



OPM's Leadership Webinar Series

Impact of Mindset in Relationships

Presented by Marilyn J. Bugenhagen

Faculty, Center for Leadership Development

Center for Leadership Development

Developing Visionary Leaders to Transform Government

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Strategic Alignment



President's Management Agenda Key Driver of Transformation

People – Workforce for the 21st Century



OPM Strategic Plan Initiatives

- Improve integration and communication of OPM services to Federal agencies
- Optimize Agency Performance





Norms

- Have access to chat box and be ready to type.
- Avoid possible disruptions for others by refraining from taking other calls or participating in other work activities.
- Participate actively with full presence.
- Ask for what you need (on chat).



About Marilyn J. Bugenhagen



- CLD Faculty since 2013
- Leading in private sector, state government, education
- Vertical leadership development, leader maturity, complexity, foresight, growth edge leading & living
- Enjoy untangling ‘things’



Today's takeaway

Our mindset affects our ability
to connect with others.
What YOU can do about it.



Agenda

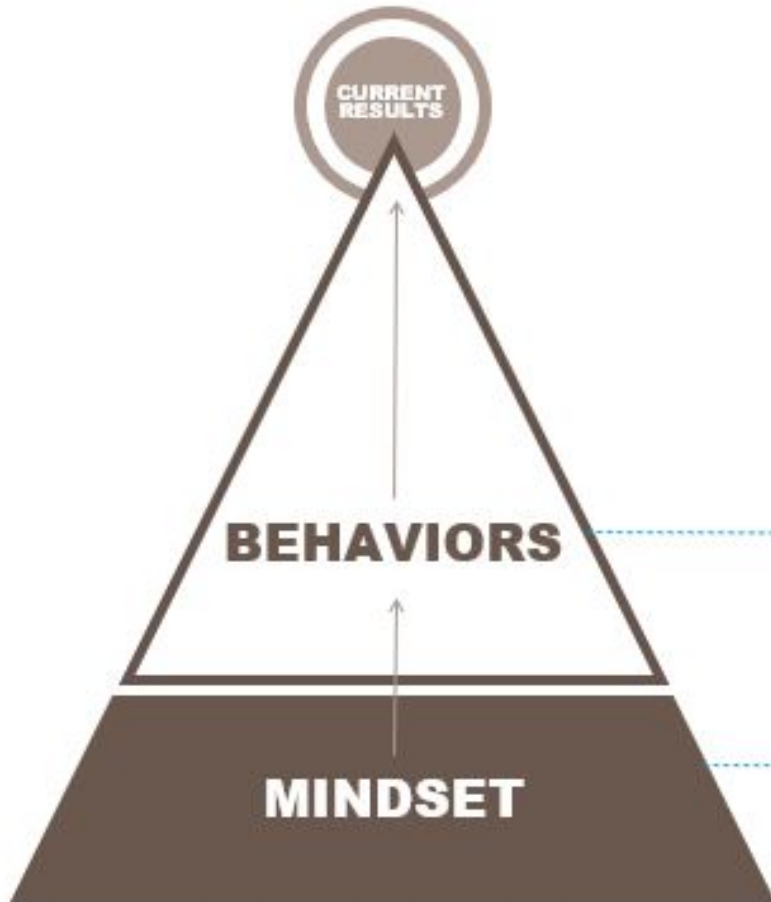
What is a mindset

Traps we get into

Working the pyramid



THE MINDSET MODEL



How do we get there?

By first attending to the underlying mindsets that inform and drive what we do.

