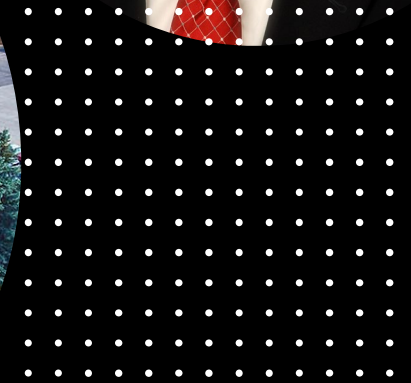
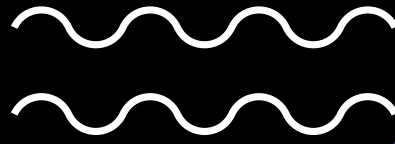


The Story of Outward Mindset at Wagstaff

Who is Wagstaff?









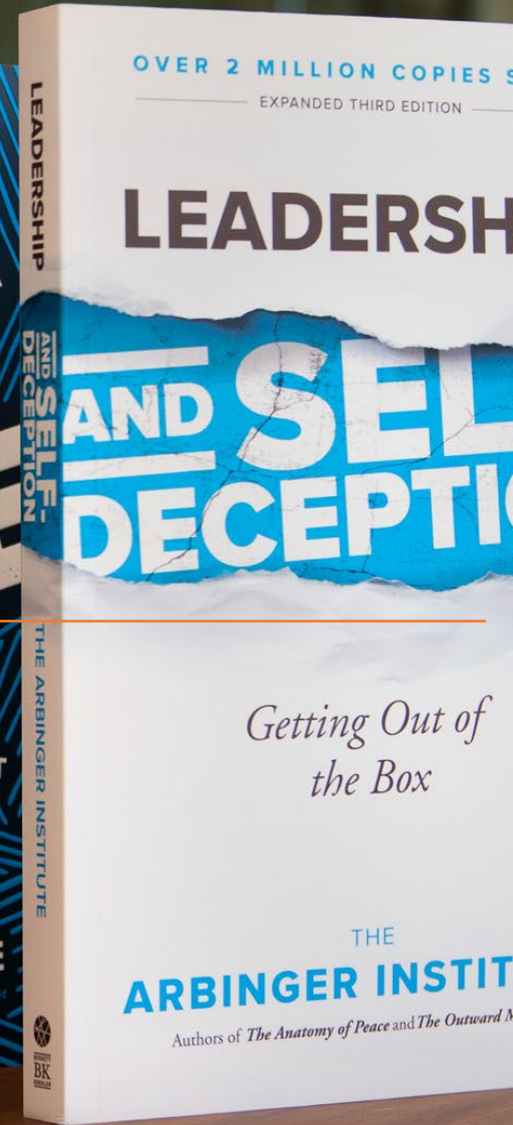
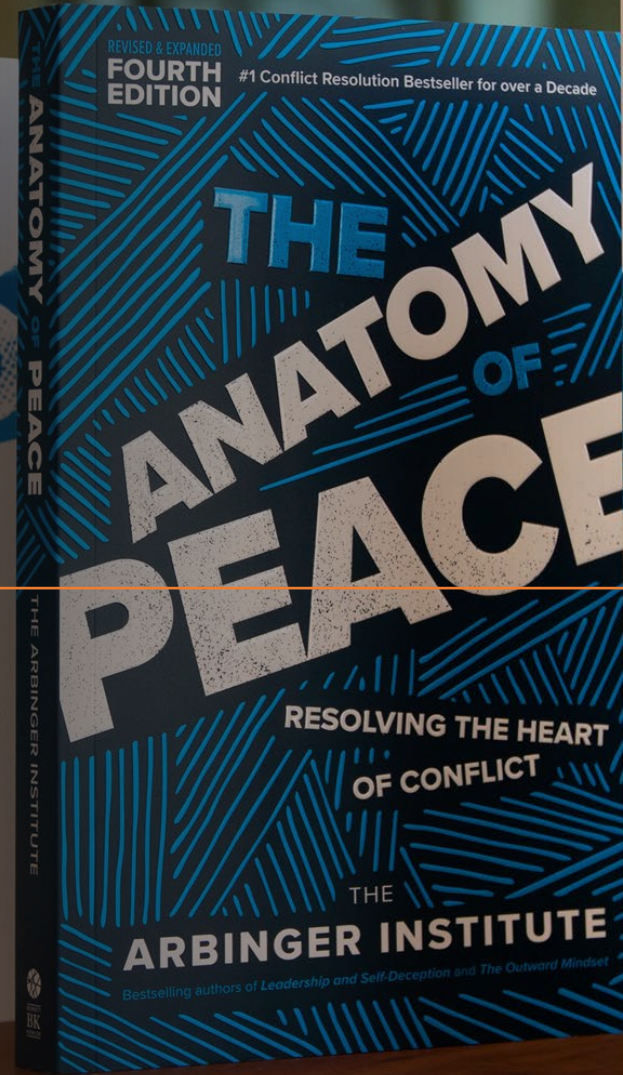


