

Welcome to Outcome Mapping



1. To gain an “Outcomed” perspective on change and transition
2. To learn about Outcome Mapping Methodology
3. To be able to set a direction to get desired results- today



Outcome Mapping is an excellent methodology to enable individuals/groups to move to desired results with an action plan to move to committed outcomes in a painless and extremely positive process.

This skillset can be used in multiple settings and venues and works from an outcome solving perspective rather than the typical long agonizing problem solving model used in most organizations.

Why use Outcome Mapping?

- To learn and practice a new outcome (not problem solve) model that can be used personally as well as professionally
- To develop an outcome focused perspective
- To understand the difference between outcome solutions vs problem solving.
- To help identify and strengthen the skills and techniques associated with an outcome based thinking model
- To help develop an awareness of how outcome mapping can fit easily when committed to change that matters.
- To provide the opportunity to develop an immediate application plan
- To celebrate success in change that is sustainable

Contact AtEz team for 1:1 or group meetings to try out this amazing life changing process. It is fun, quick and sustainable in both personal and work applications.

AT EZ

Do you sometimes feel...



Frustrated?



Out of Sync?

Hopeless?



Does it Depend?????

Know what you want?

Know how to get there?

Have a plan ?

Why I recommend this perspective:

“One of the core competencies for coaching that I have reaffirmed in my coaching practice has been the use of questions to drive action/clarity for clients. What I have found the most difficult for people is once they have chosen to move forward with their lives is to know where to move to.

It is one thing to awaken possibilities; it is another to be so overwhelmed with potential that it freezes you in inaction.



Some good friends of mine- Bob Bostram and Vickie Clauson designed a model they have been using for years to facilitate dialogue, meetings, goals etc. called outcome mapping.

As an Executive Coach and Consultant, I have used it successfully in working with individuals, teams, and organizations. I believe it has tremendous potential in being an extremely effective tool for coaches to use to assist their clients from inaction to action that is aligned with purpose.

This model is based on outcome directed thinking and it is with Bob and Vickie’s permission I share this innovative change process.”

Diane Wendt

There are tremendous opportunities when individuals, groups, organizations get stuck. Don't miss them...What can make a difference is expanding your toolbox with a new perspective -

**For yourself
For Work or Life**

Outcome Based Thinking.



**This way of viewing your world
can move you to a new productive and positive place**

And get you the results that YOU want...

My personal aha....



**Life worked best for me when I became
aware**

of where I was



**and who I was with—
... at the “moment”**

Where are you? What impact can this have on how you and your life right now?



Where is the relationship “in the moment” with who you are connecting with... All change is personal?

..... What impact can outcome mapping have on your life and your relationships?

The Rules Are Changing ... Guaranteed

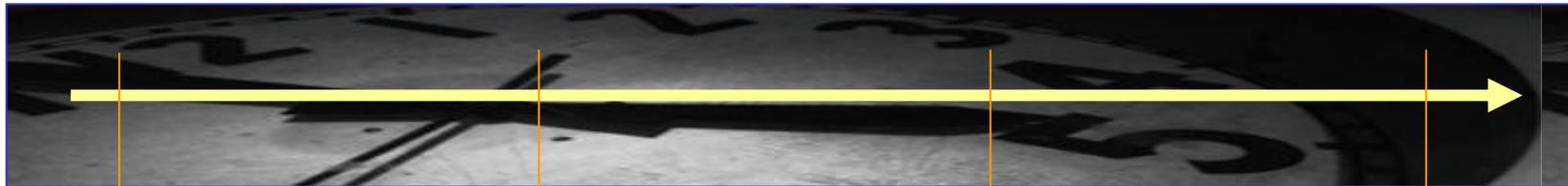


- Hard work doesn't guarantee success anymore
- Our worlds include increased surprises and increasing complexity
- Constant change is the only guarantee we have
- The future is not predictable



The Linear Rule Disappeared

Be honest, work hard & all this is yours!



Success

Security

Happiness

Progress

What's Changing...What's Not!