Behaviors drive results

Mindset drives behavior

The Outward Mindset, 2016



Example





Helping things
go wrong



TRAPS

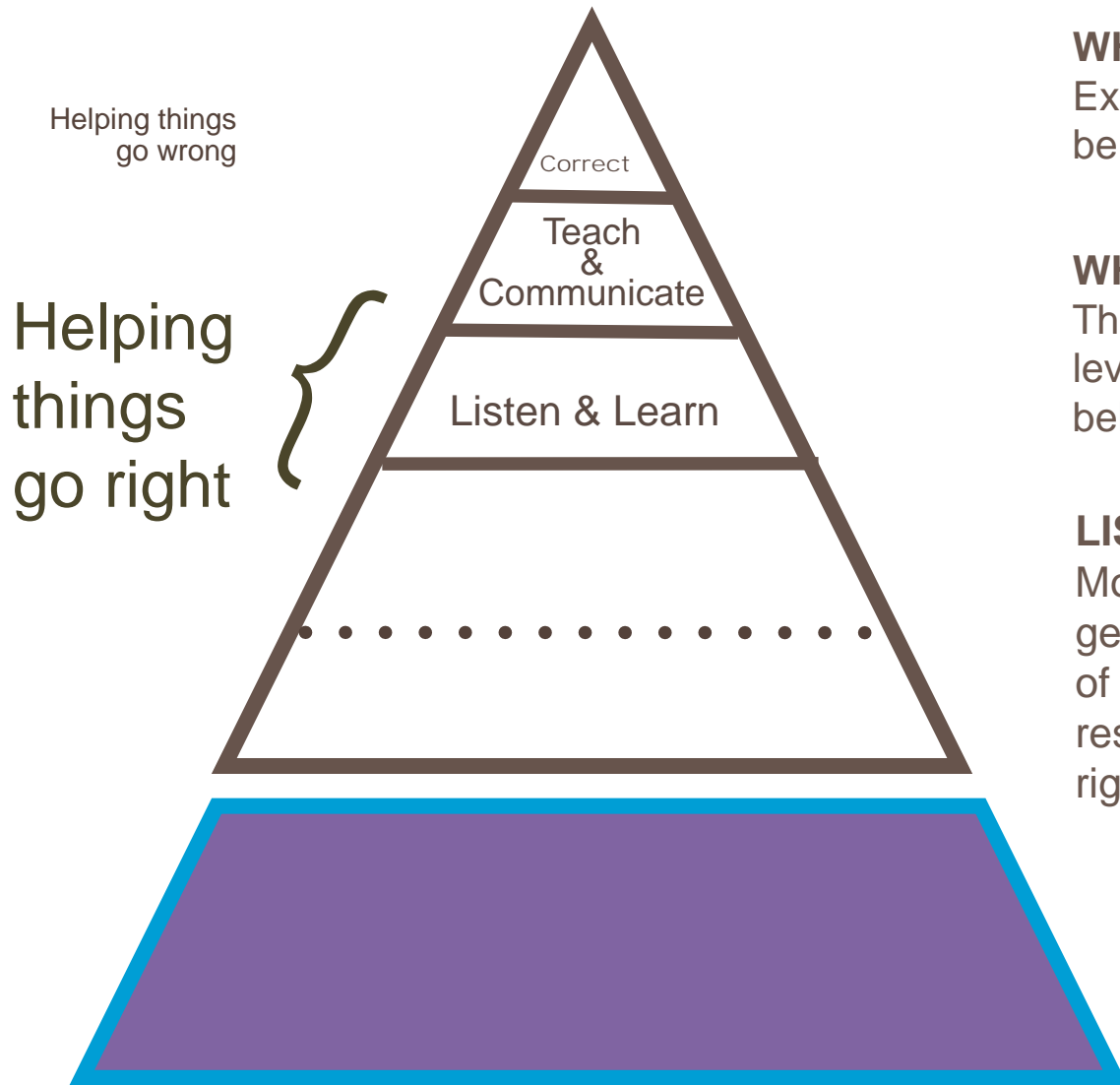
Tied to a simple story
you have

Tied to rightness

Tied to need for control



The Outward Mindset, 2016
MindTraps, 2019



WHY UNDERSTOOD

Explain clearly what needs to be different or change

WHEN STUCK, GO LOWER

The solution to a problem at one level of the pyramid is always below that level of the pyramid.

