

# Future-Proofing Your Organization Through an Outward Mindset

ATD Watch & Learn Webcast

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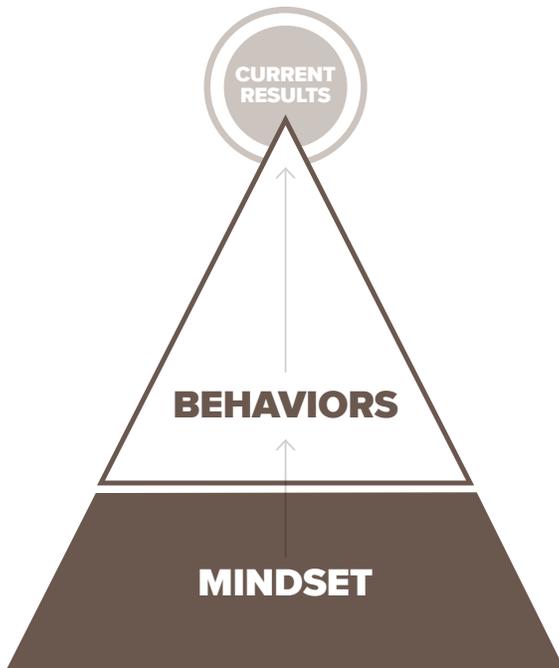
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**PARTICIPANT WORKSHEET**

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# ARBINGER MINDSET MODEL



Organizations that identify and address pervasive mindsets at the outset are four times more likely to succeed in organizational-change efforts than are companies that overlook this stage.

Nate Boaz and Erica Ariel Fox  
 "Change Leader, Change Thyself," *McKinsey Quarterly*, March 2014

## TWO MINDSETS

### INWARD MINDSET

An inward mindset is characterized by a focus on our own needs and objectives.

Others **DON'T MATTER** like I matter



### OUTWARD MINDSET

With an outward mindset, we are aware of the needs of those around us and have a willingness to adjust what we are doing in order to be more helpful.

Others **MATTER** like I matter

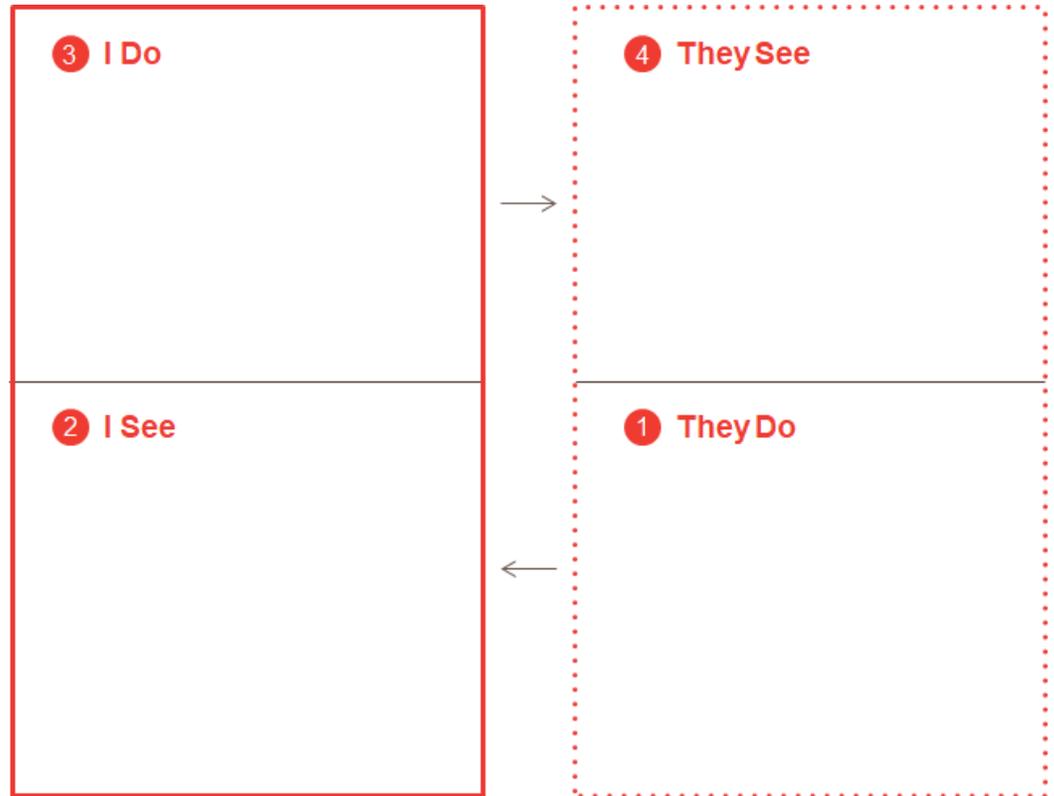


# RESOLVING COLLUSIONS

## **COLLUSION**

A conflict where the parties are inviting the very things they are complaining about.

Driven by the need to be justified.



What are the consequences of collusion? What does it cost you and others?

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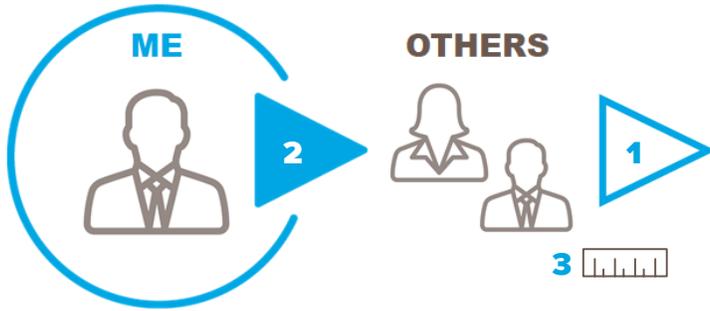
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# THE OUTWARD MINDSET PATTERN (S.A.M.)



## 1 SEE OTHERS

Strive to understand others' needs, objectives, and challenges.

## 2 ADJUST EFFORTS

Given what I learn about others, adjust my efforts in order to be more helpful.

## 3 MEASURE IMPACT

Measure and hold myself accountable for the impact of my work on others.

### SEE OTHERS

What are others wanting/trying to accomplish?

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### ADJUST EFFORTS

How have I gotten in their way or added to their challenges, trials, burdens, or pains?

Think of any other ways (large or small) that I have mistreated or neglected this person (or people).

In light of all this, identify something I feel like I could and should do for this person (or people).

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### MEASURE IMPACT

How can I keep myself accountable for having a positive impact in this situation and on this person (or people)?

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## ADDITIONAL RESOURCES: EXCLUSIVE VIDEOS



As a webinar participant, you can access three exclusive videos normally reserved for people who attend our *Developing and Implementing an Outward Mindset* trainings.

To request these videos, please visit <http://info.arbinger.com/atdgov2017>



### **Outward Mindset Approach to Cutting \$100 Million**

Louise Francesconi, division president at Raytheon, and her team had to cut \$100 million from their business in 30 days. At first, mass layoffs seemed the only option. But with outward mindset approach, they found the money without laying off a single person.



### **Turning Ford Around with an Outward Mindset**

Alan Mulally joined Ford when the company was losing \$17 billion per year. He led such an incredible turnaround that Ford was able to weather the global financial crisis without taking federal bailout funds. How did he do it?



### **Implementing an Outward Mindset Way of Working**

Watch Andy Halley, senior development director at Citrix, describe how his team applied an outward mindset pattern to their interactions with their internal customers. It completely transformed their results.