



Change Your Language Change Your Mindset

by

Steve Moubray

Agile Coach, Father

Dog Lover



What is a Mindset?

Merriam-Webster

a person's way of thinking and their opinions

Cambridge

a mental attitude or inclination



Is the
Glass $\frac{1}{2}$ Empty
or
Glass $\frac{1}{2}$ Full?



What is Agility?

- Agility is our ability to respond to change



What is Agility?

- Agility is our ability to respond to change while continuing to provide value.

What is Agility?

- Agility is our ability to **respond to change** while continuing to provide value.
- Agile focuses on providing the **most value for customers.**





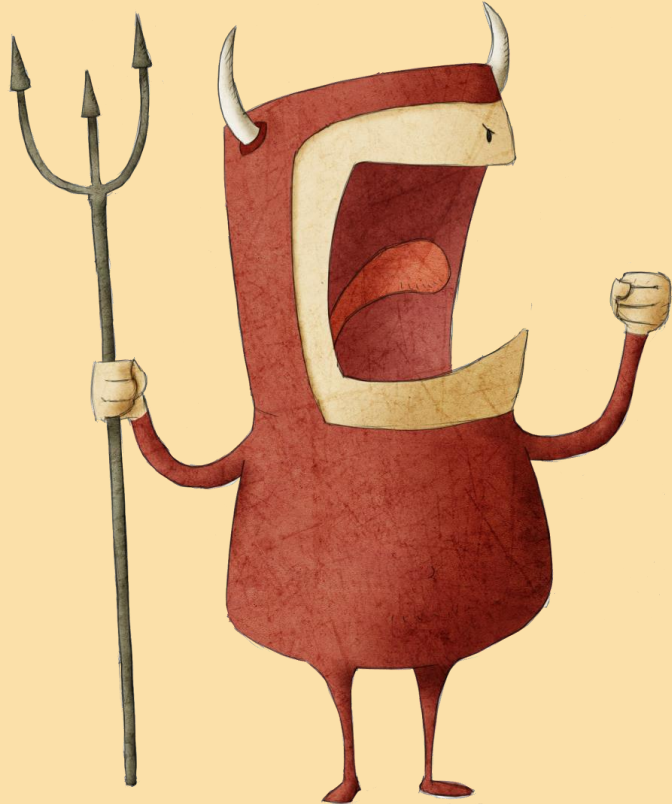
Alistair Cockburn

- “Agile ... is an **attitude**, not a technique with boundaries. An attitude has no boundaries, so we wouldn't ask ‘can I use agile here’, but rather ‘**how would I act in the agile way here?**’ or ‘**how agile can we be, here?**”



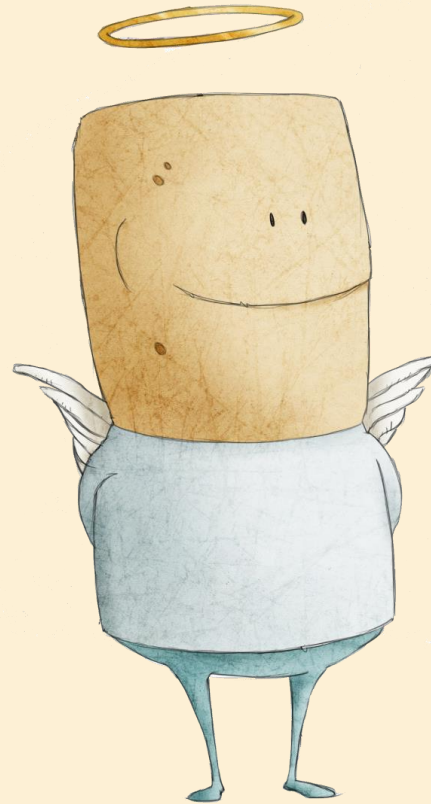
What's the
Language
in your
Mind?

FIXED Mindset



**Skills are fixed
Intelligence is static**

GROWTH Mindset



**Skills can be learned
Intelligence can be
developed**

UPDATED EDITION

CAROL S. DWECK, Ph.D.

mindset

THE NEW PSYCHOLOGY OF SUCCESS

HOW WE CAN
LEARN TO FULFILL
OUR POTENTIAL

2
MILLION
COPIES
IN PRINT

- *parenting
- *business
- *school
- *relationships

“Through clever research studies and engaging writing, Dweck illuminates how our beliefs about our capabilities exert tremendous influence on how we learn and which paths we take in life.”