LISTEN AND LEARN

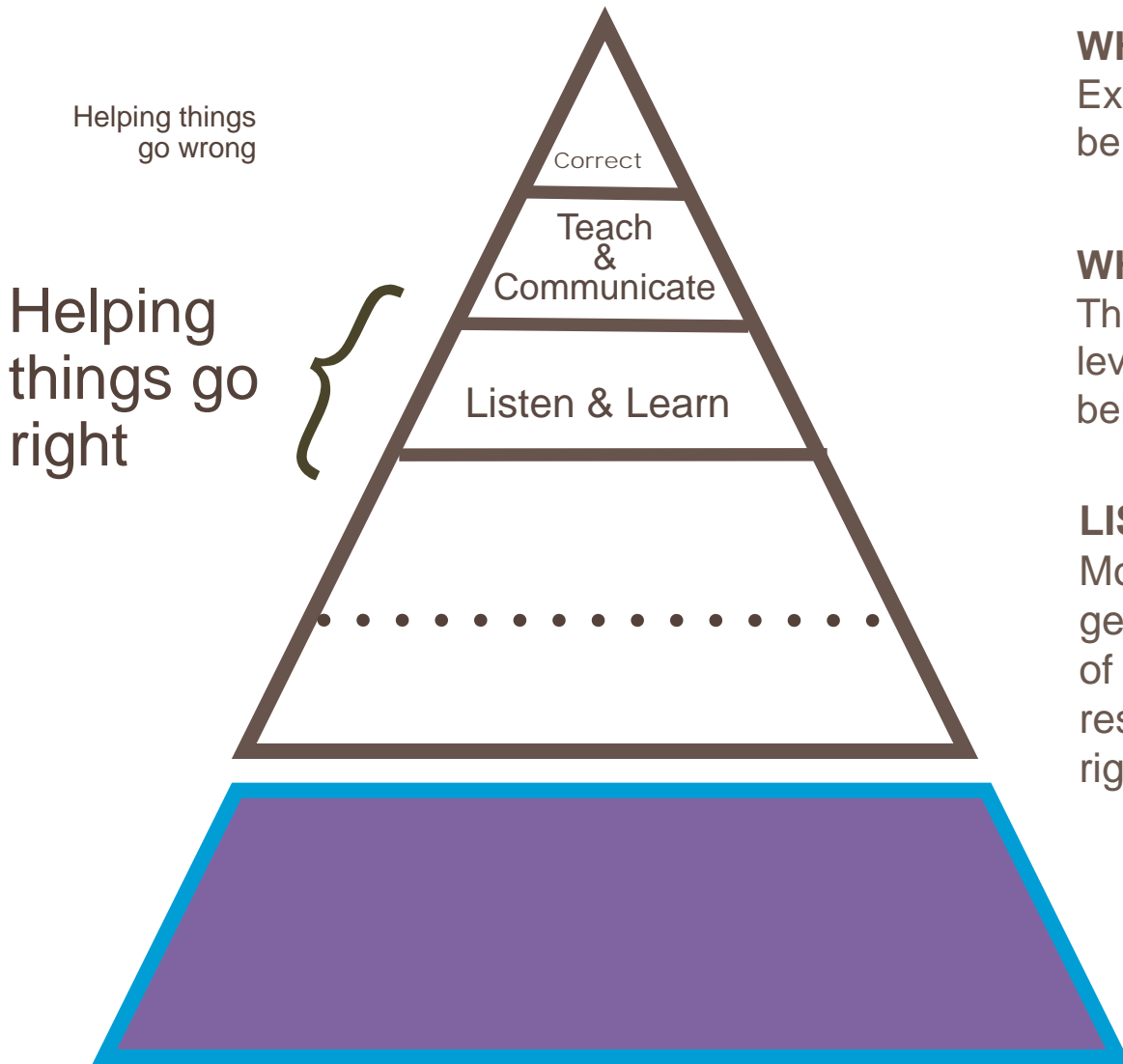
Move out of your mindset and get into their mind – Avoid trap of analyzing, preparing to respond, and the need to be right, control, and simple story.

The Outward Mindset, 2019
Mindtraps, 2019



Poll

Where do you spend the majority of your time?



