

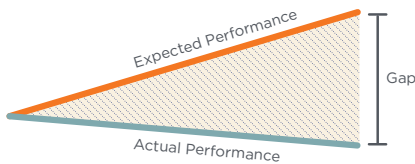


**ACCELERATE®**

The Center for Growth & Success

POWERED BY FCCS

Identify the  
performance gap  
and close the gap



# CRUCIAL CONVERSATIONS FOR ACCOUNTABILITY®

TOOLS FOR CLOSING THE PERFORMANCE GAP

## WHY

In the career of every team or project leader there comes a time when a team member's performance isn't meeting expectations.

The good news is you can learn skills that help you diagnose why there is a gap in expectations while using motivation to strengthen accountability.

**Crucial Conversations for Accountability®** skills help you deal with violated expectations early, discuss disappointments without encountering defensiveness, and solve accountability problems without damaging the relationship.

In the **Crucial Conversations for Accountability® Program**, you will practice how to:

- + Identify and resolve performance problems
- + Strengthen trust and increase reliability
- + Stamp out inconsistency
- + Hold anybody accountable regardless of position or authority

## WHO

For new and experienced leaders and project managers who manage people and projects.

## HOW

Our **Crucial Conversations for Accountability® Programs** are designed to reach the modern learner through micro-learning modules and social learning, virtually when practicable, in-person when possible. Learners will watch videos, participate in discussions and practice critical skills in small groups.

The virtual sessions are led by a certified facilitator using a platform that duplicates the instructor led experience.



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## AGENDA

**In-Person:** A two-day classroom course

**Virtual Instructor Led Training:** Five (5) two-and-a-half-hour sessions

### **Session 1: *Getting Unstuck***

- + Identify problems contributing to poor results and struggling relationships

### **Session 2: *Master My Stories***

- + Keep composure when feeling angry or defensive and identify what stories you are telling yourself

### **Session 3: *Start with Heart***

- + Be clear with yourself and others about with what you really want

### **Session 4: *State My Path***

- + Share strong opinions without shutting down others' viewpoints

### **Session 5: *Make it Safe***

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

### **Session 6: *Diagnose***

- + Identify what's contributing to the gap between expected and actual behavior.

### **Session 7: *Make It Easy***

- + Don't lead with YOUR ideas; start by asking others for theirs.

### **Session 8: *Make it Motivating***

- + Highlight natural consequences to motivate rather than using coercion.

### **Session 9: *Move to Action***

- + Turn each accountability discussion into a course of action that leads to better outcomes.

## Participant Materials

### **In Person Materials:**

- Learner Guide
- Cue cards for each lesson
- Model card
- *Crucial Accountability* book
- Course completion certificate
- 6 weeks of ongoing learning experience

### **Virtual Materials:**

- Digital learning guide
- Digital Model card
- Digital *Crucial Accountability* book
- Digital Course completion certificate
- 6 weeks of ongoing learning experience

## Contact Us

Let's talk about bringing Crucial Conversations for Accountability® to your organization. Please send an email to [info@fccsconsulting.com](mailto:info@fccsconsulting.com).

Visit our website at [fccsconsulting.com/leadership-development](https://fccsconsulting.com/leadership-development) for a complete listing of the programs we offer.