



Participant Preparation Sheet

A **CRUCIAL**
CONVERSATIONS
COMPANION COURSE



Crucial Accountability

Companion Course builds on the skills learned in Crucial Conversations and introduces a set of new skills to resolve accountability issues.

In this training you'll learn to hold people accountable when there is a gap between what you expected and what actually happened. You will have opportunities to apply the principles to the real challenges you face in your organization and in your life.

This worksheet is designed to help you prepare for the training by thinking about some of these challenges and situations.

Please complete this worksheet and bring it with you to your Crucial Accountability Companion Course.

Part 1

Think about situations that you face where there is a gap between what you're expecting and what actually happens. Consider situations at work, with your family, your relationships, your work team, and your company. As you do so, it may help to ask the following questions:

What performance gaps from work do I complain about to my spouse/friends?

Do I interact with people who I would describe as disorganized, pushy, unreliable, insensitive, disrespectful, or dishonest?

Are there projects or initiatives that I know won't meet their goals because certain people don't keep commitments?

Part 2

Identify at least five gaps that you are facing (personal or professional).

1. _____
2. _____
3. _____
4. _____
5. _____