**Accountability Conversation Plan**



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| **Before – set up safety** |
| What is your intent? What do you want to achieve?What are your facts that support your view? |
| **During – create shared meaning** |
| Describe what you expected vs what you observedAsk a question about their viewpoint?Remember to clarify any misconceptions – explain what you meant in another way |
| **During – think about why the gap exists** |
| Talk to your person about why this is happening* Do they like doing what you want
* Do they know how to do what you want
* Do others encourage them to do something different
* Do others enable
* Are their carrots or sticks that motivate them?Does the environment enable?
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| **During – start to solve the gap** |
| Is this a skill gap or a motivation gap?**Skill gap** Clarify boundariesAsk for their ideas as to what will helpBrainstorm all sources of help**Motivation gap**What happens if this doesn’t change?How will they be affected?How will others be affected?What are the rewards or punishments |
| **Action Plan** |
| What needs to happen?Who will do it?When will this be done?How will we follow up? |