



# VIRGINIA BANKERS ASSOCIATION

## **Engineering Success by Engineering a New Mindset**

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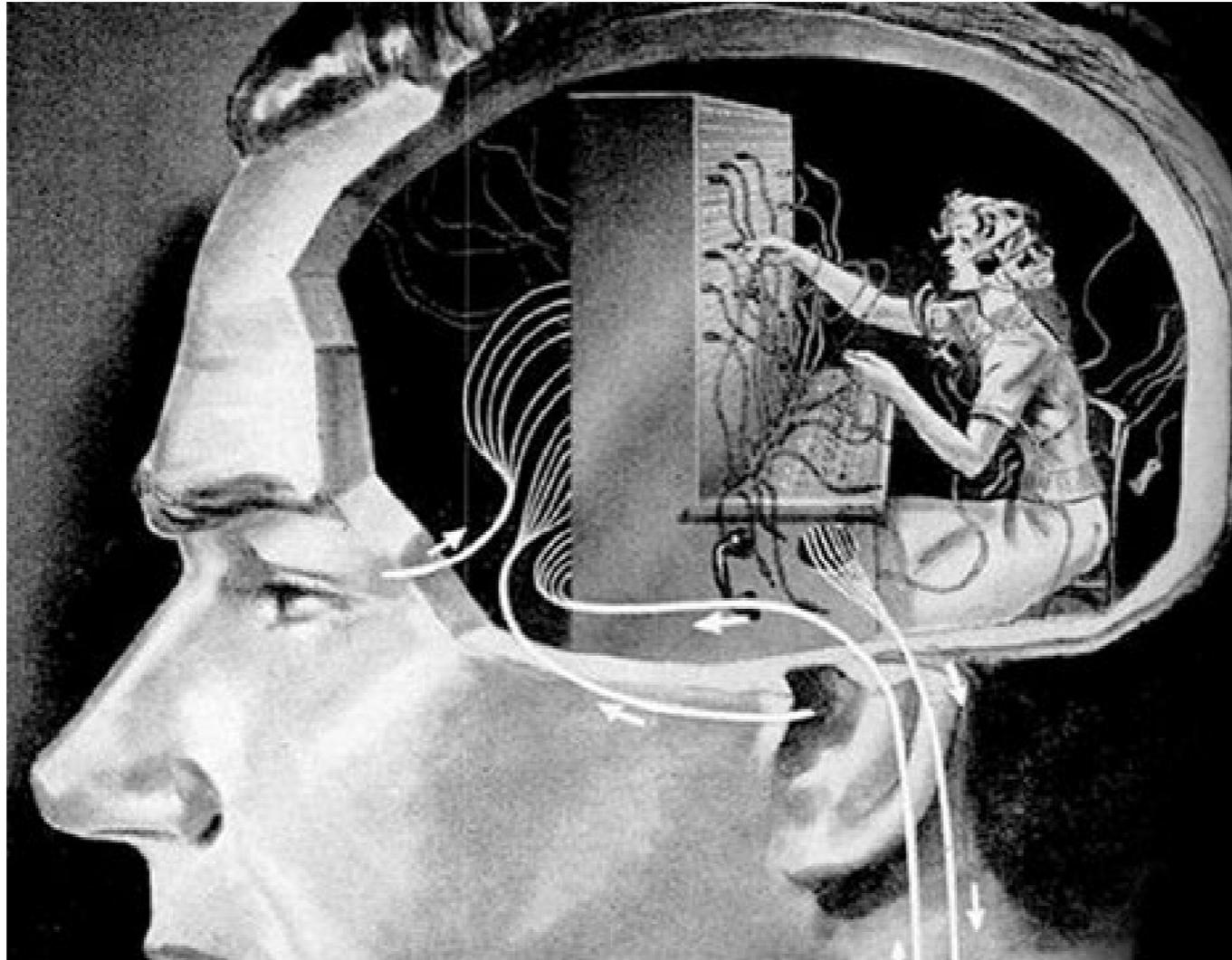