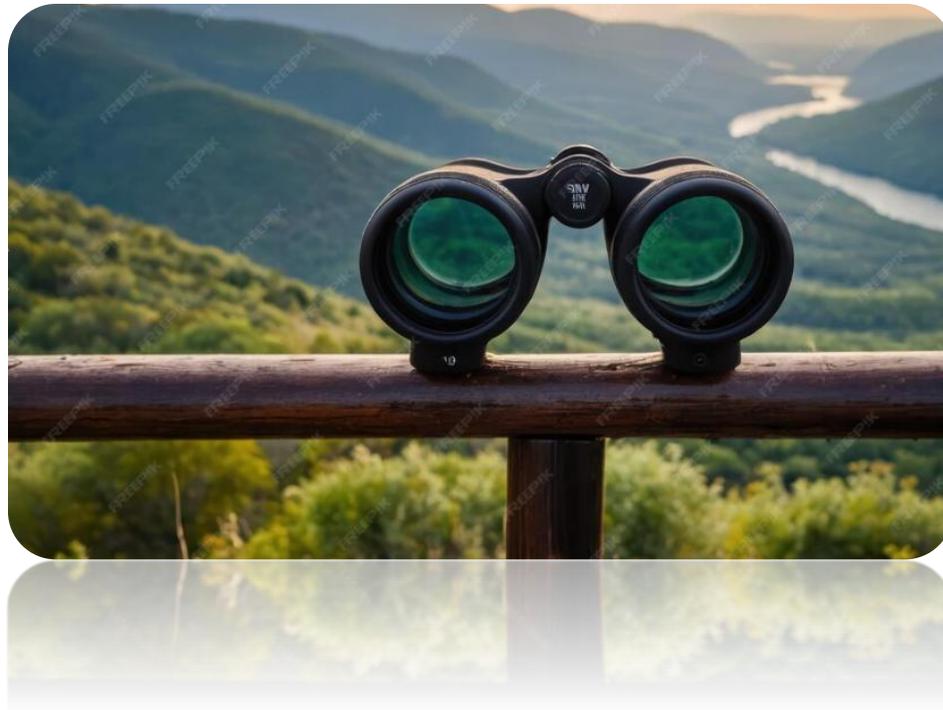


- The average American will change jobs every two - three years
- More Americans than ever before are starting their own business instead of working for someone else
- Company/employee loyalty is not valued in most organizations today
- Survival not joy in being part of making a difference is a daily toll faced by the workforce today.
- The need to belong and connect has never been stronger and more critical

**Moving through this time of
white water requires new
skills and techniques**

**How to manage change,
transitions and renewal is
key!**

Manage Change-Transition-Renewal Through Outcome Based Thinking....



***“To Ask Questions is to be on the road to discovery....
our minds operate very well in terms of
questions...”***

Questions turn things around...” Sam Keen

“The OUTOME FRAME is one of the most powerful organizing principles one can learn...”

...It is the behavioral manifestation of asking internal questions which direct our attention and energy on moving from a set of obstacle to a set of choices...”

Bob

Bostrom/Vicki Clauson

A key to high performance across all contexts has been the ability to develop articulate and stay focused on a compelling outcome.



