Resolving Conflict at the Heart of a Diverse Organization
The Arbiner Mindset Model

Mindset

Behaviors

Current Results

Our results have been
produced by our collective
behaviors as an organization
Our mindset is driven by our individual and
collective mindsets. How we see
people, and so on

These behaviors are being
an organization
Let's say that this represents
our current level of results as
What is your most common inward style at work?
What is the impact this inward style has on others?

What is your most common inward style at home?
What is the impact this inward style has on others?
Diagramming a Collusion

1. They See
2. I See
3. I Do
4. They Do

What are the consequences of this collusion? What is it costing you and others?
Get out of the Box:

1. Work bottom up
   - Correct
   - Teach & Learn
   - Communicate
   - Listen & Learn
   - Build the Relationship
   - Who Have Influence
   - Build Relationships with Others

2. When stuck, go lower
   - Lower levels of the pyramid
   - Most time and effort should be spent at this level.

3. Mindset matters most
   - Ultimately, my effectiveness at each level of the pyramid depends on the lowest level of the mindset—my mindset.
Get out of the box: improve my mindset

- Build Relationships with Others
- Build the Relationship
- Listen & Learn
- Teach & Communicate
- Correct

Helping things go right
Dealing with things that go wrong

APPLYING THE PYRAMID
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
   - Impact of my work on others. Measure and hold myself accountable for the impact.

CUSTOMERS

REPORTS

MANAGER

PEERS

1 2 3
Consider your various roles and areas of responsibility. List up to four main roles or responsibilities.

In each direction, identify the people you have responsibility toward (up to 6).

Job Map
Based on what you have learned in your conversation, what will you meet and what will you discuss?

**MEASURE IMPACT**

Based on what you have learned in your conversation, list any adjustments you could make in your roles to be more helpful.

**ADJUST EFFORTS**

How and at what frequency would you like me to check in and stay accountable to you for my impact on your ability to do your work?

From your perspective, how could a person in my role be most helpful to you?

**SEE OTHERS (by asking the people I impact the 3 questions below)**

S.A.M. Your Job
1. Can't reasonably become a 3 in this role.
2. With training, could be a 3 in this role.
3. In this role, capabilities to succeed.
   All the necessary skills and attitude.
   Outward mindset.
   Use this framework to be self-accountable for working with an.

Effort

Impact

 Capability
Resolving Collisions
Using the Arbinger Portal

1. Take out your mobile device or laptop & go to Arbinger.com/tools
2. Click on "Register" and complete the form
3. Open your email and confirm your registration.