



# Implementation Coaching

## SESSIONS FOR LEADERS

### THE ARBINGER PROCESS

Arbinger helps organizations and their people develop an outward mindset in three steps: Mindset change, leader development, and systems improvement.

Step 1, mindset change, begins with a foundational training in which participants learn and apply four sets of tools:

- Self-awareness tools
- Mindset-change tools
- Accountability tools
- Collaboration tools

In Step 2, leaders acquire additional tool sets to help them and their teams work with an outward mindset. Each training in the three-step Arbinger process ends with participants creating a plan to apply what they've learned.

### IMPLEMENTATION COACHING OVERVIEW

Once equipped with the tools from the training, it becomes incumbent on leaders to implement what they learned, both for themselves individually and for their teams. To facilitate this, leaders and leadership teams can engage with an Arbinger implementation coach to implement and embed the tools learned in these courses into their and their teams' practices.

Implementation coaches have experience successfully implementing outward mindset practices in many organizations. They function much like a sports coach, helping leaders build new habits and develop the skills acquired in the training, as well as acting as an accountability partner.

### FORMAT

This program generally includes six sessions held over the course of three months. In each session, the coach and leader

assess progress against the implementation plan, address any roadblocks, and then apply a tool (or set of tools) to various business situations that the leader is facing. Coaching conversations last 45 minutes and take place over the phone or through a conferencing link.

### WHO RECEIVES COACHING?

While implementation coaching is not necessary for all employees, it is strongly recommended for leaders or leadership teams aiming to build an outward mindset culture in their teams or organizations.

### SUPPORT

The implementation coaching program includes six implementation coaching sessions, access to the sustainment resources on the Arbinger Portal, and tailored consultations with an Arbinger client solutions manager.

### RESULTS AND OUTCOMES

Leaders with an outward mindset invite their teams to be more aware of and accountable for their impact on others, and to work in ways that align, vertically and laterally, with organizational goals. The implementation coaching program equips leaders to:

- Enhance collaboration and cooperation and encourage peak performance through adopting an outward mindset.
- Apply and embed appropriate outward mindset tools into their team's day-to-day operations.
- Lead, develop and support others in becoming more aware and aligned in achieving collective outcomes.
- Analyze and create a plan for addressing roadblocks.
- Better understand how to measure adoption and sustain implementation success.