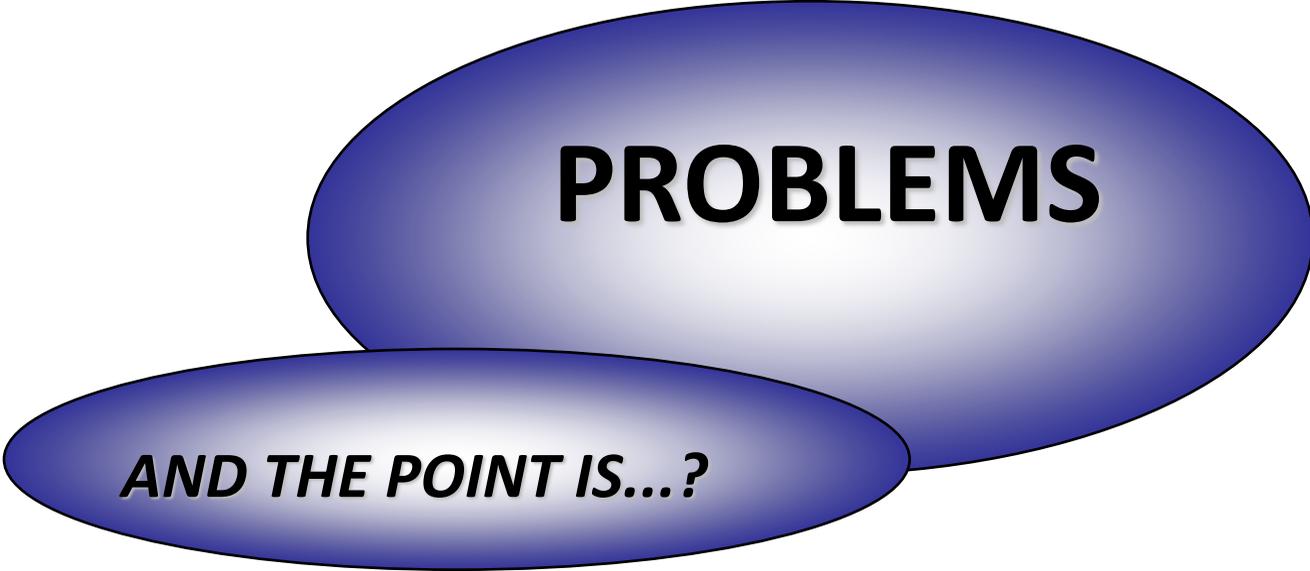
Research and experience has also indicated the outcome thinking patterns are exceedingly learnable and applicable in any context.

ASK YOURSELF...

**When you are coming from Problem Solving Perspective*

- **WHY DO I HAVE THIS PROBLEM?**
- **WHAT CAUSED THIS PROBLEM?**
- **WHO IS TO BLAME?**
- **WHAT STANDS IN THE WAY OF SOLUTION?**
- **HOW LIKELY IS IT THAT I'LL SOLVE THIS PROBLEM?**

PRESENT STATE



PROBLEMS

AND THE POINT IS...?

****SPIRALS INWARD TO ASCERTAIN ROOT CAUSE
IMPORTANT TO DISCOVER BUT IT MAY NOT BE
“ANSWER” TO DESIRED STATE (OUTCOMES)**

ASK YOURSELF...

**When you are coming from Outcome Solving Perspective*

WHAT DO I WANT INSTEAD OF THIS PROBLEM?

**HOW WILL I KNOW WHEN I HAVE ACHIEVED THIS OUTCOME?
(5 SENSES)**

WHAT WILL I GAIN BY ACHIEVING THIS OUTCOME?

WHAT WILL I LOSE? IS IT WORTHWHILE?

WHAT RESOURCES DO I NEED TO ACHIEVE THIS OUTCOME?

**WHAT IS THE FIRST STEP I CAN TAKE TO ACHIEVE THIS
OUTCOME?**

DESIRED STATE

OUTCOMES

WHERE ENERGY NEEDS TO BE FOCUSED!!

- Flipped Outcome:.....

- Well formed
 - Positive
 - Evidence
 - Control

- Worthwhile
 - Gains/losses
 - Resources
 - Representative

- Tapped Right
 - Chunk Up
 - Chunk Down



Sample Outcome Maps

Below you will see how diverse Outcome Mapping can be. It can be an individual exercise to an organizational change. A good way to ease into this new skill is try something easy. The number of steps can move both lateral and horizontal. Adult learners tend to work in 3's .

Sample Outcomes:

- 1. Quick take- Clean Workspace**
- 2. Getting Direction**
- 3. Choosing Career**

An OUTCOME MAP

Move forward to be on Purpose

Do for me/us?

Sense of Accomplishment

Improve Response Time

Improve Access to information

Do for me/us?

Want a Clean Organized Office

Ultimate Outcome that answers purpose questions and energizes actions- and answers the heart connect

Does it meet the Outcome Frame criteria?

Initial Problem: Messy, Chaotic Office

Initial Outcome

Chunk up
Chunk down

What stops me/us?

No file cabinets

Get File Cabinets

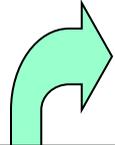
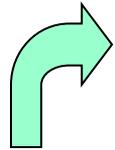
Not sure how to organize everything

What do I/we want instead?

