

FACILITATOR TRAINING SESSION

DEVELOPING AND IMPLEMENTING AN

# OUTWARD MINDSET

## ABOUT ARBINGER

Arbinger enables organizations and individuals to resolve their deepest and most difficult people problems—problems that have persisted despite all efforts to resolve them.

Combining the results of four decades of groundbreaking scholarly work on the phenomenon known as self-deception, Arbinger has built a simple yet profoundly effective framework for improving the influence of every leader and individual, whether at home or in the work place.

Arbinger's work is being used with resounding success in the areas of Leadership Development, Change Management, Conflict Transformation and Creating High Performing Teams that propel organizations to higher plateaus of business excellence.

Our clients range from individuals seeking help in their lives to many of the largest companies and governmental institutions in the world. To support these groups, we offer public courses, consulting and coaching services, and tailored

organizational interventions (including train-the-trainer options). Headquartered in the United States, Arbinger has its operations located all over the world.

Arbinger's offices in Singapore and Malaysia support clients and organizations in South East Asia.

## OVERVIEW

Becoming a certified Arbinger Facilitator for your organization is rewarding both personally and professionally.

It involves the following 5 basic steps:

- ✓ Fulfilling prerequisites prior to the Facilitator Training course
- ✓ Identifying issues or challenges within the organization where Arbinger's work can be a solution
- ✓ Attending the 3-day Facilitator Training course
- ✓ Certification upon successful completion of the course

- ✓ Delivering the Arbinger program(s) within your organization

Upon completion of certification, facilitators are licensed to deliver seminars for members of their employing organization only with proper course materials.

## PREREQUISITES

Arbinger facilitator training is an advanced level training program that explores the breadth and depth of Arbinger's groundbreaking work. We ask that participants come prepared to deepen their understanding of Arbinger's material, explore its application to their personal and work lives, and adopt Arbinger's out-of-the-box method of delivering its material.

The following prerequisites must be completed before attending any facilitator training:

- ✓ Attendance at a one/two-day Arbinger seminar
- ✓ Read both **Leadership & Self Deception** and **The Anatomy of Peace**

## COURSE STRUCTURE

Arbinger Facilitator Training is a 3-day course.

This course equips participants with a deep understanding of Arbinger's material, preparing participants to deliver this material within their organization. Because Arbinger's work is a complete model rather than a compilation of ideas, a significant dimension of the training is learning to be able to comprehend and deliver all the principles as elements of a complete framework in a logically coherent manner.

During the 3-day training experience participants learn:

- » How to facilitate Arbinger's core and implementation material
- » How to facilitate applying Arbinger's core philosophy to the workplace
- » How to ensure that the facilitator invites an out-of-the-box space for participants
- » To reflect carefully and deeply upon personal boxes that impede facilitator excellence

### Facilitator training schedule:

- » Developing an Outward Mindset— 1.5 days
- » Implementing an Outward Mindset – 1 day
- » Live delivery of session – 1/2 day

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## LICENSING & CERTIFICATION

Upon successful completion of the 3-day course, Facilitators are certified to utilize the Arbinger training and implementation material in their employing organization only. A contract will be signed with the individual at the end of the training outlining the scope of delivery, including what material they can utilize and the per-participant cost of training materials.

Note: In the event of employment termination or a change of company, the facilitator is not automatically certified to deliver Arbinger material in their new organization. Entering into a new agreement with Arbinger will be needed.

*Reminder—this course is for employees who will be delivering Arbinger's training component application within their respective organization. This course is not for independent consultants, coaches or other external organizational development service providers.*

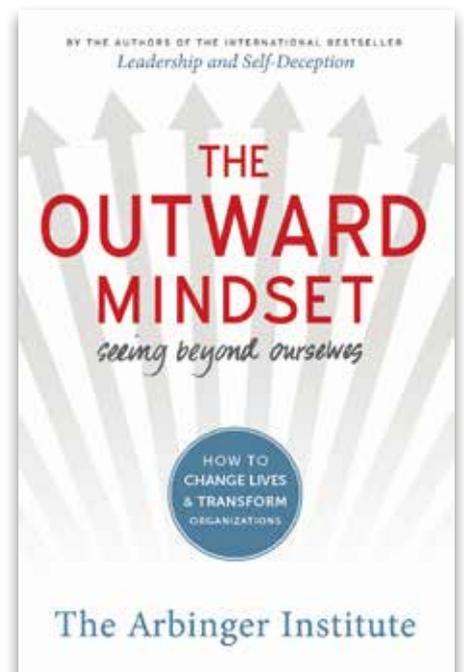
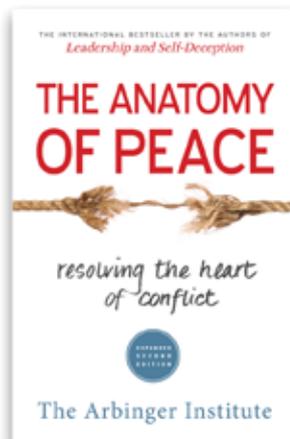
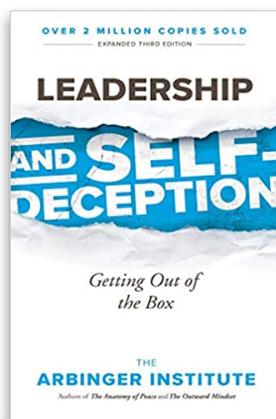
CONTACT: Malar / George  
Tel: +65 62444900  
Email: [events@arbingersea.com](mailto:events@arbingersea.com)

