



# Developing and Implementing an Outward Mindset

**IN-PERSON OR VIRTUAL WORKSHOP**

## 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 forty-five-year record of successfully enabling dramatic cultural transformation within organizations by equipping 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 organizations that focus only on changing behavior.

Arbinger helps organizations create the best culture they have ever experienced by (1) shifting individual mindsets, (2) equipping leaders to invite outward mindset ways of working within their teams, 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 consistently operate with an outward mindset.

## PROGRAM FORMAT

This session is an interactive, two-part 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.

## KEY OBJECTIVES

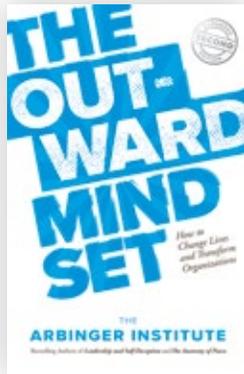
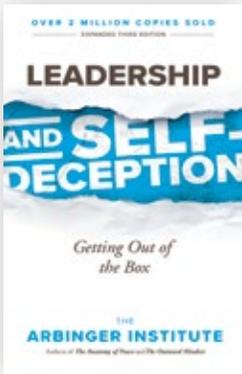
*Developing and Implementing an Outward Mindset* equips participants with a set of self-awareness tools, mindset-change tools, accountability tools, and collaboration tools that enable them to:

- Understand how mindset influences behavior and drives individual and organizational 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 ensure they are working in an outward and collaborative way
- Hold themselves more fully accountable for their results and impact on others
- Report on performance in a way that keeps them aligned to the results of the organization
- Work in a way that is more collaborative, fulfilling, and effective
- Positively influence others to change
- Address and resolve conflicts



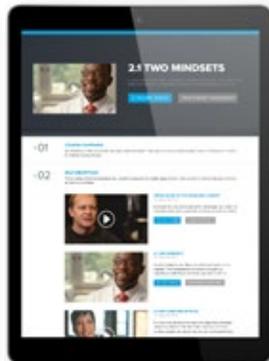
### DIGITAL OR PRINTED WORKBOOK

Organizations can elect to have participants use a web-based digital workbook or a printed workbook. Digital workbook users need to have access to a digital device as well as internet access throughout the workshop experience. The digital workbook includes the workshop videos and interactive worksheets that can be exported for easy reference. Participant inputs throughout the course also populate a final action plan to help participants immediately implement what they learn. Organizations who cannot support participation through a digital device can purchase printed workbooks.



### DIGITAL RESOURCES

All participants have access to the digital resources provided with this course. Printed workbooks include an individual-use code to provide printed-handbook users with all the digitally available resources. These include the digital workbook, digital versions of Arbinger's bestselling books *Leadership and Self-Deception* and *The Outward Mindset*, and a downloadable copy of the Arbinger Principles as a quick reference to recall the concepts and tools presented in the course.



### SUSTAINMENT PROGRAM

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 leads participants through the implementation of concepts learned from eight videos that are designed to be applied at a weekly cadence. Participants also have access to *Outward Mindset Online*, a 10 module course with over 5 hours of powerful video content. This course can be used individually or within groups as a effective way to sustain implementation within teams.

## PART 1 AGENDA

Section	Learning Outcomes
Why Mindset Matters	Learn how mindset drives behaviors which in turn drive results.
Two Mindsets	Learn how outward and inward mindsets present themselves and understand the implications of each.
<b>How We Turn Inward</b>	
Self-Awareness Tool: Self-Betrayal	Understand what it means to turn inward and how this impacts the organization.
Self-Awareness Tool: Inward Styles	See how an inward mindset can become characteristic and how we carry it with us into future situations and circumstances. Application to real-life situations and the impact of an inward mindset are identified.
Self-Awareness Tool: Collusion	Gain a better understanding of conflicts and practical steps to help resolve them.
<b>How We Turn Outward</b>	
Mindset-Change Tool: The Influence Pyramid	Learn how to apply the Influence Pyramid to help shift mindset in others.
Mindset-Change Tool: Outward Mindset Pattern	Learn how to utilize the Outward Mindset Pattern to systematically work with an outward mindset.

## PART 2 AGENDA

Section	Learning Outcomes
Review and Application	Review content from Part 1.
Implementing Mindset Change	Become equipped with tools to improve personal accountability, collaboration, and results.
<b>Outward Accountability Tools</b>	
Clarify Roles	Identify areas of responsibility, time allocated for each role, and the impact of each role on organizational results.
Turn My Job Outward	Understand the impact of your work on those affected by your results.
3A+ Development Framework	Learn to assess your capabilities, impact, and effort in each role to hold yourself more fully accountable to your manager and other stakeholders of your work.
<b>Outward Collaboration Tools</b>	
Inter- and Intra-Team Tools	Apply practical tools to better understand the objectives of others and use creativity, flexibility, and strategic thinking to advance what others are trying to achieve.
My Action Plan	Create an action plan to implement these strategies at work.