**KEEP
CALM**

AND

**TAKE OFF THE
CRANKY PANTS**

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Inward & Outward Mindsets



Outward Mindset

Focus on the Mission/Objective



Inward Mindset

Focus on Self
(we call this "being in the box")

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

Nate Boaz and Erica Ariel Fox

"Change Leader, Change Thyself," McKinsey Quarterly, March 2014

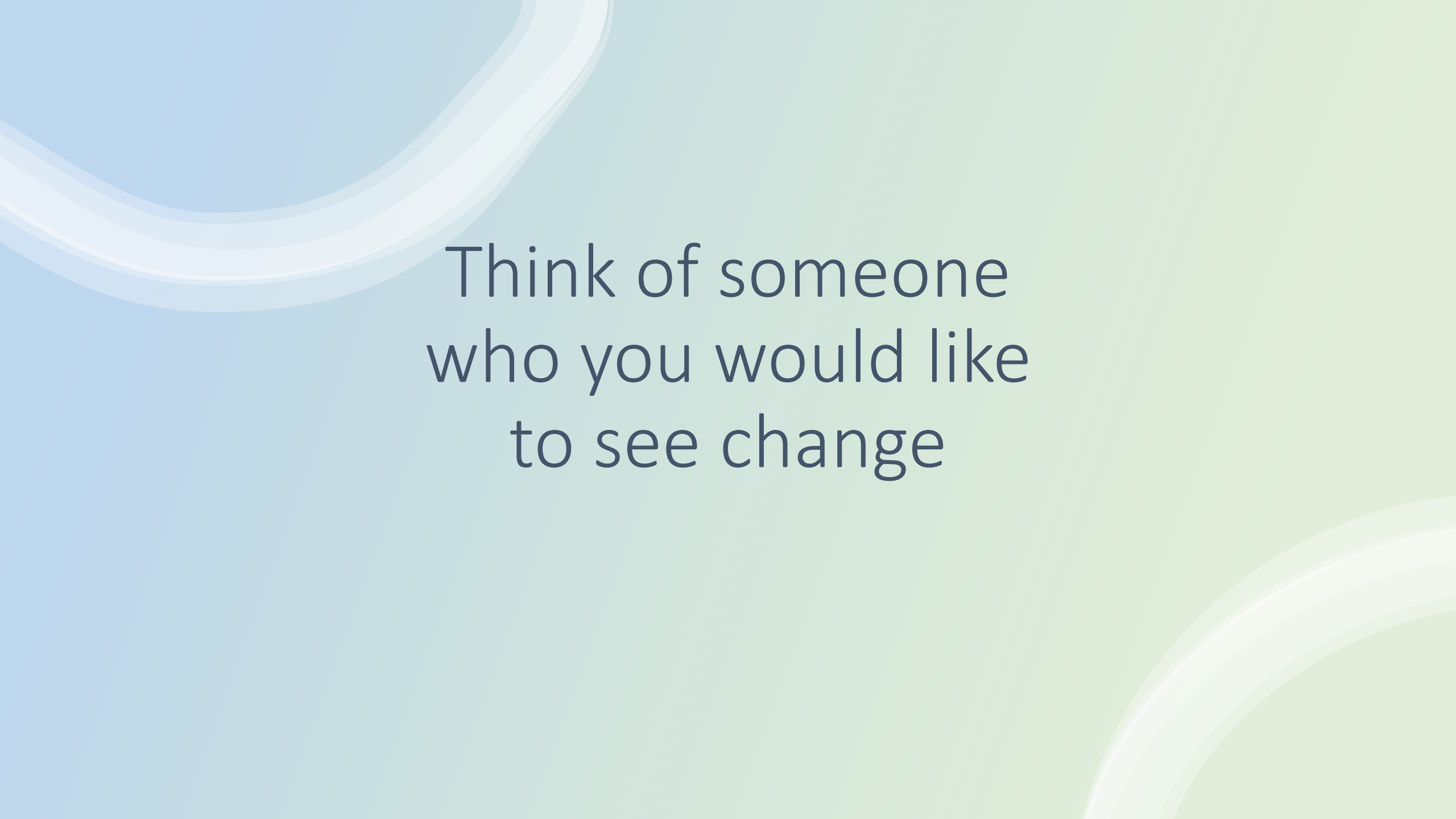
Mindset = Driver

- Impacts on how I view others
- Impacts on communication
 - Messages sent & received
- Effectiveness of Inward & Outward Mindsets

