

Start In The Right Way

When and With Whom Might You Use This Tool?

This tool is very helpful whenever you, individually or as part of a team, are faced with a situation where it would be easy to become inward—when you are about to write an email about a thorny situation, for example, or when you are about to start a potentially contentious meeting, or when you are about to begin a challenging project. Or maybe you are about to place a phone call to someone you find difficult.

If you remember to do the following before you begin doing any of these or other potentially challenging things, you will find that they will go better.

How to Use It

Identify a situation (a meeting, phone call, email, project) that could invite an inward mindset. Before you begin, do the following (either individually or, if circumstances allow, with the group that will be involved):

1. **Ask:** How would I/we act in or approach this meeting (or this project, call, or email) if our mindsets were inward? What kinds of things would be likely to happen?

(If doing this with a group, write the responses on a whiteboard or flip chart where they can be seen and referenced.)

2. **Ask:** How would I/we act in or approach this meeting (or this project, call, or email) if our mindsets were outward? What kinds of things would be likely to happen?

(Once again, if doing this with a group, write the responses on a whiteboard or flip chart where they can be seen and referenced.)

Further instruction: If doing this with a group, invite everyone to stay committed to engaging in the challenging project or task with an outward mindset. The items on the inward-mindset list can help everyone stop themselves early when they are starting to veer off course.

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Situation

How would I/We Do This with an
Inward Mindset?

How would I/We Do This with an
Outward Mindset?