Get model in terms of diabetes. You could walk your patients through the following scenario:

We begin with a paradigm, or belief. For example, we believe that exercise helps a great deal in regulating blood glucose levels. If we have that belief, then what do we do? We are motivated to stay active and exercise. What do we get from exercise? We stay healthier and manage the disease better. What does staying healthier help us believe? It reinforces our belief that staying active helps manage diabetes.

5 Circle of Influence/Circle of Concern. The circles are simply a way for your patients to realize that some things they have control over and some things they don't. Worrying about the things they don't have control over is a waste of time and energy. It's better to focus on things within their control. For example, worrying about whether or not they will get sick next winter is within their Circle of Concern, but they have no influence over it. But staying active and eating well helps them stay healthier, which is something within their Circle of Influence.

Habit 2

Begin With the End in Mind[®]



The Habit of Vision You can create a vision for your life based on what is most important to you. You are not limited by diabetes. 2 Begin With the End in Mind

Key Concept:Vision and Mission

Habit

Habit 2: Begin With the End in Mind is about having a vision or mission for your life. This habit is based on the principle that all things are created twice: the first is the mental creation, which means that we imagine, dream, or think something in our mind first. The second is the physical creation, which means that we take the imagination, dream, or thought and make it into something real. The second creation follows the first, just as a building is made from a blueprint.

When you were first diagnosed with diabetes, you probably felt overwhelmed and couldn't believe it. You may have even been in denial. You had to make lifestyle changes to manage your diabetes that may have included eating differently, being active, monitoring your blood glucose levels, and visiting your healthcare team. Some people feel so overwhelmed with the disease that they lose sight of the vision and dreams they once had for themselves. Managing your diabetes is something you do to live, but it shouldn't be what you live for. You can still live your dreams and aspirations. The future can be filled with wonderful possibilities and opportunities. Simplifying how you manage your diabetes will allow you to do the things you want to do.

Many people live with diabetes. In fact, according to the ADA, 23.6 million children and adults in the United States, or 7.8 percent of the population, have diabetes. Another 57 percent have pre-diabetes — a condition that puts people at increased risk for diabetes. You are not alone.

Look at the list of people below who didn't let diabetes stand in the way of their dreams. (Each of these people have/had either Type 1 or Type 2 diabetes.)

- Gary Hall, Olympic gold-medal swimmer
- Billie Jean King, tennis player
- Will Cross, mountaineer and motivational speaker
- Elizabeth Taylor, actress
- Johnny Cash, singer
- Ernest Hemingway, author
- Y0U

- Nick Jonas, musician
- Jackie Robinson, baseball player
- Thomas Edison, inventor of the light bulb and phonograph
- Larry King, talk show host
- Aretha Franklin, singer
- Bill and John Davidson, Harley-Davidson motorcycles

Application Activity: 80th Birthday Speeches

Imagine for a moment that you are sitting at your 80th birthday party. Family, friends, and other people you know are at the party with you. Some people have been asked to speak and share their good thoughts about you. Write down the names of seven people you would like to speak. Then write the good things you would like them to say about you.

Key Person	Birthday Speech
1.	
2.	
3.	
4.	
5.	
б.	
7.	

Application Activity: Personal Mission Statement[®] Builder



One of the best ways to include Habit 2 in your life is to write a Personal Mission Statement. A mission statement is about what you want to be and do. It is your vision for a successful life. On the following pages are six steps to help you write a Personal Mission Statement.

Step 1: Brainstorm

Habit

In the space below, or on a separate piece of paper, write about each of the topics without stopping. This is free-writing, so don't worry about spelling, punctuation, etc. If you hit a point where you can't think of anything to write, just keep going and write words or phrases that come immediately to mind. Remember, you're brainstorming and not writing a final draft. The purpose is to get your ideas on paper. Spend 2 or 3 minutes on each question.

Think about a person you admire. Think about someone you admire who has been a good example to you. What things do you admire most about this person? What qualities did you gain from this person?

Look back/look forward. Look back over the past 20 years of your life. What have you done that you are most proud of? What are your major accomplishments? Now imagine that it's 10 or 20 years in the future. What more would you like to accomplish? What do you want to have, do, and be? By what would you like to be remembered?

Determine what is important to you today. What are the ten things that make you happy and fulfilled? What do you live for and love in life?

Think about your health. What things are you going to do to make sure you are around to enjoy your 80th birthday? How will you treat your body? How will you simplify your diabetes management?

Step 2: Take a Breather

Now take a deep breath and relax. Put your writing aside for a few minutes and walk away from it.

