

Accountability

Module 2: Part 2

ACCOUNTABILITY *WORKS.*

Breaking Down The Call

- In this module we will cover the different components of the call and your role as facilitator.
 - Listening with purpose and intention
 - Accountability with compassion and respect.
 - Processing through fear

Listening

- **New & Good:** is an opportunity to learn about what your client holds dear, what brings them joy, positivity, happiness. This also creates connection among the group. You will notice as you focus on accountability other group members will focus here.
- **Weekly check-in:** you will get the flow of the week, how they are feeling, and their current state. You are listening for repeated words – ex. overwhelm, busy, stressed or the opposite – relaxing, in the flow.
- **Commitments:** you are asking for done or not done. In the story of not done listening for excuses, reasons, decisions. Again, look for repeated words or phrases. You will also clarify gray areas. I sort of kept it, I kept it differently than how I intended. Clear up all gray areas.

Feedback

- 100%: Acknowledge the person sincerely for keeping their commitments.
 - It's in the details
- Other: Our natural tendency is to want to help. Do your best to avoid:
 - Advising: Telling the person what they should do
 - Rescuing: Trying to save them from the discomfort of the experience
 - Problem-solving: Trying to find a solution

When you are working with FEAR

- Indications:
 - They did not keep a commitment
 - They are late
 - They break the foundation
 - They are upset, angry, or in a funk
 - They ask for help

Now it's time to ask questions

- They did not keep a commitment:
 - What got in the way? (identifying the barrier)
 - Why did you make the commitment? (identifying B)
 - At which point did you decide not to keep it? (identifying the barrier)
 - What did you learn? (identifying C)
- They are late:
 - Why are you late? (identifying the barrier)
 - Explain that being late can indicate that the person is overwhelmed or does not want to be at the meeting, which is it? (identifying the barrier)
 - You have the option to wait until the end of the check to ask questions but always address tardiness at the before New & Good. (often times you get a better sense of what is going on)

Asking questions - continued

- They break the foundation
 - This happens less often. But read the portion of the foundation. Ask them if they agreed to the foundation as it's written. Confirm that they understand/agree that they broke the foundation and then ask them why. (identifying the barrier)
- They are upset, angry, or in a funk
 - Ask if there is anything that they would like to talk about or share. Then offer silence while they decide. (identifying the barrier)
- They ask for help
 - Put their request out to the group. (they are in process so your job is to facilitate)

Powerful Questions

- What got in the way?
- What is holding you back?
- What are you afraid of?
- What are you feeling now?
- What would you do differently?
- What are you avoiding?
- Have you had this experience before?
- Where else is this showing up for you?

Feedback options

- Acknowledge what the person said.
 - “I heard you say...” - mirroring
- Notice what the person said then speak from your own experience.
 - “When you said x is made me think of y.”
- Point out patterns that you recognize.
 - Have you noticed a recurring theme?
- The most important skill that you will develop as a coach, trainer, facilitator, is the ability to recognize, facilitate, and allow the process to take place.

Processing

- The definition of process is a series of actions or steps taken in order to achieve a particular end.
- We often use the word “process” but what does it mean?
- The process begins when someone makes the commitment but it becomes obvious when they are in the barrier.
- The “end” of the process is for the person to have moved through their fear (barrier).
- The most important skill that you will develop as a coach, trainer, facilitator, is the ability to recognize, facilitate, and allow the process to take place.

Processing: Your Role

- Recognize that the person is experiencing fear (resistance).
- Regardless of what the “story” is continue to hold the space for accountability.
- Notice how you are feeling. A person processing can trigger your own fear.

Processing: How do you end it?

Your goal is to have the person recognize their fear – and to witness it with them. However this may or may not happen on the call.

The most that you can do is ask questions related to commitment and accountability, give your observation and feedback, and set allow for the person to sit in their discomfort.

You end the call with new commitments (clean slate) and gratitude, which is always positive.