

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, accountability tools and collaboration 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 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
Review and Application
Outward Accountability Tools
Outward Collaboration Tools
Formulating a Game Plan

*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.*

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