Step 3: Gather Your Thoughts

Review what you've written and circle the main ideas, words, and phrases that you would like to include in your Personal Mission Statement.

Step 4: Write a Rough Draft

Now it's time to write a rough draft of your Personal Mission Statement. Review the examples on the next page to give you ideas. Write a rough draft of your Personal Mission Statement below. Review it during the week and make changes.

Step 5: Complete Your Personal Mission Statement

At the end of the week, write a final copy of your Personal Mission Statement on a separate sheet of paper. Put it in a place where you can read it often.

Begin With the End in Mind

Step 6: Periodically Review and Evaluate

Habit

At regular intervals, ask yourself the following questions:

- Do I feel that this mission statement represents the best within me?
- Do I feel direction, purpose, challenge, and motivation when I review my mission statement?
- Am I living my life according to the ideals and values that are in my mission statement?
- Does my mission statement help me simplify the management of my diabetes and lead a healthier lifestyle?

Mission Statement Examples

Mission Statement

My mission is to give, for giving is what I do best and I can learn to do better.

I will seek to learn, for learning is the basis for growth, and growing is the key to living. I will seek first to understand, for understanding is the key to finding value, and value is the basis for respect, decisions, and action. This should be my first act with my wife, my family, and my business.

I want to help influence the future development of people and organizations. I want to teach my children and others to love and laugh, to learn and grow beyond their current bounds.

I will build personal, business, and civic relationships by giving, in frequent little ways.

Our Family Mission No empty chairs. I live to serve my talents as communicator, artist, and independent businesswoman. I create balance in work, play, and community. I inspire those I interact with.

Key Concept: Roles

3

Now that you have a rough draft of your Personal Mission Statement, it is important to think about the roles and goals in your life and how they relate to your mission statement. You play many different roles in your life. Roles are simply the important relationships you have with other people. Living with diabetes can sometimes change these relationships. You may choose to simplify and get rid of some roles you used to play, or you may choose to have more roles. Think about your mission statement to help you come up with your roles. Your mission statement should help you figure out your most important and valuable roles. Thinking about your roles will help you see your life from different viewpoints, such as spouse, parent, employee, friend, etc. In order to keep your roles simple, you may want to combine some of them, such as parent/grandparent or employee/manager. Whenever you can, go for the Simple Wins!

Application Activity: Role Identification

In the table on the following page, write the roles that are most important to you. List no more than seven roles. If you have more than seven, combine some of them together. Next to each role, write how you can be good at it.

Sample Roles

Artist	Writer	Companion	Director	Energizer
Friend	Grandparent	Inventor	Neighbor	Peacemaker
Son	Teacher	Educator	Parent	Volunteer

Habit 2 Begin With the End in Mind

Role	How I Can Be Good in This Role
Example: Grandparent	"I listen to my grandchildren." "I don't rush them." "I don't try to do other things when they are with me. I just be with them."
1.	
2.	
3.	
4.	
5.	
6.	
7.	

Key Concept: Goals

4

You have your Personal Mission Statement and the most important roles in your life. How can you accomplish your mission? How can you strengthen your relationships? The answer is to set and achieve specific goals. A goal is something you want to do or achieve. Setting goals can be a hard thing, but it doesn't have to be. Giving the goal a name, jotting down a few simple steps, and setting some deadlines are all it takes to set a goal. Some goals are short-term, meaning they take only a few days or weeks to accomplish. Bayer calls short-term goals "Simple Wins." These are quick and simple goals you can reach as you simplify how you manage your diabetes. Other goals are long-term, meaning they take months or even years to achieve.

As you work on your goals, be gentle with yourself. Everyone has good days and bad days, both physically and emotionally. Celebrate the little things every day.

Here are some simple examples of goals from people with diabetes:

Lucille (short-term): "My goal is be able to go hang-gliding with my husband on Saturdays. To reach this goal, I need to make sure that I check my blood glucose three times a day and record my results. I will check my levels before breakfast, lunch, and dinner so I will remember, and I will keep a journal on the kitchen table where I can record my results. Going hang-gliding is my Simple Win."

Jeff (long-term): "My goal is to lose 5 pounds each month for five months. My steps to achieve this goal are to reduce my fat intake, increase my activity level, and eat sweets on Monday only."

Habit 2 Begin With the End in Mind

Application Activity: Goal Identification

Your Personal Mission Statement and your most important roles help you decide the goals you set in your life. In the space below, write down a Simple Win goal that will help you achieve your mission. Set a date or deadline for your goal and the steps you'll need to take to achieve it. Focus on things you can do to simplify your life with diabetes. For example, you may want to set a goal to take refined sugar out of your diet, or it may be to have a support network of friends, family members, and heath professionals who can help you better cope with diabetes. As you reach your goals, your confidence and selfworth will improve. You will know that you can live well in spite of diabetes. There are additional goal-planning pages in your Weekly Planner.

