

## Training Course Details

Crucial Accountability infuses two days of classroom time with more than 30 video clips of “before and after” situations. Enjoy video-based instruction from the authors of *Crucial Accountability: Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior*. Engage in extensive in-class practice, group participation, and personal reflection as you explore and master these crucial skills.

| Day One    |   |  |
|------------|---|--|
| 8:30 a.m.  | Lesson One:<br>Get Unstuck                | <ul style="list-style-type: none"> <li>Identify the gaps that are keeping you stuck.</li> <li>Select the right accountability discussion to hold.</li> </ul>                                       |
| 9:45 a.m.  | Lesson Two:<br>Start with Heart           | <ul style="list-style-type: none"> <li>Understand how motives change when accountability discussions turn crucial.</li> <li>Stay focused on what you really want and maintain dialogue.</li> </ul> |
| 11:00 a.m. | Lesson Three:<br>Master My Stories        | <ul style="list-style-type: none"> <li>Respectfully address the gap even when you're angry, scared, or hurt.</li> <li>Discover your stories—how do you justify your behavior?</li> </ul>           |
| 12:00 p.m. | Lunch                                     |  |
| 1:00 p.m.  | Lesson Three:<br>Master My Stories, cont. | <ul style="list-style-type: none"> <li>Eliminate Victim, Villain, and Helpless Stories, and improve your emotions.</li> </ul>  |
| 2:00 p.m.  | Lesson Four:<br>Describe the Gap          | <ul style="list-style-type: none"> <li>Share what was expected vs. what was observed.</li> <li>Ask helpful questions that invite the other person to share his or her perspective.</li> </ul>      |
| 3:30 p.m.  | Lesson Five:<br>Make It Safe              | <ul style="list-style-type: none"> <li>Talk to almost anyone about almost anything.</li> <li>Address defensiveness by creating safety.</li> </ul>  |
| 5:00 p.m.  | End of Day One                            |  |

THE WAY YOU COMPLETE AN ACCOUNTABILITY DISCUSSION IS AS IMPORTANT AS HOW YOU START IT...IF YOU SWAP YOUR BACKBONE FOR A WISHBONE, YOU SET YOURSELF UP FOR A WHOLE NEW SET OF PROBLEMS.

Joseph Grenny

*If your team or organization struggles to deal effectively with resolving performance gaps, strengthening accountability, eliminating inconsistency, and reducing resentment, Crucial Accountability is for you. Call 1.800.449.5989 or visit us at [www.vitalsmarts.com](http://www.vitalsmarts.com).*

### Trainer Certification

Use our trainer certification program and Trainer Suite to enable your trainers to offer the highest quality in-house training program available today.

We also advocate leader-led training as the most effective approach for helping employees acquire and retain new skills.

### Participant Materials

- Crucial Accountability Participant Toolkit (180-page training workbook)
- Contract cards and model card
- A copy of *Crucial Accountability: Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior*, 2nd edition
- Crucial Accountability Audio Companion
- A course completion certificate

| Day Two    |  |   |
|------------|--|---|
| 8:30 a.m.  | Lesson Six:<br>Diagnose                    | <ul style="list-style-type: none"> <li>Review the skills we learned on day 1.</li> <li>Understand what's causing the gap: is it motivation, ability, or both?</li> </ul>  |
| 9:45 a.m.  | Lesson Six:<br>Diagnose, cont.             | <ul style="list-style-type: none"> <li>Use the Six Sources of Influence to see what's driving the gap.</li> </ul>   |
| 10:15 a.m. | Lesson Seven:<br>Make It Easy              | <ul style="list-style-type: none"> <li>Understand and communicate constraints as you begin.</li> <li>Don't lead with your ideas; ask others' for their ideas.</li> <li>Help the other person brainstorm ways to overcome ability barriers.</li> </ul> |
| 11:00 a.m. | Lesson Seven:<br>Make It Easy, cont.       | <ul style="list-style-type: none"> <li>Consider personal, social, and structural solutions that could improve ability.</li> </ul>   |
| 12:00 p.m. | Lunch                                      |   |
| 1:00 p.m.  | Lesson Eight:<br>Make It Motivating        | <ul style="list-style-type: none"> <li>Motivate others by identifying natural consequences and make invisible consequences more visible.</li> </ul>   |
| 2:00 p.m.  | Lesson Eight:<br>Make It Motivating, cont. | <ul style="list-style-type: none"> <li>Explore all three sources of motivation: personal, social, structural.</li> </ul>  |
| 3:00 p.m.  | Lesson Nine:<br>Move to Action             | <ul style="list-style-type: none"> <li>Turn solutions into actions.</li> <li>Close the gap permanently.</li> </ul>  |
| 5:00 p.m.  | End of Training                            |   |