Locate Resources that match my organization style

No allocated space

Allocate designated space/room for "office"



Moving to Be on Purpose

A sense of accomplishment

Develop a Plan of Direction for the next month

Outcome

What Stops Me?

Unclear Options

Emotional Baggage

Disorganized

What do I want instead?

Clarify Options

Get past the PAST

Organized "Office"

What Stops Me?

Gun Shot Approach

**Sadness/Anger/
Depression/Rejection**

**Not sure how to
organize everything**

What do I want instead?

Narrow to 3-5 options

**It's a natural pattern to be in
the Doldrums
and get out of them**

**Locate Resources that =
my organization style**

What Stops Me?

Paralysis by Analysis

**Not sure how to
get out of Doldrums**

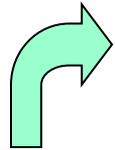
No dedicated "office"

What do I want instead?

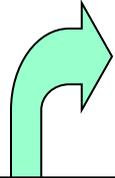
**Develop Criteria Sheet to
Determine 3-5 options**

**Review actions needed and
follow them to get to
next phase/chapter**

**Designate specific space/
room for "transition work"**



Live on Purpose



Increase Self-Satisfaction

Outcome

Become a Coach

What Stops Me?

Not sure what "Coaching" is- and if I need to learn new skills

Time in life to do this

Don't know what kind of coach I want to be

What do I want instead?

Discover what Coaching is and if I need to Learn new skills

Research to find out how much time may be required

Learn dif types of coaching

What Stops Me?

Don't know where to locate them

Not sure if I can make time in my life for new endeavor

Not sure if I want to limit my practice to just coaching or add to toolbox of private practice

What do I want instead?

Go on Web, Talk to coaches, locate best coaching school

Affirm inner voice that tells me there is no better time

Talk to Coaches/Consultants/ personal Coaches and research to see what options there are

What Stops Me?

Not sure what Hudson will require of me

Concern that Life Launch intromay be an Amway hook

Concern that it is going to take too long and I want to go for it

What do I want instead?

Contact Hudson and commit to Certification Program

"Jump" and Attend Life Launch and see what it is all about

Breathe in Breathe Out... demonstrate Cocoon time is ok place to be...



Outcome

What Stops Us?

What do we want instead?

What Stops Us?

What do we want instead?

What Stops Us?

What do we want instead?

**Action Plan-
....turn over your Outcome Map**

Take the actions noted and list them:

Put a line next to each of the items:

**Jot down a date
by which you will complete the item:**

**Note any resources you will need to have in order to meet
your deadline:**

How do you know you have succeeded?

What STF will let you know you have succeeded?

Future Tense/Outcome Focus

It is now 6 months later

and you looking back and reflecting on your success

Turn to the person next to you--

It is May...Share what it is like

since you have succeeded with your outcome

and you feel you are on purpose

What was the first thing

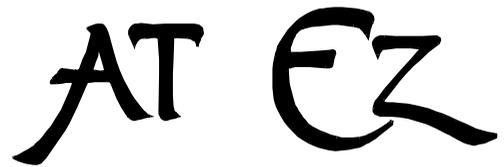
you did

that started to turn the tide toward success?



AT EZ

It does not mean to be in a place where there is no chaos, challenges, or hard choices; It means to be in the midst of those things and be focused, strategic and thriving!



Relationships Matter

awakening potential * celebrating self-discovery * exploring options * seeing possibilities * moving on purpose



Diane Wendt, Gilbert, Arizona

www.AtEz.org

Diane.Wendt@atez.org

480.703.3426

Core Services: Transitions- Life Tapestries, Cancer Coaching, Outcome Mapping

For those transitioning times for individuals, groups and organizations when things just seem out of sync.

Diane and her team specialize in adult transitioning including outcome focused-educational outreach services for those desiring degree and certification completion as well as learning environment design / development. AtEz is aligned with Professional Coaches and Consultants nationwide who share the commitment in evoking personal excellence and professional achievement.

Her keynote presentations on topics like “Today’s MADD Dance” (Mergers/ Acquisitions/ Divestiture/ Downsizing) and “Life Beyond Eeyore-Getting the Results YOU Want”, have been acclaimed for her use of both humor and insights gathered from over 50 years helping those traversing through white-water environments in private/public/corporate sectors.