Week Of:								
			١	WEEKLY COMPASS				
Bod	y	ROLE	ROLE					
_		Goal:			Goal:			
FOOD P	LAN EXERCISE	T W TH F Sa						
Min	d							
MS —		ROLE			ROLE			
Ë —		Goal:			Goal:			
SHARPEN THE SAW	rt							
SHAF								
_		ROLE			Weekly Tip			
Spir	Spirit		Goal:			Ten minutes, three times per day is the equivalent of 30 minutes of walking. "Short and sweet" is still a walk!		
TASKs	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
Α.								
В. С.								
	1	I		1 1			I	
APPTs								
:00am								
COD SUGAR								
DOD SUGAR IEDICATION								
:00am								
DOD SUGAR								
OOD SUGAR								
DICATION								

Notes	

Begin With the End in Mind

Educator Tips

Habit

Habit 2: Begin With the End in Mind

Use the following information to further explain the key concepts covered in this workbook with your patients.

- **Vision and Mission.** A mission or vision doesn't have to be difficult or complex. Help your patients understand that a mission is simply about their hopes and dreams for their life. Reinforce to them that many people with diabetes live happy, fulfilling lives. While it is a lifelong disease at present, it doesn't have to be a disease that holds them back.
- **Personal Mission Statement Builder.** Some patients may not enjoy writing. They can create their mission statement in many other ways, such as through a song, artwork, a collage, or a vision board.
- **3 Roles.** Explain to your patients that the term "roles" simply means relationships. Some relationships are more important than others. Help them focus on their most important relationships, not ones that change often. Some patients may feel afraid that their relationships with other people will change now that they have diabetes. Reassure them that the better they simplify the management of their diabetes the more time and energy they will have for the people they love.
- **Goals.** Reinforce with your patients that life does not have to stop with diabetes. They can go on to accomplish their dreams and goals, just as do people without diabetes. Encourage them to set and achieve simple goals or Simple Wins to add to their feeling of hope and self-confidence. Encourage them to celebrate the little things every day. They will realize that they can still live, achieve, and dream with diabetes. Review the examples in this workbook with them to help them understand how to set measurable goals with specific steps for accomplishing the goals.

Habit 3

Put First Things First®



The Habit of Integrity and Execution

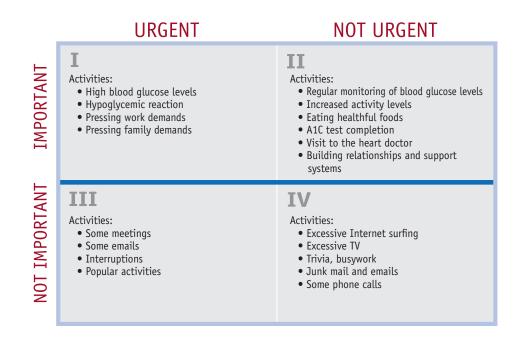
You order or prioritize your tasks to work on what is most important in your life. Put First Things First

Key Concept:Time Matrix[™]

Habit

Being diagnosed with diabetes is news that no one wants to hear. People feel a range of emotions from disappointment to fear to denial. But you have a new view on living that other people don't have. Habit 3: Put First Things First is about putting your activities in order so the things that matter most to you get done first — the things that are worth living for.

You may find it easier now to put things in order more than you did before. Your belief about what is important and what is not important changes when living with diabetes. The table below is called the Time Matrix. The Time Matrix is a tool you can use to work on the most important things in your life. As you look at the Time Matrix below, you'll see four boxes or quadrants that label activities as "urgent" or "not urgent," and "important" or "not important."



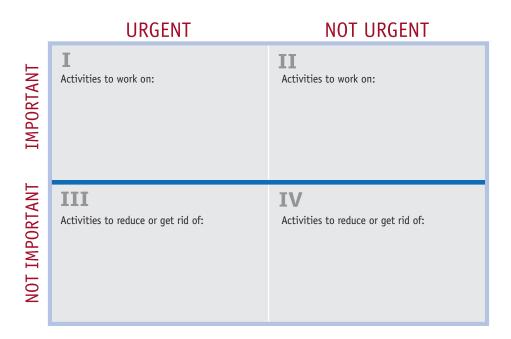
Important: Activities that represent your values, mission, and high-priority goals. **Urgent:** Activities that need urgent attention.

