Personal and System Changes

The answer you never expected

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My Teachers

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Who’s on First?
Partnering to Co-create Breakthrough

OMDB  

Hold It Back  
Watch It Happen  
Help It Happen  
Make It Happen

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The 20% principle
The Arbinger Mindset Model

Let’s say that this represents our current level of results as an organization… or personally.

Let’s assume that our results have been produced by our organizational or personal behaviors.

But, let’s also assume that our behaviors are driven by our organizational or personal mindsets… how we see our – and others’ – challenges, choices, opportunities, and so on.
What if we want or need to improve?

Let’s say we have a higher goal, How do we get there?
The most common approach to improvement…
Is there a better way?

So how can we ensure that we will reach a higher goal?

By working to change not only behaviors, but also the underlying mindsets that inform and drive them.
The better way…
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 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.
Inward vs. Outward

Others DON’T MATTER like I matter

INWARD MINDSET

My objectives & behaviors are self-focused

So their needs, objectives, and challenges don’t really matter to me

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Inward vs. Outward

Others DON’T MATTER like I matter

INWARD MINDSET

My objectives & behaviors are self-focused

Others are OBJECTS

- Vehicles that I use
- Obstacles that I blame
- Irrelevancies that I ignore

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Inward vs. Outward

Others **DON’T MATTER** like I matter

**INWARD MINDSET**

My objectives & behaviors are self-focused

Others are **OBJECTS**

Others are **PEOPLE**

Their needs, objectives & challenges matter to me

Others **MATTER** like I matter

**OUTWARD MINDSET**

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Inward vs. Outward

Others **DON’T MATTER** like I matter

**INWARD MINDSET**

Others are **OBJECTS**

My objectives & behaviors are self-focused

Others are **PEOPLE**

Their needs, objectives & challenges

My objectives & behaviors take others into account

Others **MATTER** like I matter

**OUTWARD MINDSET**

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Inward vs. Outward

**INWARD MINDSET**

I focus only on **MY** results

Others are **OBJECTS**

My objectives & behaviors are self-focused

**OUTWARD MINDSET**

I focus on **OUR** results

Others are **PEOPLE**

Their needs, objectives & challenges

My objectives & behaviors take others into account

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Collusion

Let's suppose I'm in the box toward...

How do people often respond to blame?

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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.
The “inside triangles” represent our own objectives and behaviors.
1. Think of someone you think needs to change in some way

2. Identify the levels of the pyramid at which you have been weakest in this situation.

3. Brainstorm things you might do in these and other levels of the pyramid to improve this situation. (Write these ideas on the lines to the right of the pyramid.)

4. Pair up and discuss your ideas with a partner

5. Of the ideas you discussed, circle the things you will do
People First Organizational Changes

- Organizational values and personnel manual
- Leaders must be learners of this material.
- Donors, clients, partners must be seen as people so as to truly collaborate
Practice ABCD - Asset Based Community Development

• Our clients and caretakers are people with great value.
• See and seek client’s assets not just needs.
• Empower client’s and/or caretakers to solve own problems.
• Each person has dignity, don’t do for them what they can do for themselves
Book a workshop, seminar or coaching

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