## WHO SHOULD ATTEND!

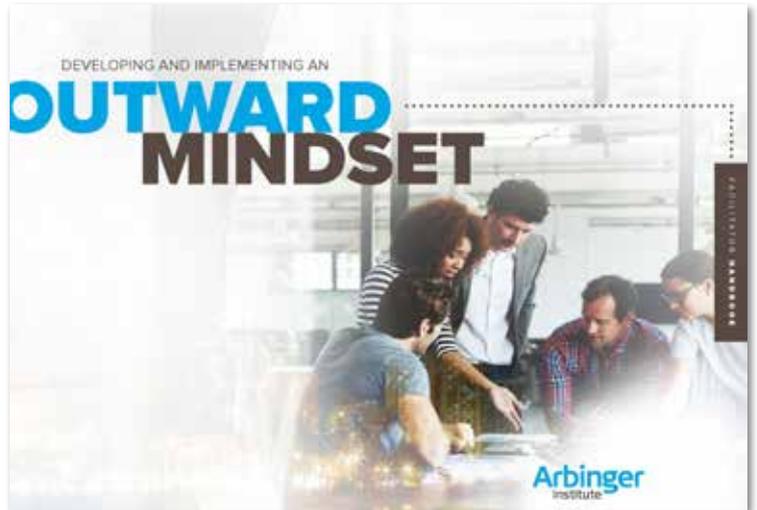
- » Chairman, CEO (and other 'C' Level Leaders);
- » Executive Directors, Directors;
- » Vice Presidents, Assistant Vice Presidents;
- » Deputy Directors, Assistant Directors responsible for Performance, Culture Change and Transformation;
- ✓ Team Leaders, Change Enablers & Change Champions.

“The ARBINGER workshop has been one of the most impactful courses I have attended in my professional career - change from the inside out”

**Grace Cheong, VP APJ Human Resources  
F5 Networks Pte Ltd**



DEVELOPING AND IMPLEMENTING AN OUTWARD MINDSET (2-DAY WORKSHOP)



**DAY 1 AGENDA**

| Section                                      |
|--|
| <b>WHY MINDSET MATTERS</b>                   |
| <b>THE TWO MINDSETS</b>                      |
| <b>HOW WE TURN INWARD</b>                    |
| Self-Awareness Tool: Self-Betrayal           |
| Self-Awareness Tool: Inward Styles           |
| Self-Awareness Tool: Collusion               |
| <b>HOW WE TURN OUTWARD</b>                   |
| Mindset-Change Tool: Influence Pyramid       |
| Mindset-Change Tool: Outward Mindset Pattern |
| <b>ARBINGER PRINCIPLES</b>                   |

**DAY 2 AGENDA**

| Section                            |
|------------------------------------|
| <b>IMPLEMENTING MINDSET CHANGE</b> |
| <b>TURNING JOBS OUTWARD</b>        |
| What I do and Who I Impact         |
| Applying S.A.M.                    |
| <b>OUTWARD ACCOUNTABILITY</b>      |
| <b>TOOLS FOR WORKING OUTWARD</b>   |
| Tools for Individuals              |
| Tools for Teams                    |
| <b>DAILY APPLICATION</b>           |

*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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Arbinger Singapore/Malaysia

CLIENTS



WHAT SOME CLIENTS ARE SAYING ABOUT ARBINGER



“We have found in Arbinger a sustainable framework to achieve a high performance culture that promotes and sustains spontaneous collaboration and self-accountability while focusing on organizational results.

Since May 2014, the Arbinger consultant has been most instrumental in helping our leaders and their team members embed Arbinger’s framework and tools into their work practices. These Arbinger ideas are helping us both on a professional and personal level. It’s a journey, worth travelling.”

*Sofiah Koh,  
General Manager (Human Resource),  
UOL Group Limited*



“As we support families and neighbourhoods to address their difficulties, Arbinger has been a most helpful resource in facilitating cooperation among people. It encourages thoughtful listening, empathy and provides a clear pathway out of conflictual situations. As a result, Arbinger has helped bring about peaceful resolutions and purposeful plans not just for the participants of our programmes but among our staff and volunteers as well. It is definitely a framework that strengthens our peace-making and community building abilities..”

*Gerard Ee, Executive Director  
Beyond Social Services*



“The situation was impossible. The problems threatened to shut down a major operation entirely. I brought Arbinger in and I’ve never seen such a radical change. The people who had been at war now pulled together and cleaned up a year’s worth of contract disputes and modifications in just a few weeks. We saved the operation and met other crucial deadlines. It was the closest thing I’ve ever seen to a management miracle.”

*Russell Pendergrass  
Captain, United States Navy*



“Since introducing Arbinger to our company, we have tripled revenue and operating income margins, decreased staff turnover to better than half the industry average, and received 93% fewer claims than the industry average in our region. All of this is the direct result of conceiving our results and doing our work in an Arbinger way.”

*Paul Hubbard  
Founder and CEO, Plum Healthcare*