The key to living your mission, reaching your goals, and building strong relationships in each of your roles is to work on important activities and get rid of or reduce activities that are not important. In other words, spend most of your time in Boxes I and II and reduce or get rid of the activities in Boxes III and IV.

Application Activity: Fill In the Box

Think back to your Personal Mission Statement, your goals, and your most important roles. Then complete the activity below.

- 1. List some activities in Boxes I and II that are very important for you to complete based on your mission, roles, and goals.
- 2. List the activities in Boxes III and IV that you will try to reduce or get rid of so you can spend more time on the important things in your life.



Put First Things First

Key Concept: Weekly Compass®

Look back to the roles and goals you wrote down on pages 22 and 24. To reach your goals in your roles, you need to make a plan each week. Regular planning doesn't have to be hard or take a lot of time. Diabetes has added a new element to your life that takes time and attention. What you don't need right now is more to do. But setting aside a few minutes on a regular basis to plan what is most important to you will give you a sense of peace and control at a time when you may be feeling that nothing is within your control. Planning will help you bring order and importance to the things you do each day.

The Weekly Compass is a simple planning tool that's easy to use. Just follow these three quick steps:

- 1. Review mission and roles.
- 2. Choose goals.

Habit

3. Schedule the week and adapt.

1. Review Mission and Roles

Each week, read your Personal Mission Statement and your most important roles. Write the roles in the space on the Weekly Compass. Don't worry if some weeks you don't have any plans for some roles. How much time you spend on each role will be different, depending on what's going on in your life. Just try to keep a balance among your roles.

2. Choose Goals

For each role on the Weekly Compass, ask yourself this question: **What is the most important thing I can do in this role this week?** List your answer to that question under each role in the space titled "Goal." These can be simple things (Simple Wins) such as "Listen to my daughter play the piano," "Take my nephew out to lunch," or "Send a thank-you note to an important client." Remember that taking care of yourself (body, mind, heart, and spirit) is your first role. In this area, try to focus on goals that simplify management of your diabetes, such as exercising daily and staying active, eating healthful food and drinking lots of water, monitoring your blood sugar every day, and taking your medication. (See Habit 7 for more information on taking care of yourself.)

3. Schedule the Week and Adapt

Finally, schedule your goals in whatever planning system you use, such as *The 7 Habits of Highly Effective People With Diabetes Weekly Planner*, an electronic tool, or a simple calendar. Scheduling means that you actually set aside some time on the calendar to get the task done. Take a few moments at the beginning of each day to review your plan and adapt, if necessary. Remember, planning is a good servant, but a terrible master.

Application Activity: Sample Weekly Compass

Use the blank Weekly Compass below to list your roles and most important goals for the upcoming week. Remember that most important goals do not necessarily mean complicated goals. These can be Simple Wins that you want to reach this week. After you write them on the Weekly Compass, schedule time for the goals in your planning system.

leek Of:							
			WEEKLY COMPASS				
Body	ROLE			ROLE	ROLE		
	Goal:			Goal:			
FOOD PLAN							
Mind							
	ROLE			ROLE			
	Goal:			Goal:			
Heart							
	ROLE			Weekly Tip			
Spirit	Goal:				utes, three times p nt of thirty minute		
					rt and sweet" is st		
				_			
SKs SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
Α.							
B. C.							

Put First Things First

Educator Tips

Habit

Habit 3: Put First Things First

Use the following information to further explain the key concepts covered in this workbook with your patients.

1 Prioritize. Habit 3 is about priorities. For someone living with diabetes, implementing practical, simplified approaches to managing diabetes becomes a priority. That means other activities that are less important will have to be reduced or eliminated. This habit is hard for anyone, not just your patients. We all have those time-wasting activities we like to do when we need a mental or physical break. Encourage your patients to try their best to reduce activities that aren't important so they can care for themselves and have time left over to do other important tasks.

2 Weekly Compass. Some of your patients may be very good at planning; others may not have much experience with it. The Weekly Compass is a simple tool that helps define some tasks or appointments each week based on their goals (Simple Wins) and roles. It helps them link their daily activities to those things that are most important to them. It can also serve as a wonderful reminder of critical self-care tasks that need to be completed each week. The Weekly Compass is located at the top of each weekly page in *The 7 Habits for Highly Effective People With Diabetes Weekly Planner*.

Habit 4

Think Win-Win[®]



The Habit of Mutual Benefit

You can have good relationships with others that help you succeed in simplifying your management of diabetes.