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# State of Mind

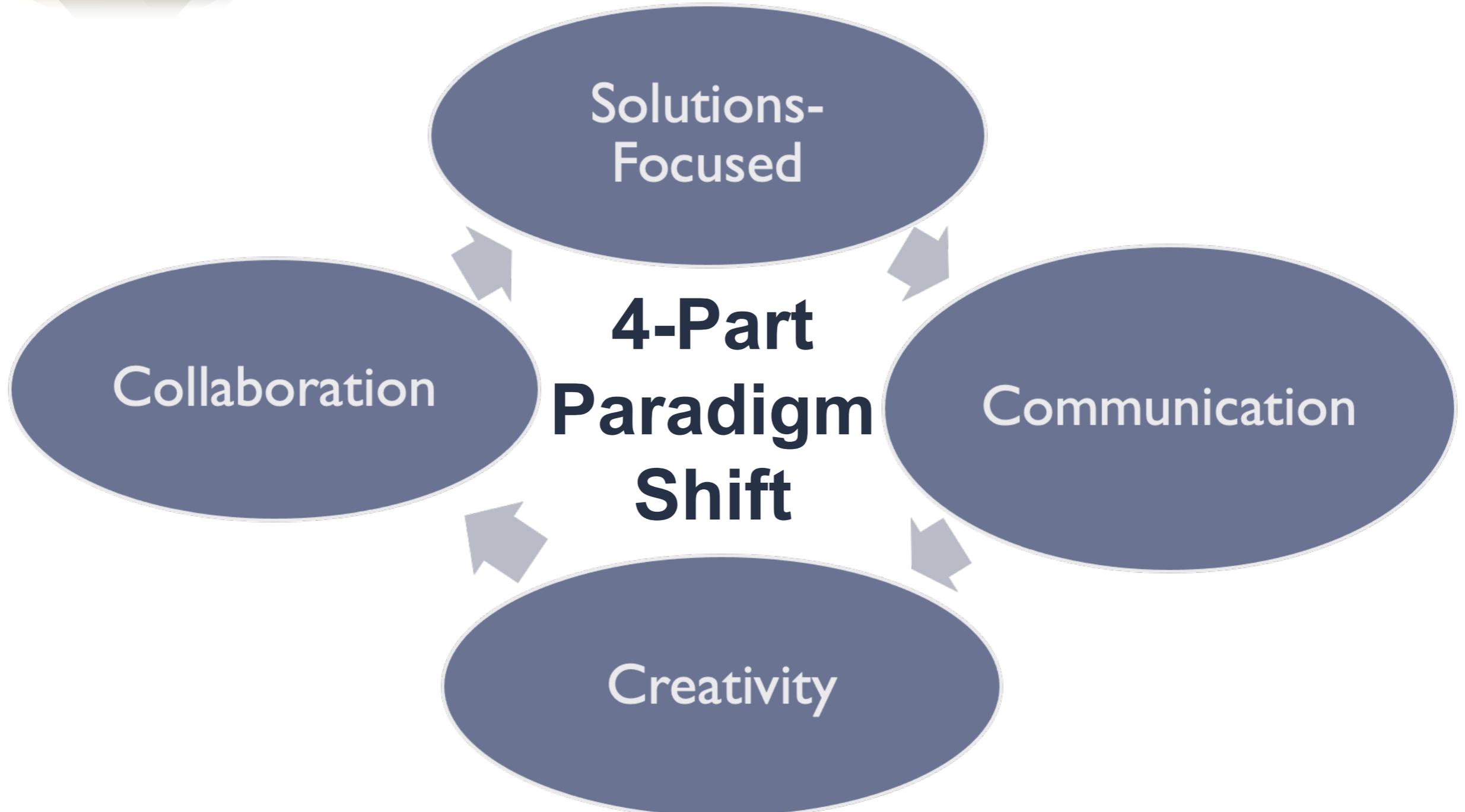


A persons **EMOTIONAL** State

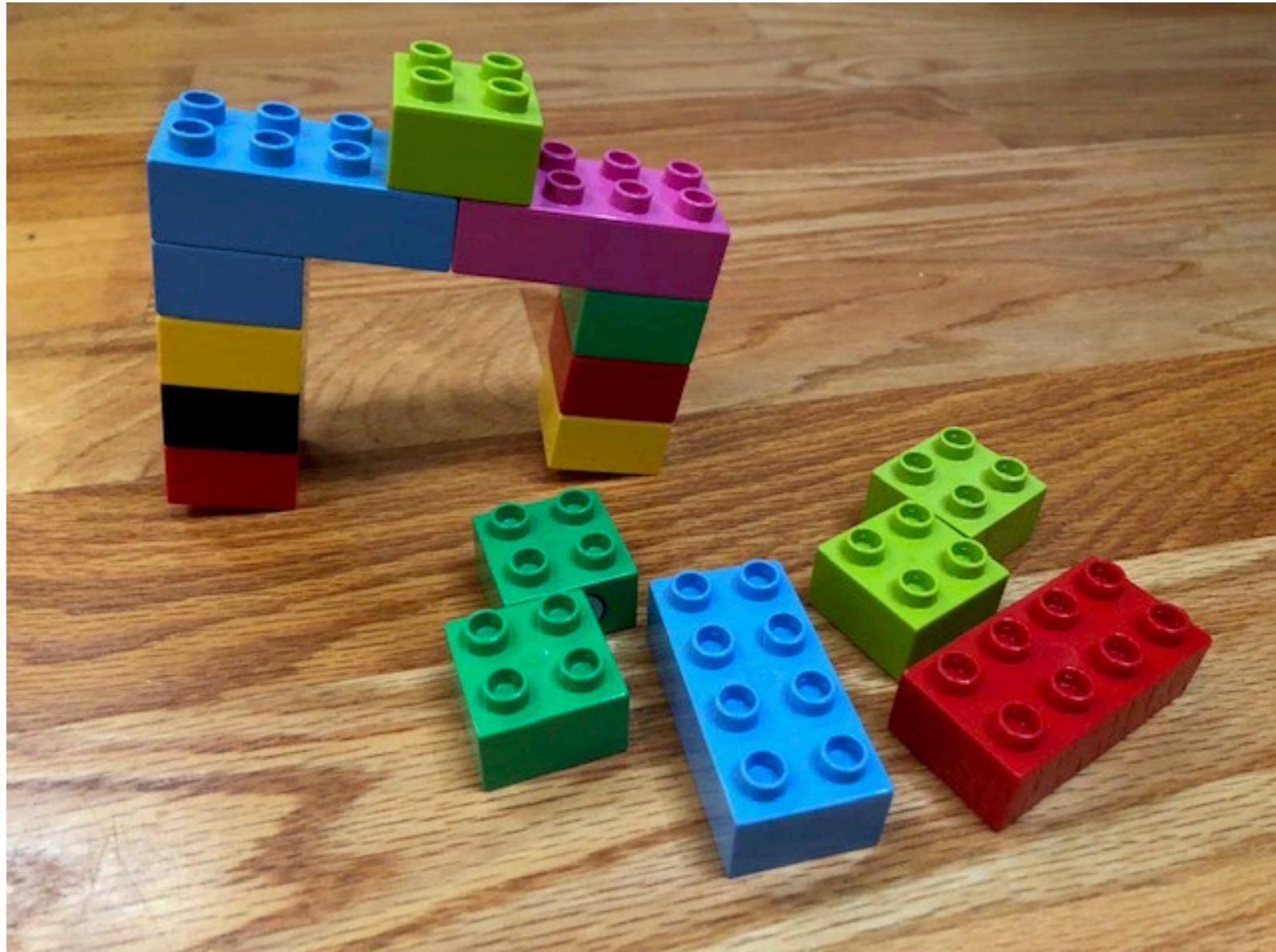


# During Challenging Times

1. Your weird behaviors might show up.
2. You may become attracted to "locking on" to your way of thinking...and "locking out" important information.
3. Negative thinking can over-take your thinking.



