

## Apply S.A.M.

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### Operationalize the outward mindset pattern and apply it to your everyday work

At its core, the outward mindset pattern is a way of thinking and acting that emphasizes seeing others, adjusting our efforts, and measuring impact. This tool easily helps managers operationalize that mindset.

Seeing others means recognizing that your team members are individuals with their own goals, desires, and struggles. Adjusting efforts means being willing to change your approach based on what you learn from seeing others. Measuring impact means tracking your progress and evaluating your results.



# Apply S.A.M. (See Others, Adjust Efforts, Measure Impact)

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## When And With Whom Might You Use This Tool?

Applying the outward mindset pattern will help you turn outward in your efforts (either individually or collectively). The questions included in this tool will help you apply S.A.M. to any workplace situation.

## How to Use It

*Identify a current situation you'd like to improve. Then apply the outward mindset pattern S.A.M. to that situation by doing the following:*

### 1. See Others

What are others in this situation wanting/trying to accomplish?

### 2. Adjust Efforts

- a) How have I gotten in their way or added to their challenges, trials, burdens, or pains?
- b) Think of other ways that I have mistreated or neglected this person or group.
- c) In light of all this, identify something I feel I could and should do for this person or group.

### 3. Measure Impact

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

## Situation

See Others

Adjust Efforts

Measure Impact

a)

b)

c)

This tool is just one of 50+ situational frameworks and tools available through the Arbinger Institute's robust training programs.

From selecting a new hire to making a key business decision, Arbinger has a tool for any business challenge you face. Get in touch today to learn more about Arbinger's *Outward Leadership*, our leadership development program that changes mindsets and improves organizational performance.

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## Meet to Learn

A meeting template to uncover the objectives, needs, and challenges of others

Taking the time to meet with and learn about your coworkers can help you establish stronger working relationships, build trust, and improve communication within your team—all things that are especially valuable as a leader. This can result in a more positive and productive work environment, and ultimately lead to better outcomes for your team and organization.

Arbinger's Meet to Learn tool is designed to help uncover the objectives, needs, and challenges of others. It's a tool for increasing your curiosity that then positions you to be more helpful to those around you. You can use it individually to get to know collaborators, customers, your direct reports, or with groups that your team interacts with regularly.

