

Outward Performance*

OVERVIEW

Arbinger's work reveals two distinct mindsets from which people and organizations operate—a self-focused inward mindset and an others-inclusive outward mindset.

Arbinger has a forty-year record of successfully helping organizational change efforts by equipping people to shift to an outward mindset. Studies show that organizations that focus on this kind of mindset change are four times more likely to succeed in organizational-change efforts than companies that focus only on changing behavior.

Arbinger helps organizations and their people to turn outward by (1) shifting their mindsets, (2) equipping leaders to invite increased collaboration among their teams, and (3) helping leaders to turn organizational systems and processes Outward to invite and reward sustained, systemic change.

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

PROGRAM FORMAT

The program is offered virtually as interactive modules over five half-day sessions. Key concepts are explored in discussions led by an Arbinger-certified facilitator. In each module, participants will watch a series of videos, complete individual and/or group exercises, have discussions with the entire group and in smaller breakout groups, and be invited to apply the learning between modules. Learning can be applied to on-the-job and personal situations facing the participants. In addition, participants have access to the Arbinger online portal to access tools and content to sustain ongoing learning and implementation with their teams after completing the course.

KEY OBJECTIVES

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

- Understand 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

MATERIALS

Materials are located within an online learning portal. The online portal contains a Participant Handbook; two PDF Arbinger Institute books - *Leadership and Self-Deception* and *The Outward Mindset*; and access to a video library to help with ongoing sustainment.

Session 1 Agenda

Why Mindset Matters
Radical Self-Awareness

Session 2 Agenda

My Distorted Reality
The Heart of Conflict

Session 3 Agenda

Transforming Conflict
Turning My Job Outward

Session 4 Agenda

Becoming Fully Accountable
Helping Others Change

Session 5 Agenda

Giving Up Blame
Living For Others



Location: ZOOM virtual platform

Session dates: Feb 9, Mar 1, Mar 22, Apr 19 & May 17

Cost: \$795 per person or 2 for \$1400

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