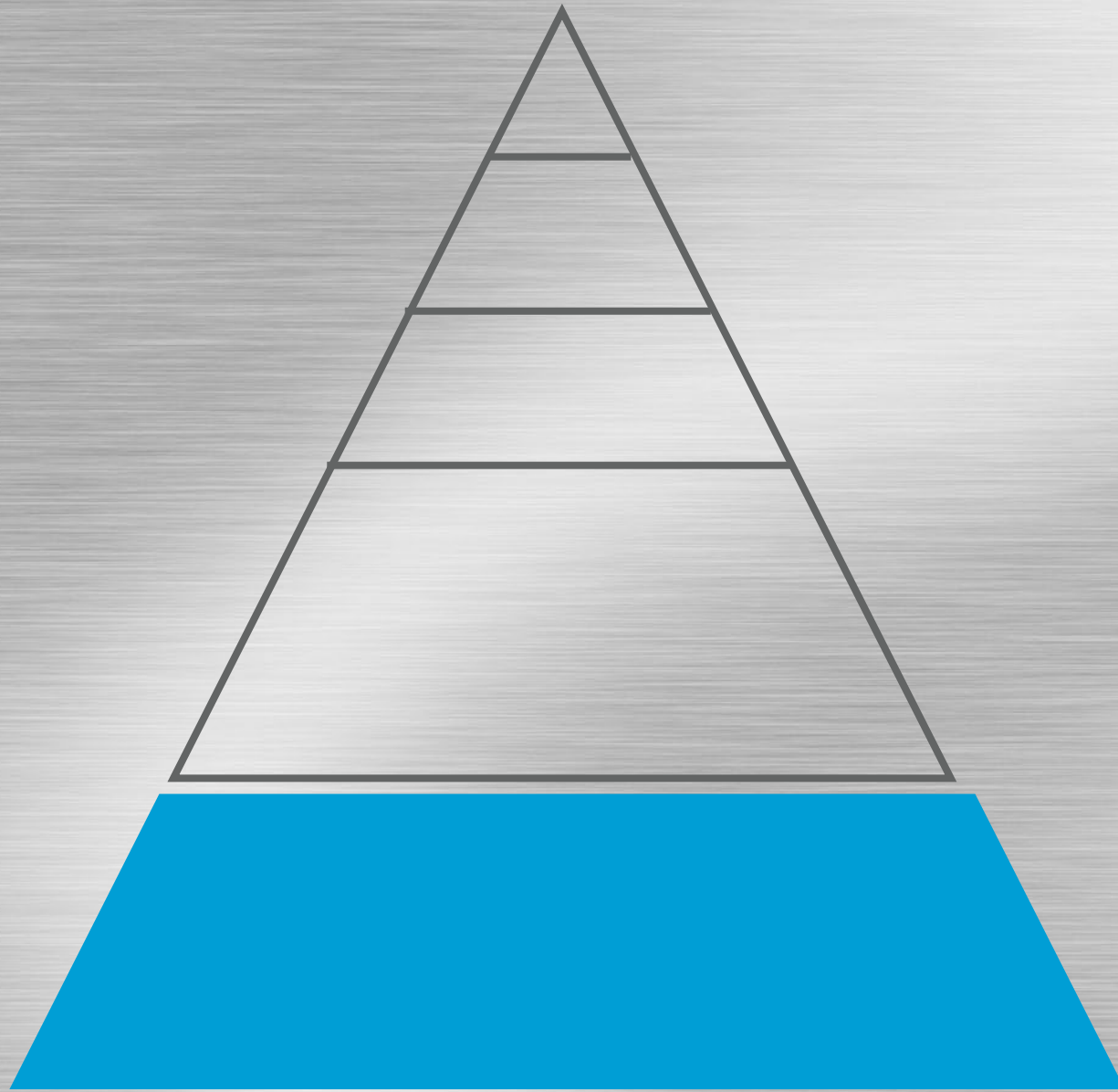




The Influence Pyramid



Think of someone
who you would like
to see change



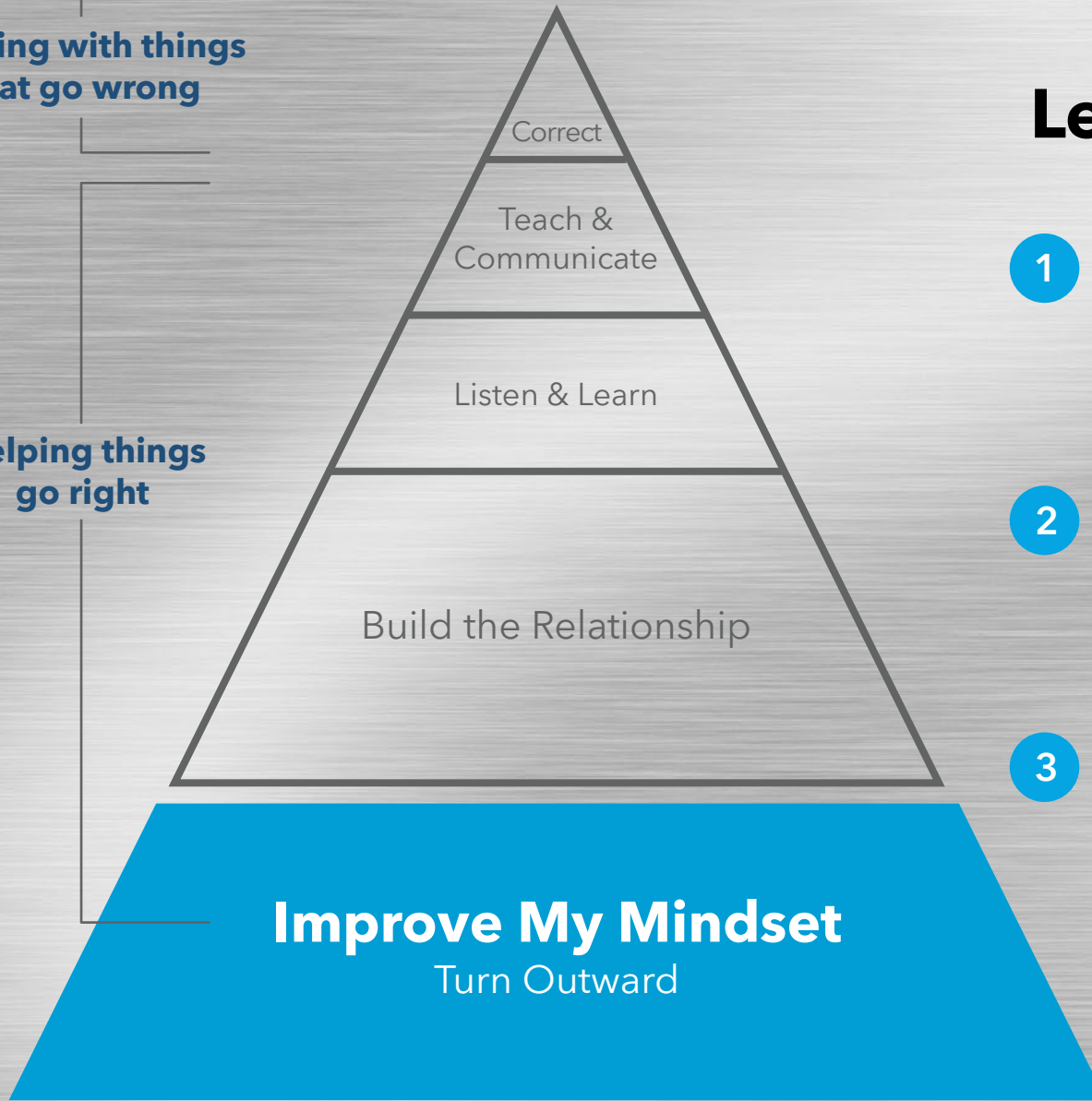
Influence Pyramid

When you think about your interactions with this person, are you spending more time **dealing with things that go wrong** or **helping things go right**?

The Influence Pyramid will help us structure our efforts to help things go right.

