



Developing and Implementing an Outward Mindset

IN-PERSON FACILITATED WORKSHOP

OVERVIEW

Arbinger’s work reveals two distinct mindsets from which people and organisations operate—a self-focused inward mindset and an others-inclusive outward mindset. Arbinger has a forty-year record of successfully helping organisational change efforts by equipping people to shift to an outward mindset. Studies show that organisations that focus on this kind of mindset change are four times more likely to succeed in organisational-change efforts than companies that focus only on changing behaviour.

Arbinger helps organisations and their people to turn outward by (1) shifting their mindsets, (2) equipping leaders to invite outward mindset ways of working among their teams, and (3) helping leaders to turn organisational systems and processes outward in order to invite and reward sustained, systemic change.

This process begins with Arbinger’s foundational workshop, *Developing and Implementing an Outward Mindset* (DIOM). In this course, participants learn how to implement a performance platform that enables them to operate with an outward mindset. They learn and apply four sets of tools: **self-awareness tools** that help them see when they might be operating with an inward mindset; **mindset-change tools** that they can apply to turn their mindsets outward; **accountability tools** that help them to operate in their roles with an outward mindset; and **collaboration tools** that teams can deploy together in order to operate with an outward mindset.

WORKSHOP FORMAT

This session is an interactive, two-day course. Key concepts are taught through discussions led by an Arbinger-certified

facilitator. 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.

In addition, participants have access to an eight-week sustainment programme that they can implement on their own or with their teams. The sustainment guide for this programme leads participants through the implementation of concepts learned from eight videos that are designed to be applied at a cadence of one-per-week.

KEY OBJECTIVES

Developing and Implementing an Outward Mindset equips participants with a set of self-awareness tools, mindset-change tools, accountability tools, and collaboration tools that enable them to:

- Understand the two mindsets and their implications on results
- Assess the extent to which they are working with an inward mindset
- Change their mindsets to become more outward
- Re-conceive their jobs to make them more outward
- Hold themselves more fully accountable
- Report on performance in a way that keeps them working outward
- Work in a way that is more collaborative, fulfilling, and effective
- Positively influence others to change
- Address and resolve conflicts

INCLUDED MATERIALS

Materials for participants include the DIOM Participant Handbook, Sustainment Video Guide (and accompanying videos), and one of Arbinger’s bestselling books, *The Outward Mindset*.



WHO SHOULD ATTEND

Essential for leaders and employees

PREREQUISITE

None

PRE-WORK

Some groups may choose to read or have read *The Outward Mindset*

MATERIALS

Required Materials | *Developing and Implementing an Outward Mindset* handbook

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 to Turn Outward
Mindset-Change Tool: Influence Pyramid
Mindset-Change Tool: Outward Mindset Pattern
Arbinger Principles

DAY 2 AGENDA

Section
Reviewing and Application
Implementing Mindset Change
Accountability Tools
Collaboration Tools
Outward Mindset Game Plan