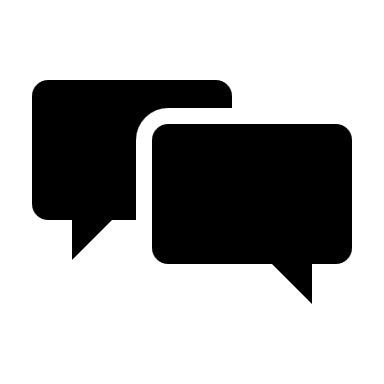
**Accountability Conversation Plan**



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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 observed  Ask 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? |
| **During – start to solve the gap** |
| Is this a skill gap or a motivation gap?  **Skill gap**  Clarify boundaries  Ask for their ideas as to what will help  Brainstorm 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? |