—BILL GATES, *GatesNotes*



INFINITE
GAME
**THE
INFINITE
GAME**
SIMON
SINEK
THE
INFINITE
GAME
THE
INFINITE

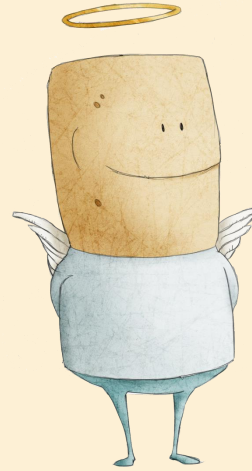
THE
BESTSELLING
AUTHOR OF
**START
WITH WHY**
AND
**LEADERS
EAT LAST**

FIXED Mindset



Skills are fixed
Intelligence is static

GROWTH Mindset

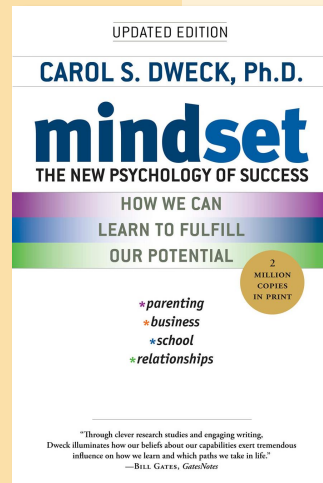


Skills can be learned
Intelligence can be developed

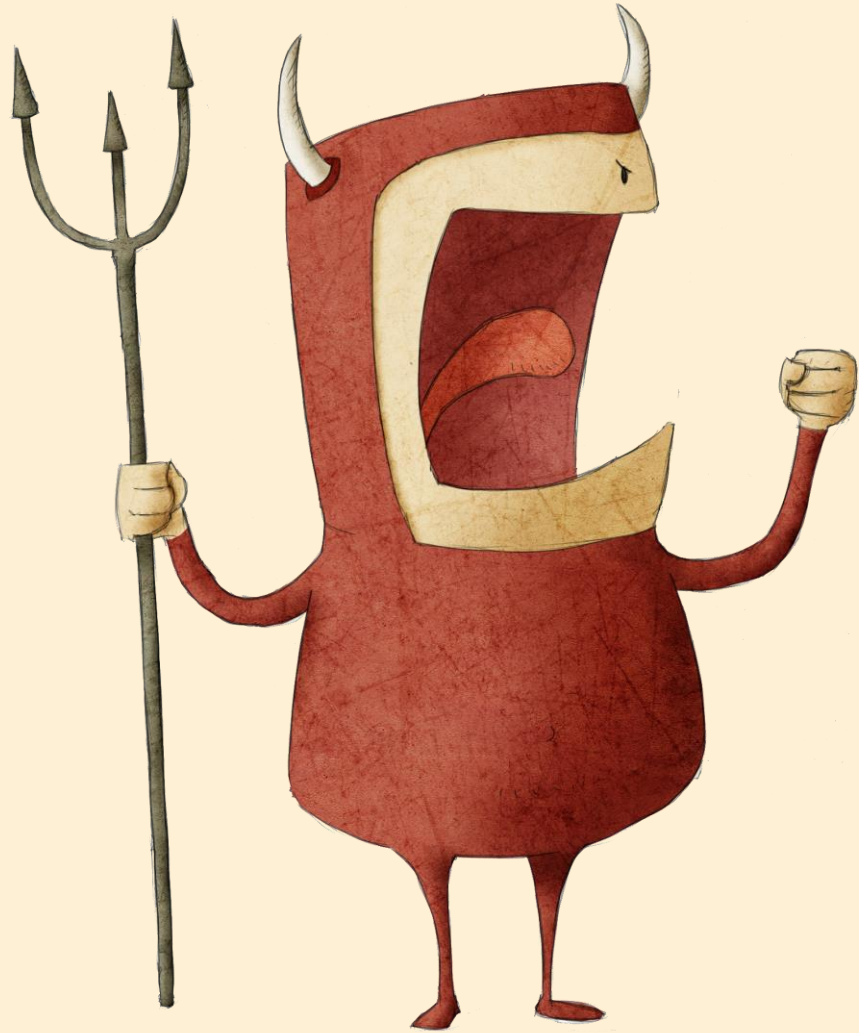
AGILE Mindset



Value focused
Always improve
Never ending journey



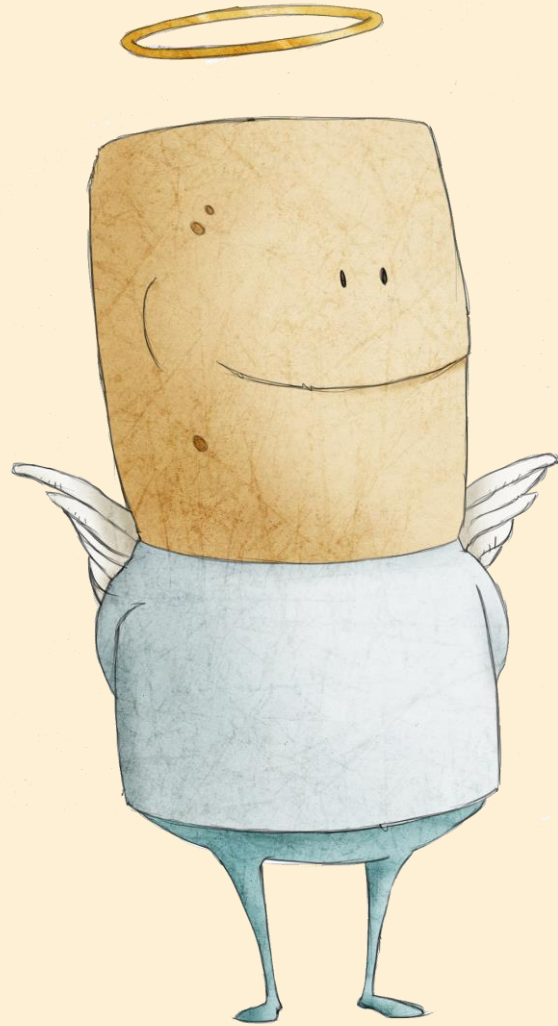
FIXED Mindset



Language of Fixed Mindset

- I'm good at this.
 - I'm not good at this.
- This is how we do it.
 - What we do is ...
- We are Agile.
 - That's not Agile.

GROWTH Mindset



Language of Growth Mindset

- I'm not good at this YET!
- We can do this, IF...
- We can be more Agile.

AGILE Mindset



Language of AGILE Mindset

- Should we be learning this now?
- How can we do this better?
- What can provide the most value now?



Clean Language

Questioning method which strives to remove bias and allow clients to discover their **own metaphors** and **symbols**.

David Grove coined the term

Clean Language Questions

Location

Whereabouts?
Where is ... ?

Sequence After

Then what happens?
What happens next?