Key Concept: Supporting Each Other

At times, you may feel all alone with your diabetes. But remember that you are not alone. Living with and managing your diabetes can have its day-to-day challenges, which is why a support system is so important. Support can come from your family, social groups, co-workers, neighbors, healthcare team, etc. Habit 4: Think Win-Win is about having good relationships with the people around you — people who will help you simplify the management of your diabetes so you can be there for them in return. Diabetes will likely change your relationships in some ways, but it does not have to be a bad change. Think about how relationships changed in a good way in the story below.

Mark was diagnosed with diabetes in his 50s. His children were young adults getting ready to leave home for college. At first, Mark wanted to be by himself. His family members were worried for him and didn't know how to help. They experienced his mood swings, and at times he would snap at them. He seemed to be most moody when he had a low blood-glucose reading. They missed the husband and father they knew before the diabetes diagnosis.

One evening, Mark held a meeting with his family. He talked about all of the different feelings he was having since being diagnosed and the hard time he was going through. He apologized for being distracted, depressed, and stressed since his diagnosis. He told them that he wanted to be there for them — to see them graduate from college and get married some day—and he wanted to be able to play with his future grandchildren. But he explained that he couldn't do it alone. He needed their help and support in living with his disease and leading a healthier lifestyle. They, in turn, wanted him to get control of his glucose levels so they could get back to a normal family life. So they set simple family goals — goals that let the whole family win.

They set up a plan to increase family activities and to eat healthier. They spent more time together doing things they loved to do. They also helped Mark simplify the management of his diabetes so he didn't have to spend too much time worrying about it. After a few months, Mark's diabetes was in great control. Mark was back to his normal self because he chose to do the things he needed to do to manage his disease. He had more energy and time to spend with his family instead of having his disease consume most of his time. And interestingly enough, the entire family was healthier and more physically fit because of their simple goals to support Mark.

Application Activity: Another Point of View

2

It's easy to get caught up in your own feelings and worries when you are diagnosed with diabetes. But just as much as you need other people to be there for you, they need you to be there for them. Complete the following activity thinking about how someone else might be feeling during this time. Then think of ways that both of you can win, meaning you both feel more confident living with diabetes.

Write down the name of a person you have a close relationship with (e.g., spouse, child, employee, employer, etc.)

Since you have been diagnosed with diabetes, what are some things this person might be feeling or thinking?

What steps could you take with this person to have a win-win relationship — one in which both of you feel confident in living with diabetes?

Habit 4 Think Win-Win

Educator Tips

Habit 4: Think Win-Win

Use the following information to further explain the key concepts covered in this workbook with your patients.

- **1** Think Win-Win. Habit 4 can be difficult for some patients who have lived their lives in win-lose, lose-win, or lose-lose relationships—for example, a sporting event where one team wins and the other loses; an employee/employer relationship in which the employee acts as a "doormat" and is taken advantage of by the employer; or a divorce settlement that becomes so embroiled that neither spouse wants to win, he or she just wants to make sure the other person loses. How we interact with others can be deeply ingrained in our character. It may never have occurred to some patients that win-win is an option or even possible. The world depicts many win-lose situations: sports games, politics, business, and academia. Ask your patients to think about situations where win-win provides the best outcome, such as teamwork, families, partnerships, employer/employees, etc. Ask them to think about the people who can help them simplify the management of their diabetes in a win-win relationship: doctors, CDEs, family members, friends, etc.
- 2 Mutual Benefit. Explain that now, more than ever, diabetes patients need the help and support of those close to them. In turn, people close to them need to know that they are still loved and important. Being diagnosed with diabetes can be devastating for everyone involved, or it can be an opportunity to strengthen relationships and create mutually beneficial situations. The habit of Think Win-Win helps people cope with the diagnosis of diabetes, make appropriate lifestyle changes, and get the support they need.

Habit 5

Seek First to Understand, Then to Be Understood®



The Habit of Mutual Understanding

You can deeply understand and be deeply understood by others as you face the challenges of diabetes. Seek First to Understand

Key Concept: Listening First

Habit

Many of us enjoy talking. But when was the last time you tried to really listen? Habit 5 is about listening with your eyes and ears to understand the meaning and emotions behind what another person is saying. It doesn't mean you don't get a turn to talk. It just means that you try to understand where the other person is coming from before sharing your own view.

Have you ever answered someone before he or she was finished asking a question, only to find out that your answer wasn't what the other person was asking about at all? When people feel understood and appreciated, they are more willing to help you with your needs. Diabetes stirs up many emotions. People who are closest to you will need time to talk about their feelings just as much as you will need time to talk about yours. This is a great place to use what you learned in Habit 1: Be Proactive. Stop, think, and listen before responding, and ask others to do the same for you.

You will also want to develop a good listening relationship with your CDE and other healthcare providers. Be open to what they tell you and ask that they listen to your questions and concerns. That will be a win for everyone.

