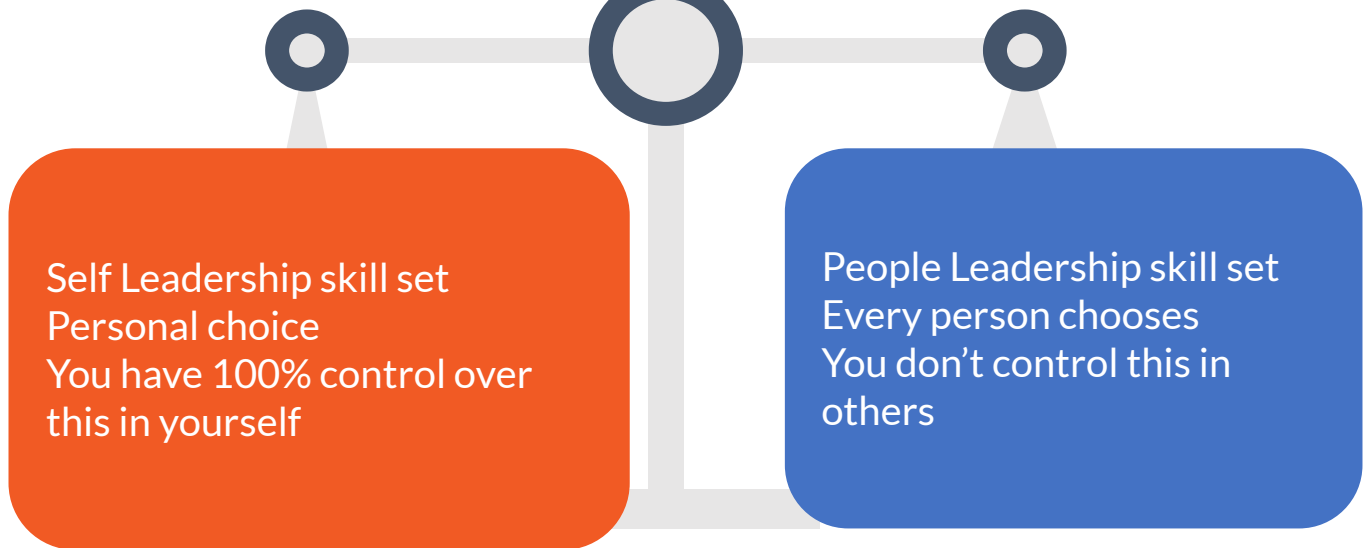


# Being Accountable & Holding Accountability

## Being Accountable

## Holding Accountability



Notes:

# Holding Accountability

**Balance  
Candor  
with  
Curiosity  
& Care**

**Be willing to  
share that an  
expectation  
was not met**

**Be open to  
getting  
information that  
you didn't have  
before**

**Be willing to  
leave space to  
invite them to be  
more  
accountable**

**Be willing to ask  
them to share  
their  
commitments in  
writing**

## Holding Accountability is a Team Commitment

- ❖ Goal is to hold accountability always - first time a commitment is missed - no saving up!
- ❖ Establish Accountability as a norm - model how to “Hold Accountability” for the team and encourage the team to engage in accountability conversations with each other.
- ❖ Help them build skills to “Hold Accountability” with each other. Role play with members to help them prepare for conversations - do not share second-hand feedback - instead encourage the team to discuss it when there has been a missed expectation.

## Holding Accountability Flow

Share Detail of Missed Commitment	<u>Pause to Invite Response</u>	Discuss Impact	Clarify Expectations Define Goal	Share Ideas on Change	<u>Written Summary &amp; Next Steps</u>
<p>Describe behaviour observed in a neutral non-judgmental manner.</p> <p>We had an agreement that you would do x and I notice you didn't...</p>	<p>Be silent - by leaving space you invite that person to share what happened and/or own that they missed a commitment.</p> <p>Actively Listen</p> <p>I heard you say x</p>	<p>Describe or ask about the impact of behaviour.</p> <p>The impact was....</p>	<p>Why is getting this right important? What does good look like?</p> <p>The goal is....</p>	<p>Share some ideas.</p> <p>What will you do differently next time?</p> <p>I have an idea that I think would help.</p>	<p>Ask them to summarize the follow-up point.</p> <p>Please capture this and send it to me so we have a clear plan for our next check-in.</p>

# Holding Accountability Flow

Share Detail of Missed Commitment	<u>Pause to Invite Response</u>	Discuss Impact	Clarify Expectations Define Goal	Share Ideas on Change	<u>Written Summary &amp; Next Steps</u>

# Navigating Difficult Conversations/Conflict

1

Noticing signs of a conversation escalating

What happens for you?

What do you notice in others?

Other signs?

2

Managing yourself in difficult conversations/ conflict

The Awareness Wheel is a tool for processing events to have a clearer understanding of the thoughts, emotions, and actions you can decide to take. Using this model helps each of us decide how to respond to an issue rather than go with our automatic reaction.



3

Navigating the best outcome in difficult conversations/conflict

## WHAT?

Understanding the situation  
ACTIVELY LISTEN

**What is going on for each party?**

## SO WHAT?

Making sense of the facts and implications

**So, What does this mean - what is important?**

## NOW WHAT?

Identifying the course of action or new solutions

**Now What will we choose to do?**

# Awareness Wheel

A tool for processing events to have a clearer understanding of the thoughts, emotions, and actions we can decide to take. Using this model helps each of us decide how to respond to an issue rather than go with our automatic reaction.

It works with communication and self-reflection.



Element	At The Time	Now In Retrospect
Observations		
Thoughts		
Feelings		
Wants		