



# Crucial Accountability®

*Tools for improving expectations and performance*

## 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 Accountability®** skills help you deal with violated expectations early, discuss disappointments without encountering defensiveness, and solve accountability problems without damaging the relationship. Focused accountability is one of the few true “magic bullets” for your team's success.

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

- Strengthen accountability
- Accelerate problem solving
- Create win-wins when stakes are high and opinions vary
- Get results AND improve relationships
- Navigate the most critical interactions of your life

## WHO

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

## HOW

Our **Crucial Accountability® Virtual Programs** are designed to reach the modern learner through micro-learning modules and social learning in a virtual classroom. The live sessions are led by a certified facilitator using a platform that duplicates the instructor-led experience. Learners will watch videos, participate in discussions and practice critical skills in small groups.

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## Agenda *(Each Session is 2 hours long)*

### Session 1: *Getting Unstuck*

- Identify the gaps that are keeping you stuck
- Select the right accountability discussion to hold

### Session 2: *Master My Stories*

- Address the gap even when you're angry, scared or hurt
- Discover your stories and how they drive emotion in conversations

### Session 3: *Describe the Gap and Make it Safe*

- Begin the conversation in a way that discusses the gap respectfully
- Share what was expected vs. what was observed
- Take steps to rebuild safety when people clam up or blow up

### Session 4: *Understand What is Causing the Gap*

- Use the Six Sources of Influence to see the variety of factors that are driving behavior
- Make it easy in a way that involves the other person
- Brainstorm ideas that take all ability barriers into consideration

### Session 5: *Make it Motivating & Move to Action*

- *Motivate others by identifying natural consequences of the gap*
- *Make visible those consequences that may not be easily seen*
- *Turn solutions into actions and close the gap for good*

## Participant Materials

- Digital Toolkit
- Model Cards
- New York Time's Best Seller *Crucial Accountability®* eBook (delivered as EPUB file)
- Audio Companions (delivered as an MP file)
- Digital course completion certificate

## Program Investment

### Crucial Accountability® Workshop

- Delivery fee: \$6,500 for 10-18 attendees
- Material's fee: \$450 per person
- Adobe platform fee: \$1,500

### Crucial Accountability® Accelerated Version

*(for those who have completed the Crucial Conversations® Workshop)*

- Delivery fee: \$4,400 for 10-18 attendees
- Material's fee: \$450 per person
- Adobe platform fee: \$1,500

## Contact Us

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

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