Application Activity: Listening Quiz

Answer the following questions:

Yes	No		
		Are you easily distracted when you should be listening?	
		Do you think about what you want to say next instead of listening?	
		Do you make snap judgments about the speaker instead of listening?	
		Do you concentrate on facts rather than meaning when someone is speaking?	
		Do you avoid hearing what you don't want to hear?	
		Do you act like you are paying attention when you really are not?	
		Do you have hot buttons that set you off and stop you from listening?	
		Do some words or phrases prejudice you so that you cannot listen well?	

Any "yes" answers are areas where your listening could get better. Look at one or two of your "yes" answers, then write down in the space below some things you could do to become a better listener. You could also ask someone you trust for ideas on how you could become a better listener. If you choose this option, be ready to accept whatever that person says without getting angry.

List Ways to Improve Your Listening

Seek First to Understand

Educator Tips

Habit

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

Use the following information to further explain the key concepts covered in this workbook with your patients.

1 Listening. As a healthcare provider, you know the importance of listening to your patients and allowing them to be heard. Discussing concerns, emotions, fears, and worries is so important in coping with diabetes. Listening will help you develop patient care plans and establish mutually agreed-upon goals. In addition, as patients become better listeners in their personal and professional relationships, they will find many people who are willing to genuinely listen to them. You may even suggest that partners, spouses, or families take advantage of counseling programs that allow everyone to feel listened to and understood.

Habit 6

Synergize®



The Habit of Creative Cooperation

By working well with others, you can find the best possible solutions to simplify the management of your diabetes and be healthy.



Key Concept: Working Well Together

The definition of synergy is when two or more people work together to find a better solution than either could have found alone. You will need the help and creative cooperation of others to simplify management of your diabetes so you will have time and energy for more important things in your life. For example, if your goal is to eat healthier foods, then your CDE can show you a plan that fits your lifestyle. Your family can make changes in their diet to support you. Your doctor can order the lab tests necessary to be sure you are on track. By working with your healthcare team, your family, and your friends, you can achieve your goals. Remember, it's a goal of progress, not perfection!

Application Activity: Best Solutions

Choose a simple goal that you want to work on with others to find the best solution (Synergize). Then use the space below to plan.

Example

1

- 1. What simple goal would you like to Syngerize with others on? *Increase my activity level.*
- 2. What people can help you find the best solution to reach this goal? *Doctor Smith, personal trainer at the gym, friends who are physically active.*
- 3. What are your ideas for this goal? *I want to do physical activities that are fun. I don't want it to be boring. I would also like to socialize while I am active.*
- 4. Contact each person to listen to his or her ideas for this goal. Dr. Smith: He suggests that I exercise at least three times a week. He has not placed any restrictions on the type of exercise I choose. Personal trainer at the gym: She suggests some fun group-exercise classes such as spinning, kick-boxing, Pilates, or a new dance-aerobics class they just added. Friends: Friends love to play tennis, hike, and swim.

- 5. What best solution did you come up with together? Two friends and I joined the new dance-aerobics class. They pick me up three times a week, so I can't get out of it. It's fun and it gives me a chance to socialize.
- 1. What simple goal would you like to Synergize with others on?

2. What people can help you find the best solution to reach this goal?

3. What are your ideas for this goal?

4. Contact each person to listen to his or her ideas for this goal.

5. What best solution did you come up with together?



Application Activity: Finding the Future

Earlier, you created a Personal Mission Statement. Share this Personal Mission Statement with those who are closest to you. Then Synergize about the future together. Use the questions below to talk with your family and find the best way to move forward, in spite of diabetes.

- 1. What kind of family do we really want to be? Does diabetes change that?
- 2. What kind of home would you like to invite your friends to? How can you be prepared to answer questions your friends might have about diabetes?
- 3. What embarrasses you about our family or about diabetes?
- 4. What makes you feel comfortable here? What makes you want to come home?
- 5. What do we want to be remembered by? What do we want people to remember about the way we handled diabetes in our family?
- 6. How do we want to treat each other? What things do we need to change, now that someone in our family is living with diabetes?
- 7. What traditions do we want to keep or create now that diabetes is in our family?
- 8. What are the most important things we need to do every day to make sure our diabetic family member stays healthy?
- 9. How can we simplify the management of diabetes so we have more time to do the things that are important to us?

Notes	



Educator Tips

Habit 6: Synergize

Use the following information to further explain the key concepts covered in this workbook with your patients.