Dealing with things
that go wrong

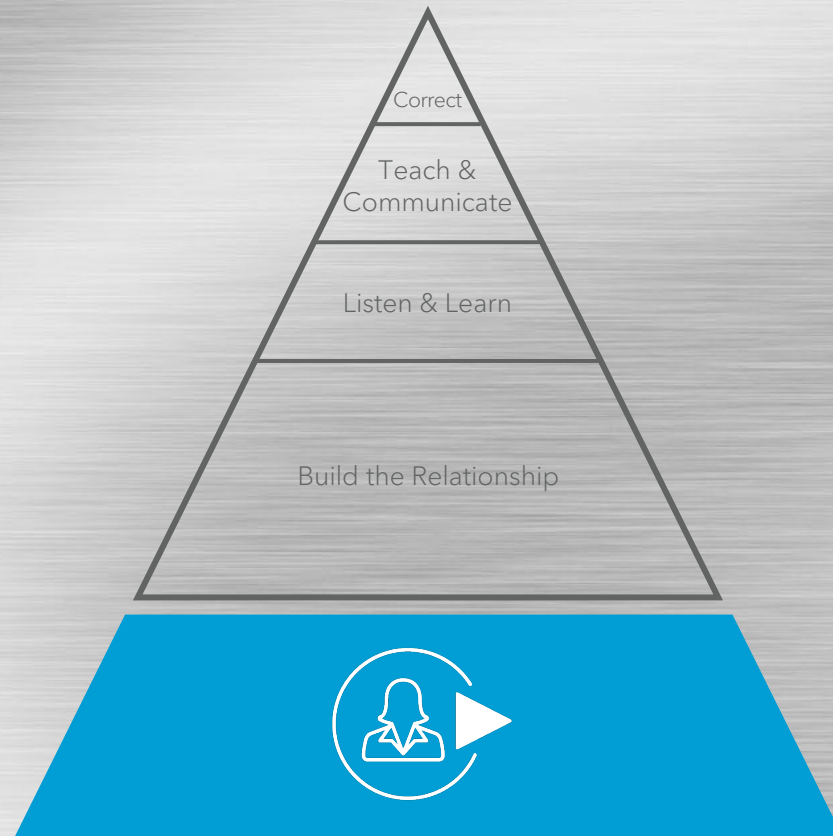
Helping things
go right



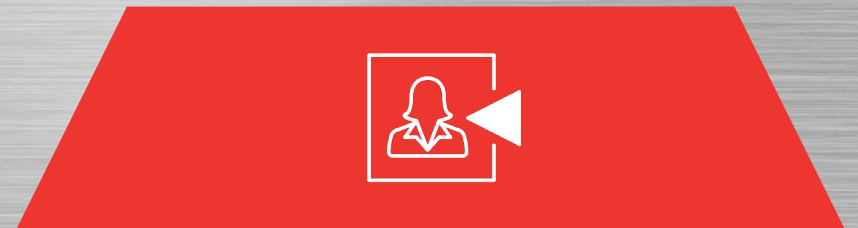
Lessons of the Pyramid

- 1 Work Bottom Up**
Most time and effort should be spent at the lower levels of the pyramid.
- 2 When Stuck, Go Lower**