# How Do You Solve?



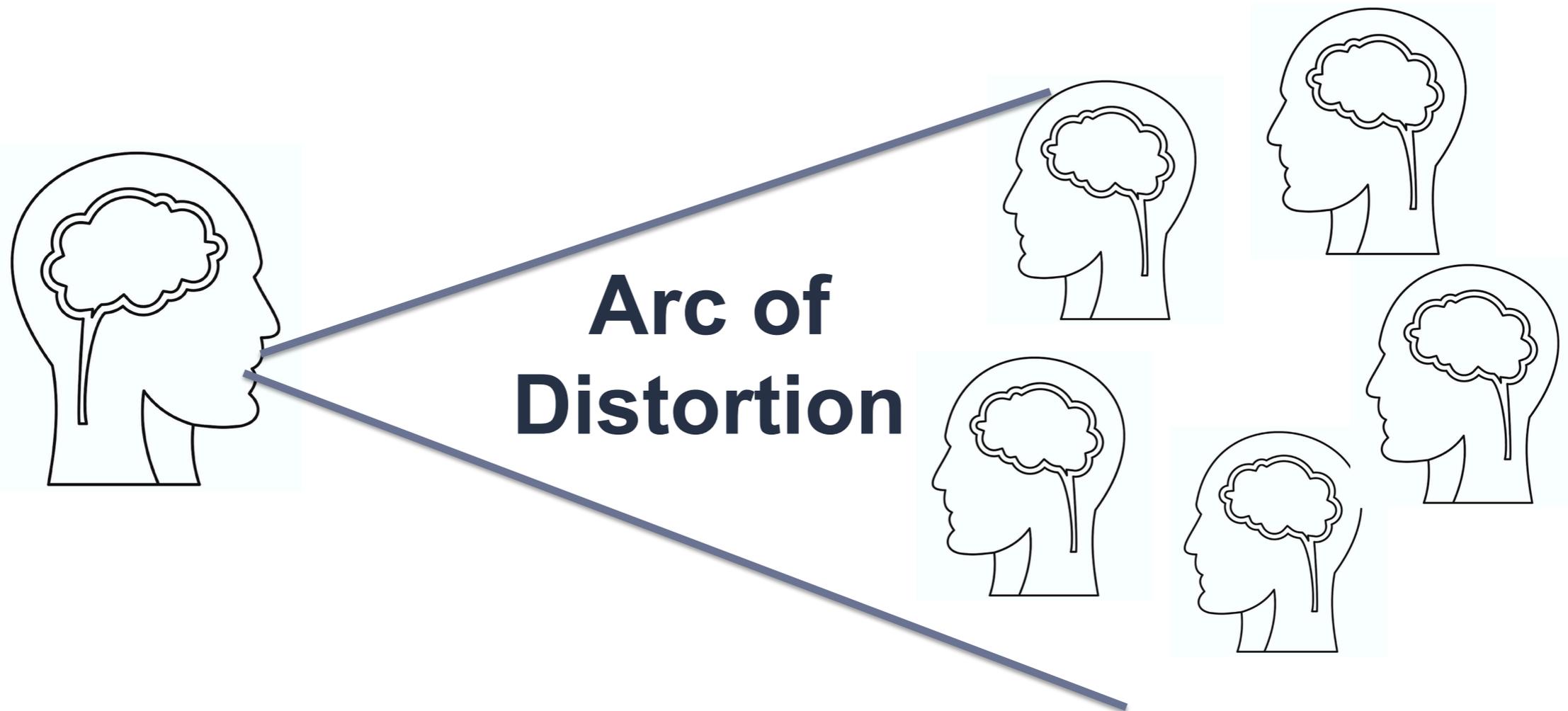


# Solution Focused Mindset

Elevating to focus on solutions not “why” or “how” to problem was created

1. **Accurately** assess the situation
2. Small **parts** solutions space.
3. Do I **start**, **re-approach**, or **stop**?
4. Fail forward...**fast**

# Human Communications





# Communication Modifications

*Can you communicate in a way that changes  
peoples minds?*

1. Build an understanding of individual communication needs.
2. Develop your WHY.
3. Seek clarity by asking “What don't I know?”
4. Enrich conversation by asking “What have you heard?”

# Creating Creativity

*A skill that must be honed*

Divergent Thinking:  
Ideas Out



Convergent Thinking:  
Facts and Answers In



Lateral Thinking:  
Balance of Both



# Creating The Creative Mindset

*“Creativity is intelligence having fun”*

*- Albert Einstein*

Improving your quest for creativity:

1. Ask the questions “what if” and “how about?”
2. Get comfortable with chaos.
3. Walk away and let the serendipity do its work.

# Collaboration

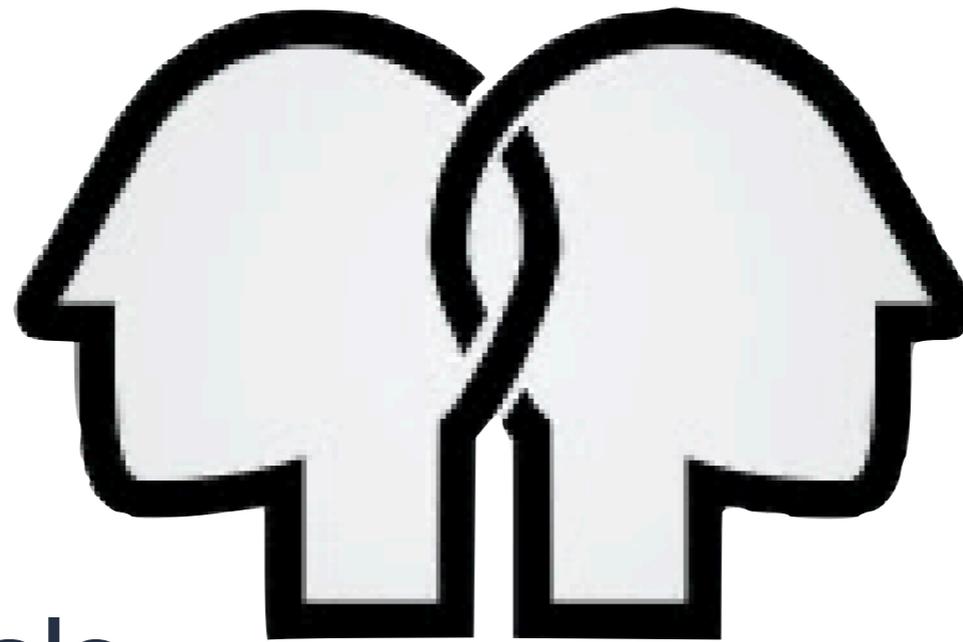
*A deeply human capacity*

Regulating  
Emotions

Intentional  
Planning

Pursuit of  
Common Goals

Working  
Memory





# Caring For the Collaboration Mindset

The sum of all of us together, is greater than our parts

Building a culture of collaboration:

1. Own the “We Culture” of transactions.
2. Foster productivity and collaboration by matching individuals to tasks that give them energy.
3. Intentionally craft belonging to a group.





***“The greatest discovery of my generation is that a human being can alter his life by altering his attitude of mind”***

- William James