- **1** Synergy. As you know, diabetes patients require a team of people to offer creative solutions to various challenges they will face. Your patients deserve the best possible care, and you may be a part of creating the healthcare team and helping your patients understand that it's in their best interest to reach out to others and ask for creative solutions to various problems that may arise. Remind people that some solutions they try may not work. Setbacks are part of the learning process and should not be viewed as failure.
- 2 Envisioning the Future. Encourage your patients to sit down with their family or those closest to them and think about the future. Everyone will have questions and concerns with a diagnosis of diabetes. They need to be able to express those fears and concerns. Envisioning the future together and talking about how diabetes will play into that future is a way to instill confidence and composure into other family members or significant others. If they can see that the patient remains positive, has hopes and dreams for the future, and even some concrete plans for achieving those hopes and dreams, they in turn will feel more confident. Conversely, if the patient makes statements such as "Why should we do that? I'm not sure if I'm even going to be around," or "I'm not sure I'm going to get through this month, let alone next year," then obviously, those closest to them will be nervous and panicked about the future.

Habit 7

Sharpen the Saw[®]



The Habit of Renewal

You can manage your diabetes better by taking care of the four areas of self: mind, body, heart, and spirit. This is called "Sharpen the Sau."

Habit 7 Sharpen the Saw

Key Concept: Four Areas of Self

To understand what Sharpen the Saw means, think about this story. A man was sawing a tree in the forest. A traveler passing by stopped to watch the man and noticed that his saw was dull. Soon the traveler said, "You seem to be taking a long time to saw down that tree. Why don't you stop to sharpen your saw?" The man responded, "No time. I'm too busy sawing."



What does sawing down a tree have to do with you? Well, think of yourself as the saw. If you don't take time to care for yourself, you won't be able to do the activities you want to do.

You have four important areas of self: physical (body), mental (mind), social/emotional (heart), and spiritual (spirit).

- **Physical/Body** With the diagnosis of diabetes, you are likely more aware of your physical self than ever before. The physical area is about how active you are, what you eat, how much rest you allow yourself, and how consistently you take your medication as prescribed.
- **Mental/Mind** When we talk about the mental area, we usually think in terms of intelligence; that is, your ability to reason, think, use language, pretend or visualize, and understand. This area is about lifelong learning and growth.
- **Emotional/Heart** The emotional area is about self-knowledge (how well you know yourself), how well you can put yourself in someone else's shoes, your concern for others, and your ability to communicate successfully with others. It's a sense of timing and knowing the things that are socially acceptable; it's having the courage to know your own weaknesses and respect differences in others. This is an area about building strong relationships with others.
- **Spiritual/Spirit** The fourth area is the most important because it guides the other three. This area includes your search for meaning in life, making a difference in your community and society, and how you connect with the infinite. The spiritual area helps you see and understand true principles that are part of your conscience.

1

Taking time to "sharpen" each of these areas is necessary to simplify managing your diabetes. It doesn't have to take a lot of time, and it can be simple things that you already do. Reading an update on diabetes sharpens your mental area. Walking your dog sharpens your physical area. Calling a friend on a day when you feel bad sharpens your social/emotional area. And meditating, praying, or visiting a favorite peaceful spot sharpens your spiritual area.

Application Activity: Four Areas Quiz

- 2 Check only the items below to which you can truthfully answer yes. Physical/Body Checklist
 - I read current health, fitness, and diabetes information.
 - ____ I am moderately to highly active during certain periods of every day.
 - I have an annual dilated eye exam as recommended by the American Diabetes Association.
 - I include cardiovascular and flexibility activities in my routine as approved by my doctor.
 - ____ I take my medication as prescribe by my doctor.
 - ___ I get enough sleep.
 - ____ I rest and relax when my body needs it.
 - ____ I limit how often I eat junk food each week.
 - ____ I handle stress in a positive way.
 - ____ I choose to follow the meal plan created by myself and my registered dietitian, CDE.

Mental/Mind Checklist

- ____ I read books, magazines, and articles regularly, including those on diabetes.
- ____ I keep a journal or some sort of log to record my blood glucose results.
- ____ I allow music, silence, or some relaxation activity to clear my mind on a daily basis.
- ____ I challenge my mind through puzzles, problem solving, or games.
- ___ I have a hobby.
- ____ I continue my education, either formally or informally.
- ____ I have meaningful conversations with my healthcare team.
- ____ I use a system to plan and organize my time and activities.