The solution to a problem at one level of the pyramid is almost always below that level.
- 3 Mindset Matters Most**
Ultimately, my effectiveness at each level of the pyramid depends on the lowest level of the pyramid—my mindset.

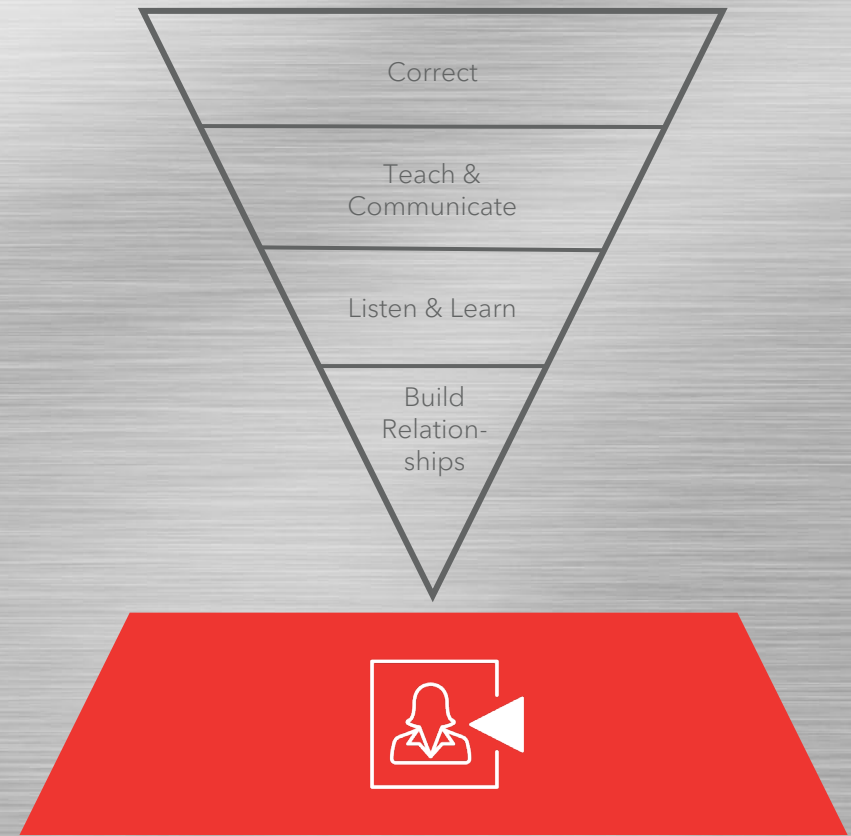
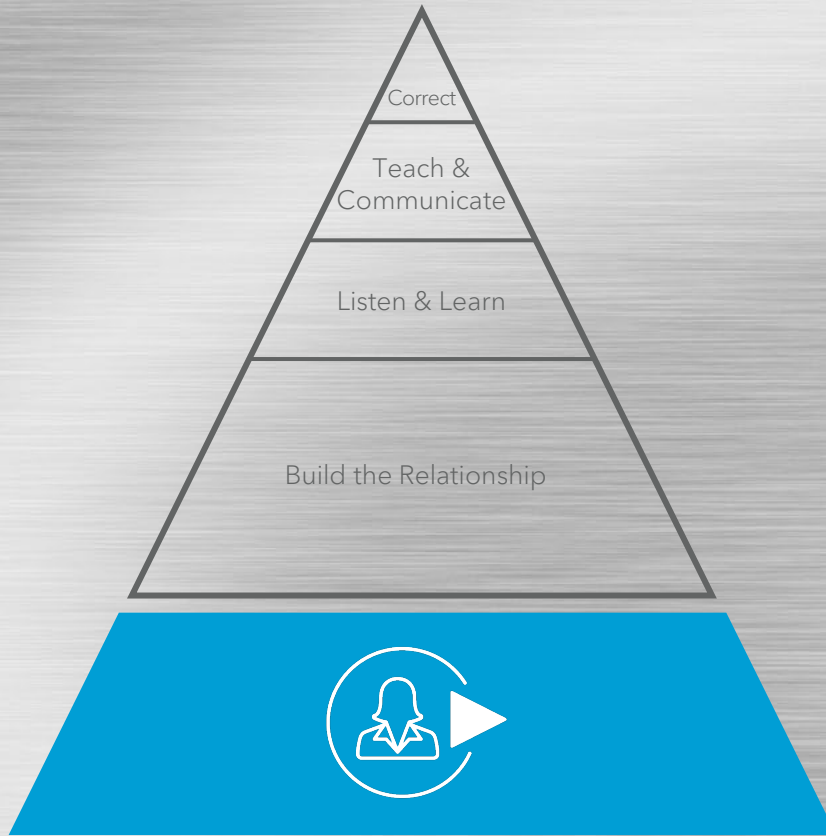
Mindset and the Pyramid



