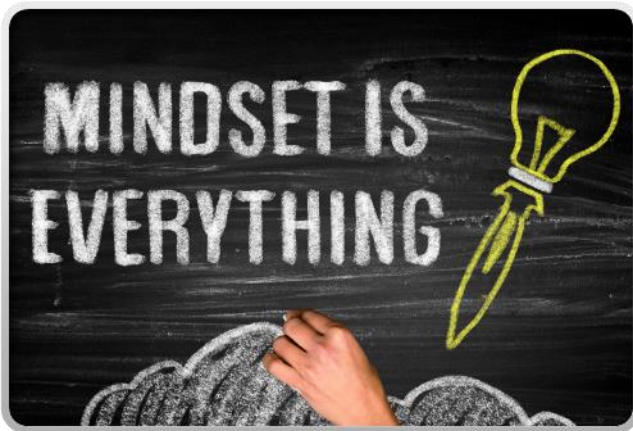


THE BA MANAGER FORUM

Growth Mindset



Plan for the Session



- Introducing Growth Mindset
- Growth Mindset and Self
- Benefits of Growth Mindset to organisations
- Matthew Syed Growth Mindset Framework
- Growth Mindset and Teams
- A Bit of Fun

Growth Mindset



“It’s not just our abilities and talents that bring us success

But whether we approach them with a fixed or growth mindset”

Carol Dweck

Two Mindsets

Fixed mindset

People believe their basic qualities, like their intelligence or talent, are simply fixed traits.

Growth mindset

People believe that their most basic abilities can be developed through dedication and hard work – intelligence and talent are just the starting point.



Two Mindsets

Fixed mindset

Avoid challenges

Gives up easily

See effort as fruitless

Ignore useful negative feedback

Feel threatened by success of others



Challenges

Obstacles

Effort

Feedback & Criticism

Success of Others



Growth mindset

Embrace challenges

Persist in the face of setbacks

See effort as the way to mastery

Learns from criticism

Find lessons and inspiration in the success of others

Adopting a Growth Mindset

Think of a situation in your recent past where you were criticised/had negative feedback and you reacted.

What was the situation?

Who else was involved?

How was the feedback given?

What did you do?

How can you reframe this experience as opportunities for growth and learning?

What positives can you take from negative feedback?



Steps to Foster a Growth Mindset

- Learn to hear your fixed mindset voice
- Recognise that you have a choice
- Talk back to it with a growth mindset voice
- Take the growth mindset action



Benefits to Organisations

Engaged workforce

- 34% likelier to feel a strong sense of ownership and commitment to the company

Improved trust

- 47% likelier to trust their colleagues

Improved innovation

- 65% likelier to say the company supports risk taking
- 49% likelier to say the company fosters innovation

These indicators correlated with stronger financial performance



NHS Endoscopy

The background:

- Demand doubled from 2013 to 2018
- Operating under pressure 7 days a week
- Increased costs with private outsourcing
- Staff feeling stressed

The business outcomes after 18 months:

- 44% increase in productivity
- 3% increase in annual output (in a 5 day week)
- Improved staff engagement & morale
- 94.5% plant utilisation compared to 82.7% previously
- Eliminating outsourcing achieved a six-figure cost-savings for the NHS



South Tees Hospitals
NHS Foundation Trust

Case study courtesy of

Matthew Syed
Consulting.



Turners (Soham) Ltd

The background:

- Large UK haulage company with increasing numbers of staff with little or no English
- Complex processes to meet customer needs
- Packing and labelling errors expensive to resolve



After an assessment and a Growth Mindset intervention to inspire and motivate managers, Turners saw these business outcomes:

- 77% error reduction
- 23% reduction in training time and costs
- 19% process efficiency gain around quality checks

Case study courtesy of

Matthew Syed
Consulting.



Growth Mindset

Matthew Syed Consulting framework

Mindset
Advantage*

ACCREDITED PARTNER



The 3 Growth Mindset Lenses



The 3 Growth Mindset Lenses

- Resilience Mindset
 - Growth
 - Attitude to Feedback
 - Attitude to Failure



The 3 Growth Mindset Lenses

- Learning Mindset
 - Humility
 - Attitude to Complexity
 - Perception of Potential



The 3 Growth Mindset Lenses

- Innovation Mindset
 - Curiosity
 - Collaboration
 - Agility



Organisation/Team Culture

Trust

Fosters
Innovation

Freedom



Supports
calculated risk
taking

Ownership

Value of
Potential

Consider your sphere of influence



Adopting a Growth Mindset – Part 2



- What challenges do you face?
- Pick one or two to explore with the Growth Mindset Lenses

Now for some Fun!



Questions