Habit 7 Sharpen the Saw

Emotional/Heart Checklist

- ____ Other people can count on me.
- ____ I regularly spend quality time strengthening the important relationships in my life.
- ____ I have a positive and hopeful outlook on life.
- ____ I have created a support network.
- ___ I do not let diabetes get me down.
- ____ Diabetes does not control me, I control it.
- ____ I am trusting and supportive of people within my Circle of Influence.
- ___ I listen to others and hear what they have to say rather than thinking of what I want to say.
- ____ I say I am sorry when I am wrong.
- ____ I can get through hard times and days when I don't feel well.
- ____ I know what I need to do to take good care of myself and control my diabetes.
- ___ I can control my impulses cool down and act, rather than react to people and situations.

Spiritual/Spirit Checklist

- ____ I have defined what my values are, and I plan and live my life accordingly.
- ____ I have a Personal Mission Statement that guides my life and my diabetes.
- ____ I meditate, pray, study, or reflect daily.
- I often spend time in a place where I find spiritual peace, such as in nature, a synagogue, a church, or a temple.
- ___ I "walk my talk."
- ____ I keep my heart open to the truth.
- ____ I am able to take a stand or tell the truth, even when opposed by others.
- ____ I frequently serve others and I don't expect anything in return.
- ___ I know which things in life I can change and which things I cannot. I let go of the things I cannot change.

Key Concept: Personal Revamp Plan

In the boxes on the next page, write down two or three ideas of how you can improve in each of the four areas of self.

	Physical / Body	Mental/Mind	Social/Heart	Spiritual/ Spirit
How can I improve in this area of self?				

Now look back at the Weekly Compass you filled out on page 31. On the left side, you will see a space called "Sharpen the Saw" with the four areas of self listed to the side. Take one of your ideas from each of the four areas above and transfer it to your Weekly Compass. These become your Sharpen the Saw goals for the week.

Conclusion

The 7 Habits are tools to help you simplify managing your diabetes so you will have more time for the things that matter most. Irish playwright George Bernard Shaw said, "This is the true joy in life, the being used for a purpose recognized by yourself as a mighty one... the being a force of nature instead of a feverish selfish little clod of ailments and grievances complaining that the world will not devote itself to making you happy. I am of the opinion that my life belongs to the whole community, and as long as I live, it is my privilege to do for it whatever I can. I want to be thoroughly used up when I die. For the harder I work, the more I live. I rejoice in life for its own sake. Life is no brief candle to me. It's a sort of splendid torch which I've got to hold up for the moment, and I want to make it burn as brightly as possible before handing it on to future generations."

You have great worth and potential and there are no limits to the contributions you can make to the world. Keep imagining a better life for yourself, one in which your diabetes is managed and controlled, and soon your actions will create it. As you learn and apply the 7 Habits, you will see that diabetes has not changed your life — you have changed your life for the better.

Habit 7 Sharpen the Saw

Educator Tips

Habit 7: Sharpen the Saw

Use the following information to further explain the key concepts covered in this workbook with your patients.

- **1 Sharpen the Saw.** Help your patients understand that healthy lifestyle changes and simplifying the management of diabetes are proactive Sharpen the Saw activities. For example, healthy eating, being active, daily monitoring, taking medication, and reducing risks are part of the physical area of self. Sharpen the Saw helps the patient live a healthier life by making behavior changes related to the areas that impact diabetes.
- 2 Weekly Compass. Show your patients the "Sharpen the Saw" section on the left side of the Weekly Compass in *The 7 Habits for Highly Effective People With Diabetes Weekly Planner*. Explain that this section of the Weekly Compass is the place for them to write down their goals in each of the four areas of self. Review with them the "Four Areas Quiz" activity in this workbook to give them ideas for things to do in each of the four areas of self: body, mind, heart, and spirit.

About Stephen R. Covey

Recognized as one of Time magazine's 25 Most Influential Americans, Stephen R. Covey is the best-selling author of The 7 Habits of Highly Effective People, which has sold over 20 million books in 38 languages. Dr. Covey's latest bestselling book is The 8th Habit: From Effectiveness to Greatness. Stephen Covey has dedicated his life to teaching how people can truly create their future by living according to universal, timeless, self-evident principles. An internationally respected leadership authority, family expert, teacher, organizational consultant and author, Dr. Covey's advice has given insight to millions. For more information on the author and about The 7 Habits of Highly Effective People With Diabetes, visit www.stephencovey.com.

About Bayer Healthcare

These materials have been made possible in part by Bayer Healthcare Diabetes Care, makers of the Contour and Breeze 2 Glucose monitoring systems. Bayer has been a pioneer in diabetes care for over 60 years, and our mission is to help simplify life for people with diabetes through our products, services, and partners. In addition to quality diabetes-care testing and monitoring products, Bayer customers benefit from programs like this one, as well as through the Bayer Easy C.A.R.E. ongoing support program. Visit <u>www.bayerdiabetes.com</u> for more information.

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