What do you suppose an inward mindset does to the pyramid?



Mindset and the Pyramid





Chip Huth

Former Major and Former SWAT Sergeant,
Kansas City Police Department

“As an officer, I have too often failed to see the humanity of others. The Influence Pyramid has dramatically changed how I interact with people.”





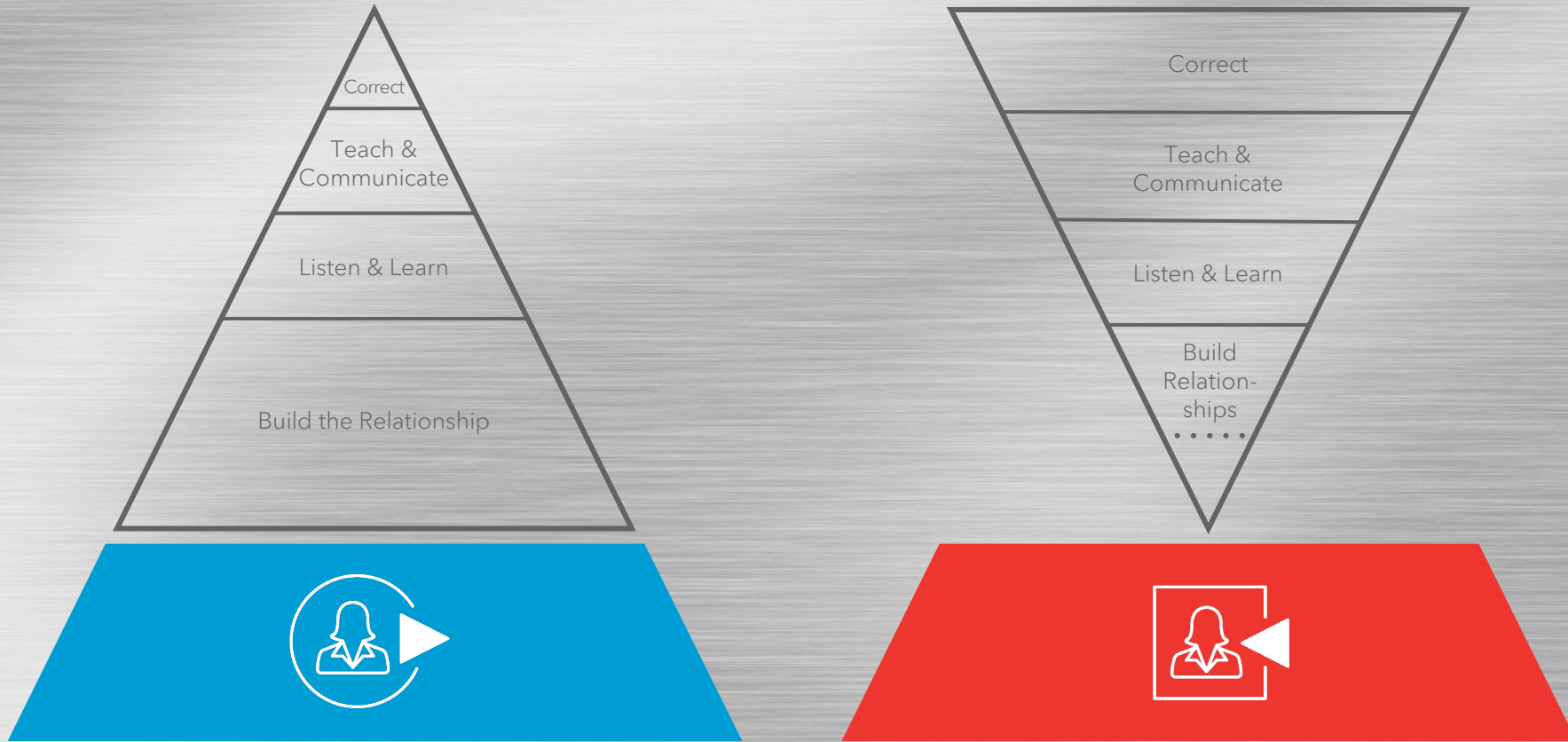
Shift in Conversations



New Thought Process



Mindset and the Pyramid



Applying the Influence Pyramid

1. Think of a person who you would like to see change in some way.
