

# Accountability Talks

---

Accountability Talks are necessary to get people back on track or decide if someone would be happier working somewhere else. When the desired outcomes are achieved, the results of having an Accountability Talk can be highly rewarding for everyone involved.

**Here are a few key guidelines:**

**1. Ask permission**

- “You told me you prefer to get immediate feedback on how you’re doing, is now a good time?”
- “There’s something I’d like to run by you, do you have a minute?”
- “Can I show you something?”

**NOTE:** This requires you to ask every employee, ahead of time – (best if on their first day)

- *“There will be times when I’m going want to help you get better or keep you on track.”*
- *“How would you like me to give you feedback on how you’re doing?”*

**2. Explain / describe the behavior**

- “I noticed you were 15 minutes late today and this is the second time this week.”
- “When I didn’t see you setting up your station, I was concerned something was wrong.”
- “Is everything okay?”

**3. Listen (ask clarifying questions)**

- Get their side of the story
- Listen to understand “why”
- Be open, willing to give them the benefit of the doubt

**4. State the impact**

- *“Not only were we concerned about you . . . “*
- *“When you’re late, it causes stress for me and your team.*
- *“Juan and Evan have to do their own work and get your station ready too. It puts them behind and makes it very hard to be ready for opening.”*

**5. Make agreement**

- “This is what I need you to do . . . “
- “What can I do to help?”
- “Can I count on you?”