

IN-PERSON FACILITATED SESSION

DEVELOPING AND IMPLEMENTING AN

OUTWARD MINDSET

OVERVIEW

Improving mission performance, command climate, and employee retention require a transformation in organizational culture. Such a transformation often involves the introduction of new programs, policies, procedures, reporting relationships, and organizational structures. As helpful as such changes may be, they do not directly address the underlying factors that will allow for the true development of an organization's leaders and transformation of an organization's culture.

In addition, these steps—if imposed and not invited—can create more of the resistance such measures aim to overcome. This resistance is the primary reason change initiatives fail to produce the desired results. In this workshop, participants learn the difference between an Inward Mindset (a myopic focus on personal objectives) and an Outward Mindset (taking into account their impact on others), and begin to see the extent to which they have been operating

and leading from an Inward Mindset. With an understanding of the negative effects of an Inward Mindset, this discovery awakens within participants a desire to adopt an Outward Mindset approach in their work.

The collective application of an outward mindset with individuals throughout the organization enables breakthrough results. Organizations which make this fundamental shift experience substantial and sustainable improvements in key areas such as leadership development, team effectiveness, customer satisfaction, change management, collaboration, and conflict resolution.

WORKSHOP FORMAT

This session is an interactive, two-day course. Key concepts are taught through discussions led by an Arbinger-certified facilitator, and 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.

Both of Arbinger's International Bestselling books, *Leadership and Self-Deception* and *The Outward Mindset* are also included with material packets.

KEY OBJECTIVES

Arbinger's Developing and Implementing an Outward Mindset workshop equips participants with a set of self-awareness tools, mindset change tools, and individual and team tools that enable participants to:

- Deeply understand the two underlying mindsets and their implications on results
- Learn to honestly assess—on an ongoing basis—the extent to which they are working with an inward mindset
- Learn to work in a way that is more collaborative, fulfilling and effective
- Learn to assess their performance within an organization and hold themselves accountable for their impact on others
- Positively influence others to change
- Leverage tools to address and resolve conflicts

INCLUDED MATERIALS

Materials for participants include the 2 Day Handbook, Sustainment Video Guide, and Arbinge’s bestselling books, *Leadership and Self-Deception* and *The Outward Mindset*.



DAY 1 AGENDA

Section	Time (In minutes)
Introduction	10
Why Mindset Matters	30
The Two Mindsets	30
Break	15
How We Turn Inward	–
Self-Awareness Tool: Self-Betrayal	30
Self-Awareness Tool: Inward Styles	40
Lunch	60
Self-Awareness Tool: Collusion	60
How We Turn Outward	–
Mindset-Change Tool: Influence Pyramid	60
Mindset-Change Tool: Outward Mindset Pattern	65
Break	15
Arbinge Principles	10-15

DAY 2 AGENDA

Section	Time (In minutes)
Reviewing and Application	80
Break	15
Turning Jobs Outward	60
Outward Accountability	20-30
Lunch	50-60
Tools for Working Outward	120
Tools for Individuals or Teams	120
Break	15
Daily Application	30
Evaluations	5

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.