

CLEAR IS KIND

How to Lead Accountable Conversations

Before the Conversation

A quick self-check before you have an accountability conversation.

- **What exactly is the issue I have identified?**
- **Is it complex or simple?**
- **Do I have a specific example or evidence to justify the conversation?**

- **Am I focused on behaviour, not character?**
- **Is this a capability or personality issue?**
- **Have I considered my part or others' parts in the issue?**

- **Am I calm enough to listen?**
- **Do I know what I'm asking for?**

The Accountability Dial

Accountability works best as a series of small conversations, not one big confrontation. This dial helps you calibrate.

- 1. Mention** — *"I just want to mention [X]... is everything okay?"*
- 2. Notice** — *"I've noticed this is still continuing... what's going on here from your point of view?"*
- 3. The Conversation** — *"This is affecting the team... let's figure it out together."*
- 4. The Boundary** — *"If this continues, here's what will happen."*
- 5. The Limit** — *"We've reached a point where a decision is needed as there has been little change in behaviour or capability."*

The SBI Feedback Method

A simple way to give feedback that stays clear and non-judgmental.

S	B	I	P
Situation <i>When and where did it happen?</i>	Behaviour <i>What did you observe?</i>	Impact <i>How did it affect you, the team, or the work?</i>	Perception <i>I'd like to hear your point of view and work towards a solution.</i>

Accountability Scripts

The Conversation Starter Stem

"I have an issue I want to talk to you about. First, I'm going to describe what's going on from my perspective. Then, I really want you to tell me your thoughts and feelings about it afterwards. Once we've both shared, we can plan a way forward together."

Why this phrasing works so well:

- **"I have an issue I want to talk to you about."** Signals importance immediately, preventing a conversational "blindside."
- **"First, I'm going to..."** Establishes the boundary so they know not to interrupt yet.
- **"Then, I really want you to tell me..."** Lowers their guard by guaranteeing their voice will be heard.
- **"Once we've both shared, we can plan..."** Shifts the goal from blaming to problem-solving.

Signs It's Working

How to tell your accountability approach is landing.

- ✓ They come to you with problems before they escalate.
- ✓ They self-correct without being asked.
- ✓ The same mistake doesn't keep repeating.
- ✓ They ask for feedback instead of avoiding it.
- ✓ The relationship feels stronger, not strained.

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ACCOUNTABILITY SCRIPTS

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