2. Identify the levels of the pyramid where you have been weakest in this situation
3. Identify things you could do in these and other levels of the pyramid to improve the situation

Discuss with a partner:

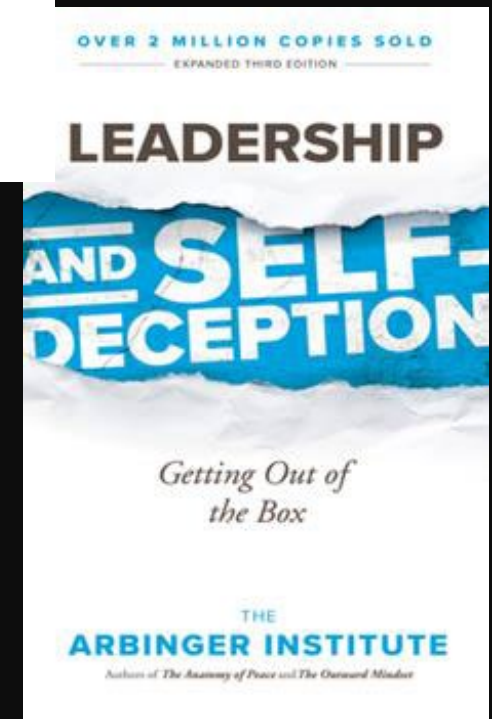
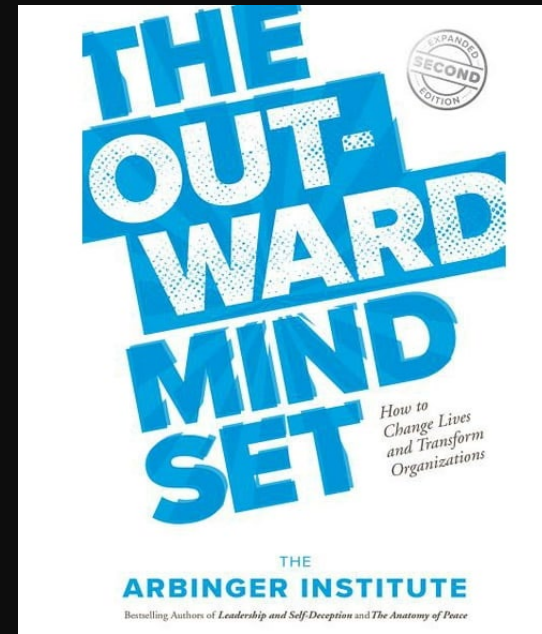
1. What you've learned
2. Some of your ideas for how you're going to use this tool

And the journey continues



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<https://arbinger.com/>



Thank you!!

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