

Post-Training Manager Template

Your employee(s) just completed a very powerful learning experience in which they learned to achieve better results by holding effective crucial accountability conversations. Below is an overview of the skills and principles they learned during the workshop, as well as several follow-up questions to assist you with your discussion.

Please meet with your employee(s) after the training to:

- Understand the skills they learned and what they will be doing differently as a result of the training.
- Ask them how they plan to apply what they learned to their job, the department, and the organization.
- Develop a plan for how you will hold them accountable for their commitments.
- Schedule time in a staff meeting for them to share what they learned with the rest of the team when they return from training.

Questions to ask to debrief your employee(s) after the training:

- What are the one or two things you plan to do differently as a result of the training?
- How can you best apply what you learned to your job, department, and the organization?
- How can I support you in using what you learned? Are there any crucial accountability conversations that you need to have with me that would enhance our relationship and/or team results?
- Please schedule a time when you can share with the team what you learned.

Crucial Accountability Skills and Principles

As a result of Crucial Accountability Training, participants will be able to:

- Learn how to confront the right problem.
- Find all the factors that are contributing to the problem.
- Make it safe to discuss almost any performance gap.
- Learn to help others want to take action.
- Make keeping commitments easy and (almost) painless.
- Stay focused and flexible when others get sidetracked, become emotional, or withdraw.