WHY UNDERSTOOD

Explain clearly what needs to be different or change

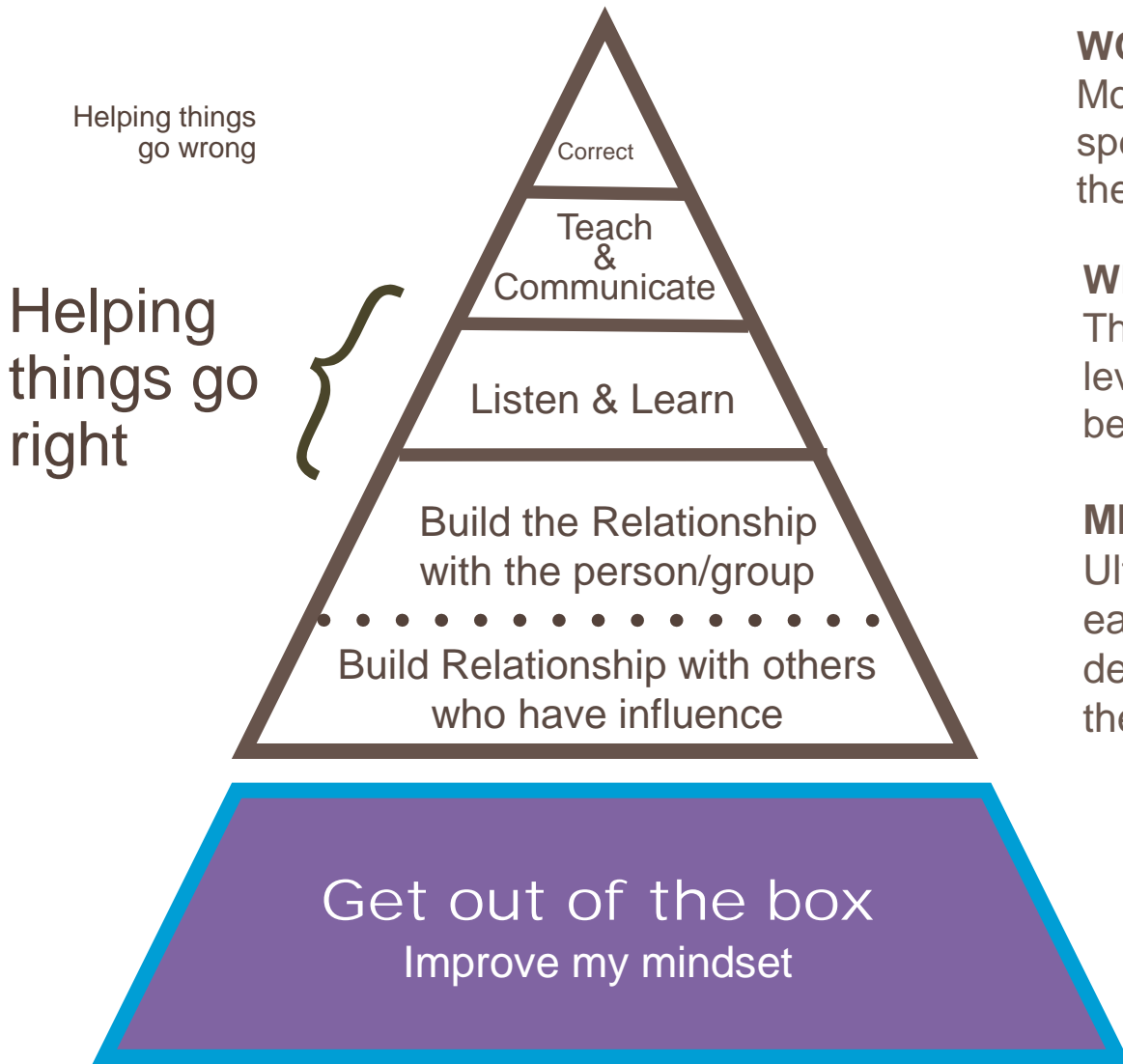
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The Outward Mindset, 2019
Mindtraps, 2019



WORK BOTTOM UP

Most time and effort should be spent on the lower levels of the pyramid.

WHEN STUCK, GO LOWER

The solution to a problem at one level of the pyramid is always below that level of the pyramid.

MINDSET MATTERS MOST

Ultimately, my effectiveness at each level of the pyramid depends on the lowest level of the pyramid, my mindset.

The Outward Mindset, 2019
Mindtraps, 2019



Illustration





Illustration (continued)





Summary



Desire for simple story blinds us to the real one



Inward mindset trying to take charge strips you of influence



Work from the relationship level up – Get outward



Questions?





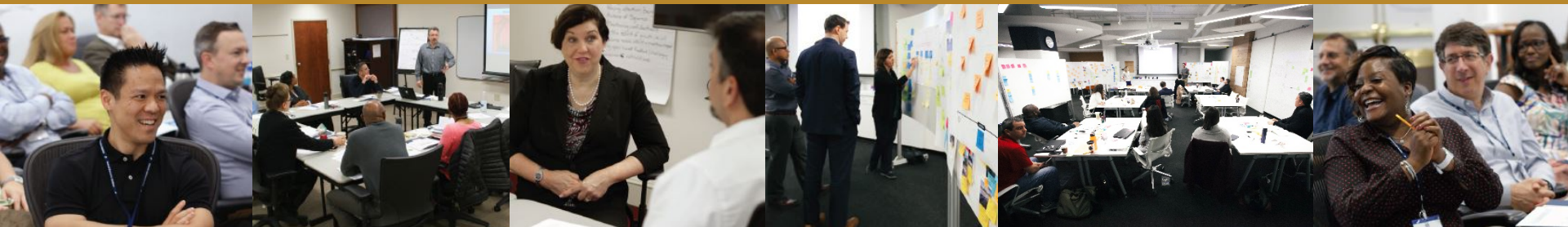
Feedback

- What is one thing you are taking away from today's webinar?
- Are you interested in going deeper and learning more about mindsets in relationships?



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Center for Leadership Development



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for leadership and professional development



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to support the human capital lifecycle throughout government



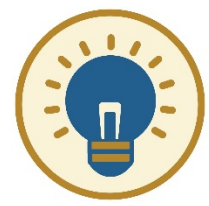
Development programs focused on building decision-making skills through **human-centered design** and **process improvement**



Fellowship programs **to recruit and develop leadership** skills for highly-qualified talent for **Federal agencies**



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Thank you for your participation and service to our nation!

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