# *Influential Leadership*

*Scan for upcoming events*

**SOLUTION BRIEF**

## *Building Influential Leaders By* Developing an Implementing an **Outward Mindset**

Leaders' best efforts often fall short when conflict, communication, and collaboration challenges get in the way. Yet their efforts succeed when they have the mindset, knowledge, and skills to lead their organization in the face of constant change — and to influence others constructively through clarity, empathy, and shared purpose.

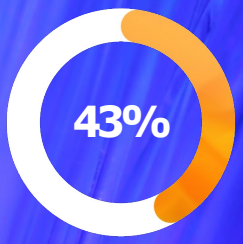
70% of transformation and leadership development efforts fail because they focus on behaviors alone and don't take into account the mindset that drives behavior. A mindset shift is what enables leaders to extend their influence beyond authority, shaping how people work together, respond to challenges, and deliver results.

### Turn the Fundamentals of Leadership Inside-Out

Arbinger takes a different approach. Because mindset is at the core of behavior change, the key to success lies in empowering leaders to shift from holding people accountable to developing accountable people. This shift strengthens a leader's ability to influence others constructively—not through authority, but through clarity, collaboration, and genuine concern for people's needs. Developing and Implementing an Outward Mindset equips leaders with both the mindset and skillset to lead influential, people-centric teams and results-focused organizations.

**"Thank you Arbinger, for enabling this mindset shift in our leaders. We truly enjoyed the journey and feel empowered to start changing our mindsets to be better leaders to create a positive impact for the business and our teams."**

**Bernadette Chan**
*Regional Chief People Officer, VML*




**Increased Trust in Leaders**

Confidence that leaders see and respond to employee needs measured post-implementation in a major metropolitan hospital.

**333%**

**Increase in Sales Volume**

Top-line results from a steel supplier 3 years after working with Arbinger and during a period when the market for steel products shrunk by 40%.

### Discover our people-centric leadership tools

Our leadership training approach and solutions are based on more than 45 years of research in the psychology of human behavior and motivation—and experience working with organizations of all types and sizes.

## A 2-Day Leadership Course

This two-day course empowers leaders to overcome executive-level challenges using an outward mindset, helping them better recognize and address the needs, objectives, and challenges of those around them. Leaders will learn how an outward mindset enhances their ability to influence across functions, build trust, and mobilize others toward shared results.

Leaders will be equipped with refreshing approaches to heighten self-awareness, redefine accountability that creates a laser focus on delivering results, and empower leaders to invite collaboration within and across teams to minimize inefficiencies and optimize efforts—the foundations of influential leadership.

We are a HRDF claimable Training Provider

## Key Outcomes

**Develop Emotionally Aware and Effective Leaders**

People leave leaders, not organizations. Equip your leaders with immediately practical tools to reduce the people friction that impedes results by creating new levels of emotional and situational awareness—the starting point of authentic influence.

**Enhance Productivity and Boost Performance**

Nothing creates a shift in results faster than enabling a shift from holding people accountable to developing accountable people. Equip leaders with tools required to create a culture of accountability that drives sustained growth and strengthens their ability to influence performance through clarity and partnership.

**Improve Employee Retention and Engagement**

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Help leaders increase retention and eliminate the high cost of turnover through the application of conflict resolution, relationship building, intra- and inter-team collaboration, and communication tools—all essential to building influential leadership relationships.

## Our Focus Areas

# RADICAL SELF-AWARENESS

Self-awareness, when done with the right approach, invites participants to feel deeply responsible for their impact on others and grow in their conviction to be accountable for their results and employees. This is the foundation of influence grounded in credibility and trust.

Tools in this section includes:
- Why Mindset Matters
- Two Mindsets
- Self-Betrayal
- Inward Mindset Styles
- Collusion
- The Most Important Move

# OUTWARD ACCOUNTABILITY

Organizations that have difficulty nurturing optimal collaboration, engagement, and healthy culture often lack a complete understanding of what each person is truly accountable for. Outward accountability strengthens a leader's ability to influence alignment and shared ownership.

Tools in this section includes:
- Outward Mindset Pattern™
- Clarifying Roles
- Job Map
- The 3 Questions
- 3A+ Development Framework
- Development Conversations

# OUTWARD COLLABORATION

Collaboration is not a stand-alone component that we need to strive to exhibit.

With an Outward Mindset, collaboration becomes the way we pursue our work and objectives. Collaboration is not "a good to have" or "a must-have"; it is a responsibility—and a key driver of a leader's ability to influence outcomes through partnership rather than pressure.

Tools in this section includes:
- Influence Pyramid™
- Start in the Right Way
- Meet to Learn
- Meet to Give
- Biggest Headache
- Resolve Collusions
- Daily Applications

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