















INWARD MINDSET

- Blindness
- Silos
- Blame
- Resistance
- Low Morale
- Positional Authority



OUTWARD MINDSET

- Awareness
- Collaboration
- Accountability
- Innovation
- Engagement
- Influence

Dealing with things that go wrong



Helping things go right

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.

Effective teamwork is rooted in reciprocity and curiosity...so how important is individual agency?

THE OUTWARD MINDSET *PATTERN*

- 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.