Attributes

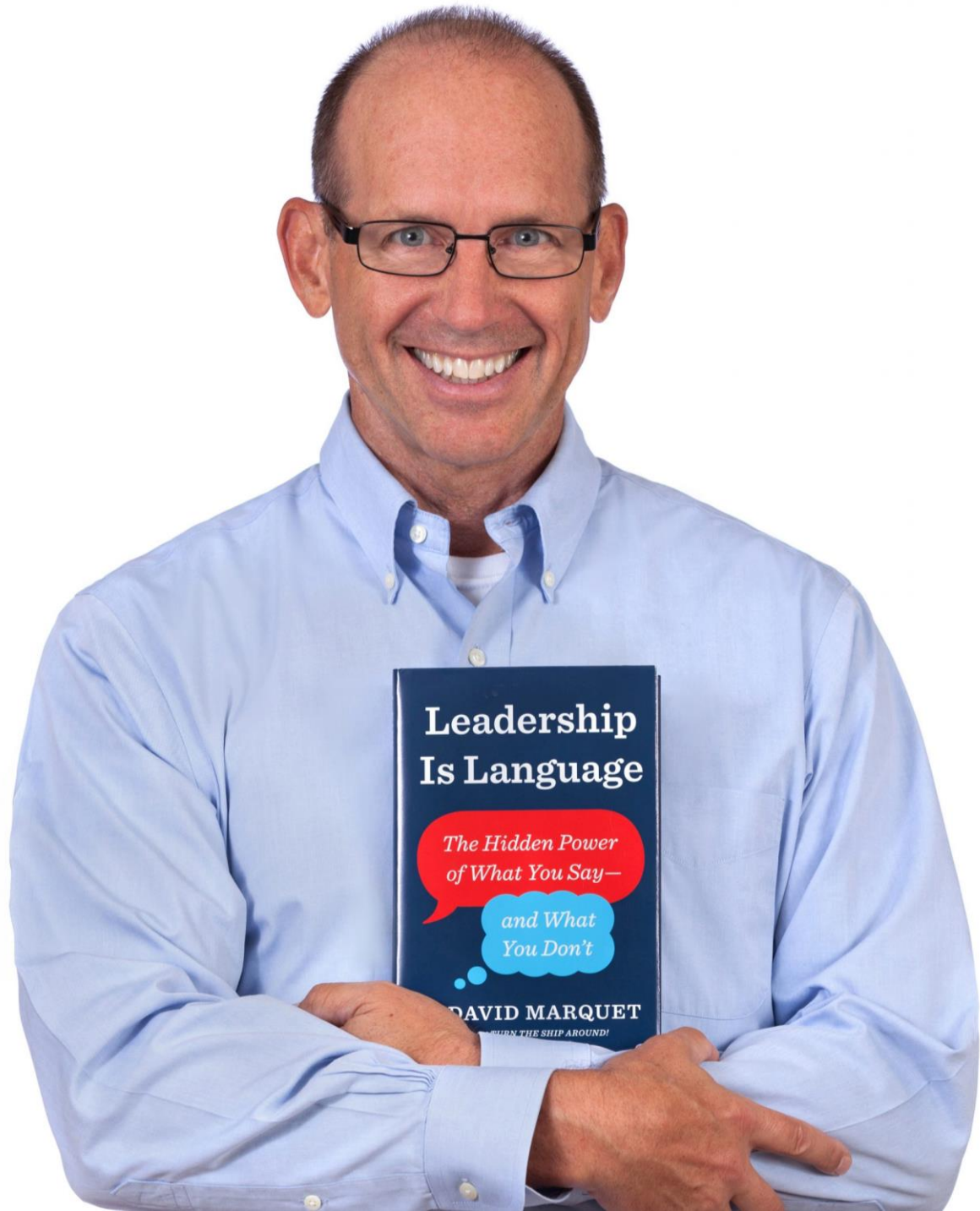
What kind of ... ?
What else is there about ... ?

Sequence Before

What happens right before?
Where does ... come from?

Metaphors

That's ... like what?



Leadership is Language

The Hidden Power of
What you Say ...

And What You Don't

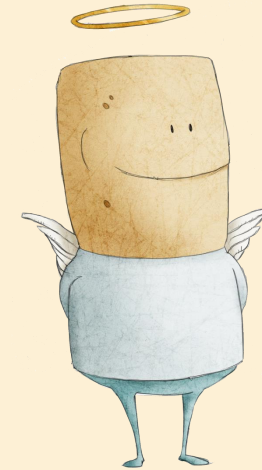
By David Marquet

Judge



- This is poor quality
- You need to step up your game

Observe



- I found three errors
- The results are unchanged

7 Ways to Ask Better Questions

Instead of

Try

Stacking questions

One and done

A teaching moment

A learning moment

Dirty questions

Clean questions

Binary questions

Start with "what" or "how"

"Why"

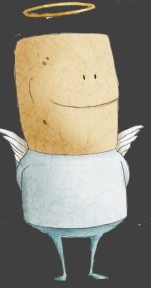
"Tell me more"

Self-affirming questions

Self-educating questions

Jumping to the future

Present, past and then Future





Change Your **Language** Change Your **Mindset**

- What Mindset do you want?
- Take control of your language
- Ask questions

- **Be kind**



Steve Moubray

