



## Crucial Conversations FOR ACCOUNTABILITY

ADD-ON



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

Sure, there are fancy software and tools to make performance management seamless and easy. But any manager who's struggled to close a significant performance gap or anyone who has ever walked out of an annual review feeling like they've just been processed rather than prioritized knows there's nothing easy about it. Deflated and disenchanted people don't improve, and neither do results.

In reality, performance management is about addressing behavior routinely and consistently, candidly coaching through challenges, and holding people accountable for lapses in behavior. It's about identifying goals and fast-tracking careers. When learned, these communication skills mean the difference between managing people and managing process.



Crucial Conversations for Accountability Add-On is for graduates of Crucial Conversations for Mastering Dialogue and takes a deeper dive into the accountability skills for managing performance. The in-person course is an engaging classroom course rich with group discussion, real-time practice, and group support and coaching.

# Course Details

*Crucial Conversations for Accountability Add-On is for graduates of Crucial Conversations for Mastering Dialogue. The in-person course includes video-based instruction from Crucial Conversations experts, extensive in-class practice, group discussion, and personal reflection to help maximize skill transference.*

## 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

## What's the next step?

If your organization could benefit from the skills taught in Crucial Conversations for Accountability, contact us today to learn more.

**Call 1-800-449-5989 or visit us at [CrucialLearning.com](http://CrucialLearning.com)**

### 9:00 a.m. LESSON 1: INTRODUCTION

- Review of the Crucial Conversations for Mastering Dialogue skills
- Spot the performance conversations that are keeping you from what you want

### 10:45 a.m. LESSON 2: DIAGNOSE

- Use the Six Sources of Influence to understand what's causing the gap

### 12:00 p.m. LUNCH

### 1:15 p.m. LESSON 2: DIAGNOSE, CONT.

- Use the Six Sources of Influence to understand what's causing the gap

### 1:30 p.m. LESSON 3: MAKE IT EASY

- Don't lead with your ideas; start by asking others
- Brainstorm ways to overcome others' ability barriers in key areas (personal, social, and structural influences)

### 2:00 p.m. LESSON 4: MAKE IT MOTIVATING

- Motivate others using natural consequences rather than power
- Make unseen and forgotten consequences more visible
- Use the skills to help good performers become great

### 4:15 p.m. LESSON 5: MOVE TO ACTION

- Move from healthy dialogue to taking action and achieving results

### 4:30 p.m. END OF COURSE

## SIX-WEEK ONGOING LEARNING EXPERIENCE

- Retain learning and refine your skills
- Receive weekly email tips and prompts
- Watch videos on how to handle (and not handle) Crucial Conversations
- Read helpful articles from experts
- Access worksheets and job aids to help our daily application of the skills

