

ACCOUNTABILITY



1

Clarify _____ exactly what the team needs to achieve

2

_____ needs to deliver _____

3

How _____ must behave in order to

HOLDING PEOPLE ACCOUNTABLE:

REASONS FOR NON-PERFORMANCE



1. Not understanding_____.
2. Not understanding_____.
3. Not understanding_____.
4. Not having the_____.
5. Non-_____.

Ask Yourself the Following Questions:

- Are my expectations clear?
- Are my expectations reasonable and fair?
- Have they received adequate training to do the job properly?
- Do they understand why it's important to do the job correctly?
- Am I holding them accountable for their performance?
- Do I consistently recognize and reward positive performance?
- Have performance obstacles been removed?

*If you've answered yes to all of these questions,
it's time for a formal discussion.*

CONVERSATIONS WITH NON-PERFORMERS



- 1** Let the employee know specifically, and up-front, why you called the meeting.

- 2** Because this is important, I need your agreement to solve this problem and get your performance on track with expectations.

- 3** State the specific consequences.

- 4** Request an action plan from the employee.

- 5** Reinforce the employee's commitment.

WHY PEOPLE CHANGE AND WHY THEY DON'T



Two reasons why people change: _____ and _____.

In the midst of change is _____.

When change is successful we call it _____.

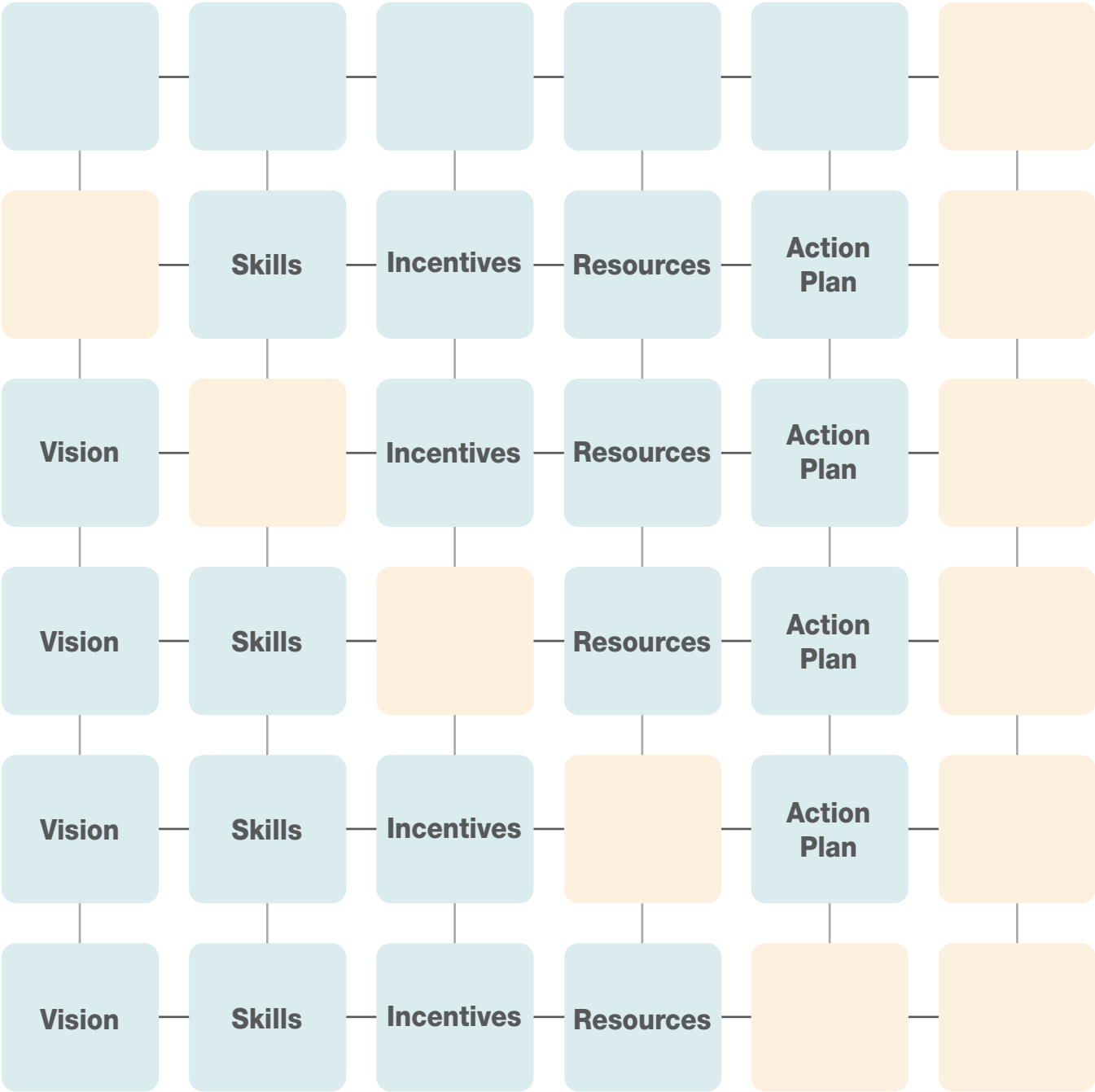
When change is not successful we call it _____.

Change makes you feel _____.

Change happens whether you _____ it or not.

Change causes us to face _____. Reality is the _____
of change.

MANAGING CHANGE MATRIX



MBWA =



1 _____

2 _____

3 _____

4 _____

5 _____

6 _____

7 _____

EXECUTE!