



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.

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

Day One		
9:00 a.m.	Lesson One: Get Unstuck	<ul style="list-style-type: none"> Identify the gaps that are keeping you stuck. Select the right accountability discussion to hold.
	Lesson Two: Start with Heart	<ul style="list-style-type: none"> Understand how motives change when accountability discussions turn crucial. Stay focused on what you really want and maintain dialogue.
Break	10:30 - 10:45 a.m.	
10:45 a.m.	Lesson Three: Master My Stories	<ul style="list-style-type: none"> Respectfully address the gap even when you're angry, scared, or hurt. Discover your stories—how do you justify your behavior?
Lunch	1:00 p.m.	
2:00 p.m.	Lesson Three: Master My Stories, cont.	<ul style="list-style-type: none"> Eliminate Victim, Villain, and Helpless Stories, and improve your emotions.
	Lesson Four: Describe the Gap	<ul style="list-style-type: none"> Share what was expected vs. what was observed. Ask helpful questions that invite the other person to share his or her perspective.
Break	3:30 - 3:45 p.m.	
3:45 p.m.	Lesson Five: Make It Safe	<ul style="list-style-type: none"> Talk to almost anyone about almost anything. Address defensiveness by creating safety.
5:00 p.m.	End of Day One	

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

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 +603 6211 6963/6964 or visit us at www.crucialskills.my

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