



## Crucial Conversations FOR ACCOUNTABILITY



# MANAGING PERFORMANCE IS MORE THAN A PROCESS — IT'S ABOUT PEOPLE

Effective performance management isn't done with software and tools. It's accomplished by respectfully addressing people's behavior routinely and consistently. It's about candidly coaching through challenges and holding people accountable for lapses in behavior. It's about identifying goals, fast tracking careers, and in the process, improving your team members and your bottom line. These are dialogue skills — the difficult kind that may not come naturally, but when learned, mean the difference between managing people and managing process.

The good news is that accountability skills are replicable and learnable. **We're all just a few crucial skills away from learning how to manage people and performance daily and directly.**



## BEHAVIORIAL OUTCOMES

When people have the skills to hold peers accountable, they're better at correcting performance problems, preventing potential disasters and preserving and strengthening relationships. They are able to:

- Hold anyone accountable
- Manage and improve performance
- Motivate others without force
- Manage projects without taking over



## COURSE DETAILS

Crucial Conversations for Accountability Add-On is for graduates of Crucial Conversations for Mastering Dialogue.

The course teaches a process for managing performance, strengthening trust and reliability, and eliminating inconsistency. It provides skills for holding peers accountable—regardless of position or authority.

The in-person course includes video-based instruction from Crucial Conversations experts, extensive in-class practice, and group discussion, to help maximize skill transference.

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### COURSE MATERIALS

Learner guide  
Cue cards and model card

*Copy of Crucial Accountability: Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior*

Course completion certificate

Six-week ongoing learning experience

01

### GET UNSTUCK

- Spot the performance conversations that are keeping you from what you want.

02

### MASTER MY STORIES

- Keep composure when feeling angry, defensive, or intimidated.

03

### START WITH HEART

- Get your heart in the right place and stay focused on what you really want.

04

### STATE MY PATH

- Speak honestly and respectfully and invite others into the conversation.

05

### MAKE IT SAFE

- Create psychological safety so you can talk with almost anyone about almost anything.

06

### DIAGNOSE

- Identify what caused the gap between expectations and behavior.

07

### MAKE IT EASY

- Reduce barriers to keeping commitments.

08

### MAKE IT MOTIVATING

- Help others want to take action.

09

### MOVE TO ACTION

- Turn each accountability discussion into a course of action that leads to results.