

IN-PERSON FACILITATED WORKSHOP

DEVELOPING AND IMPLEMENTING AN

OUTWARD MINDSET

OVERVIEW

Arbinger's work reveals two distinct mindsets from which people and organizations operate—a self-focused inward mindset and an others-inclusive outward mindset. Arbinger has a thirty-five-year record of successfully helping organizational change efforts through equipping their people to shift to an outward mindset. Studies show that organizations that focus on this kind of mindset change are four times more likely to succeed in organizational-change efforts than companies that focus only on changing behavior.

(See, e.g., Joanna Barsh and Johanne Lavoie, "Lead at Your Best," McKinsey Quarterly, April 2014.)

Arbinger helps organizations and their people to turn outward by (1) shifting their mindsets, (2) equipping them to helpfully adjust their behaviors in accordance with their changed mindsets, and (3) helping leaders to turn organizational systems and processes outward in order to invite and reward sustained, systemic change.

This process begins with Arbinger's foundational workshop, *Developing and Implementing an Outward*

Mindset (DIOM). In this course, participants learn how to implement a performance platform that enables them to operate with an outward mindset. They learn and apply four sets of tools: **self-awareness tools** that help them see when they might be operating with an inward mindset; **mindset-change tools** that they can apply to turn their mindsets outward; **accountability tools** that help them to operate in their roles with an outward mindset; and **collaboration tools** that teams can deploy together in order to operate with an outward mindset.

PROGRAM FORMAT

This session is an interactive, two-day course. Key concepts are taught through discussions led by an Arbinger-certified facilitator. The course is punctuated by videos, individual and group exercises, one-on-one sharing, and application of the tools to on-the-job situations facing the participants.

In addition, participants have access to an eight-week sustainment program that they can implement on their own or with their teams. The

sustainment guide for this program guides participants through the implementation of concepts learned from eight sustainment videos that are designed to be applied at a cadence of one-per-week.

KEY OBJECTIVES

Developing and Implementing an Outward Mindset equips participants with a set of self-awareness tools, mindset-change tools, accountability tools, and collaboration tools that enable them to:

- Understand the two mindsets and their implications on results
- Assess the extent to which they are working with an inward mindset
- Change their mindsets to become more outward
- Re-conceive their jobs to make them more outward
- Hold themselves more fully accountable
- Report on performance in a way that keeps them working outward
- Work in a way that is more collaborative, fulfilling, and effective
- Positively influence others to change
- Address and resolve conflicts

INCLUDED MATERIALS

Materials for participants include the DIOM Participant Handbook, Sustainment Video Guide (and accompanying videos), and two of Arbinger’s bestselling books, *Leadership and Self-Deception* and *The Outward Mindset*.



DAY 1 AGENDA

Section
Introduction
Why Mindset Matters
The Two Mindsets
How We Turn Inward
Self-Awareness Tool: Self-Betrayal
Self-Awareness Tool: Inward Styles
Self-Awareness Tool: Collusion
How We Turn Outward
Mindset-Change Tool: Influence Pyramid
Mindset-Change Tool: Outward Mindset Pattern
Arbinger Principles

DAY 2 AGENDA

Section
Reviewing and Application
Turning Jobs Outward
Outward Accountability
Tools for Working Outward
Tools for Individuals or Teams
Daily Applicaton

Note: This program can be split into two separate one day programs—Developing an Outward Mindset and Implementing an Outward Mindset. The Day 1 program is weighted more heavily on learning the concepts. The Day 2 program is weighted more heavily on immediate and practical application.