

IN-PERSON FACILITATED WORKSHOP AND LEADERSHIP COACHING

OUTWARD LEADERSHIP

OVERVIEW

This one-day program is designed to significantly advance leaders' abilities to implement outward mindset ways of working within their teams and organizations. It equips leaders with a suite of 38 practical tools to ensure that they and their employees are working with an outward mindset.

So that leaders can quickly reference and apply the tools, they are grouped into five categories and listed in a Workplace Situations Index containing 30 common situations faced by leaders and their teams.

TOOL CATEGORIES

- Accountability Tools
- Collaboration Tools
- Conflict and Relationship Tools
- Supervision Tools

WORKPLACE SITUATIONS

- Selecting a New Hire
- Orienting a New Team Member
- Groups Not Collaborating Well
- Groups in Conflict
- Poor Alignment
- Low Morale or Engagement
- Team Members are Complaining
- People Not Giving Their Best

- A Challenging Goal to Achieve
- Struggling with Someone
- Improving Communication
- Someone is Not Doing Enough
- Someone is Trying to Do Everything
- Coaching a Team Member
- Deciding Who to Promote
- Feeling Bugged Down by Process or Procedures
- Dealing with a Heavy Workload
- Customer Unhappy with Products/Services
- Difficult Manager
- Difficult Employee
- Lagging Below Targets
- Meeting About Contentious Issues
- Quality Issues
- Shift-to-Shift Handoff
- Lack of Buy-In
- Making a Key Business Decision
- Implementing a New Process
- Breaking Down Silos
- Dealing with Turnover
- Letting Someone Go

RESULTS AND OUTCOMES

Participants are equipped to use all 38 outward mindset leadership tools and leave the workshop with a specific plan for implementing the tools to address their pressing organizational issues.

LEADERSHIP COACHING

Participants can engage with an Arbinger leadership coach to help them implement and embed the outward leadership tools and practices learned in the course.

MATERIALS

Participants receive the Outward Leadership handbook. This resource equips leaders with all the tools required to drive ongoing implementation and address specific workplace issues. They also receive access to downloadable tools and support videos through the online Arbinger Portal.

PREREQUISITE

Participants must have attended the two-day Developing and Implementing an Outward Mindset course.

WHO SHOULD ATTEND

This course is appropriate for leaders and managers at any level in an organization, as well as potential and emerging leaders. It is not for independent consultants or trainers.

AGENDA

| Section | Description |
|-----------|--|
| Section 1 | Outward Leadership |
| Section 2 | Developing Accountable People |
| Section 3 | Improving Collaboration |
| Section 4 | Resolving Conflicts and Building Relationships |
| Section 5 | Outward Mindset Supervision Tools |
| Section 6 | Building Leadership Game Plans |

OFFICE OF PERSONNEL MANAGEMENT EXECUTIVE CORE QUALIFICATIONS

This course addresses each of the Office of Personnel Management Executive Core Qualifications in specific ways.

| Executive Core Qualifications (ECQ) | |
|-------------------------------------|--|
| ECQ-1: Leading Change | External Awareness, Strategic Thinking, Flexibility, Creativity and Innovation |
| ECQ-2: Leading People | Developing Others, Team Building, Leveraging Diversity, Conflict Management |
| ECQ-3: Results Driven | Accountability, Customer Service, Problem Solving, Decisiveness |
| ECQ-4: Business Acumen | Managing Human Capital, Financial, and Information Resources Strategically |
| ECQ-5: Building Coalitions | Partnering, Influencing/Negotiating, Political Wisdom |



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