

Accountability Loop

Initiate Phase Questions

- > What **outcome** do I **Actually** want? (Or do I want an **activity**?)
- > **By when** do I want it?
- > Have I given enough **Context** for my helper to make smart tradeoffs?
- > How do I want it delivered?
- > How do I want to be notified of delivery?
- > What interim work products or status reports do I want? (Daily huddle?)
- > What are the top risk factors I foresee?

Am I hoping to "pass the buck"?
Am I understating the risks?

Accept Moves

- > Accept
- > Ask a Question
- > Conditional Acceptance
- > Return with Request
- > Reject
- > Commit to Accept

Accept Phase Questions

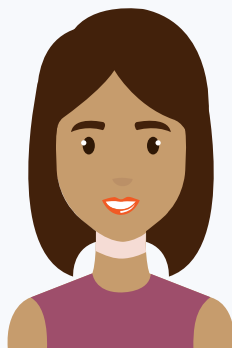
- > Did I get the outcome or activity I wanted?
- > Which expectations were met, and did I say thanks?
- > What expectations were unmet? Did I challenge that?
- > How did I co-create this outcome?
- > How can we improve our process? (Hot Wash)

Do we need to Handle a Broken Promise?

Start Here



INITIATION



Asker

RETURN / REWORK

We Both Must Agree that the Doer...

IS READY

- > Has estimated the time for this work
- > Has blocked out (or will block out) work time

IS WILLING

- > Is agreeing openly, without secret mental reservations
- > Understands and accepts the risks of failure, of upset, and of owning inputs

IS ABLE

- > Is competent, skilled, resourced, and equipped

Report that
Performance
is Accepted

ACCEPTANCE

Am I "keeping the peace"?
Am I assuming bad intent?

Rejection

Refusal

Request for
Performance

NEGOTIATION

Mutual
Agreement of
Performance



Doer

Warm ABCs

Warmly
Actual thing I need
By when
Context & Conseq
Silence means...

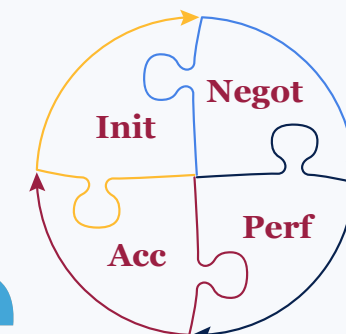
PERFORMANCE

Am I using hope or wishful thinking
as my strategy?
Am I hiding bad news or using spin?
Am I ignoring risks or problems?

Negotiate Phase Questions

- > What outcome or activity can I commit to?
- > By when? What else am I doing?
- > How can I best do it? Is there a better way?
- > How will I notify the Asker of delivery?
- > What interim work or status reports?
- > What are the top risk factors? Are they mitigated?

Am I "purchasing goodwill" with a weak YES?
Am I ignoring risks or competing work?



Sub-Loop

Negotiate Moves

- > Agree (Commit)
- > Ask a Question
- > Conditional Promise
- > Counter Offer
- > Refuse
- > Commit to Commit

Perform Phase Questions

- > What is getting in the way? Do I need to re-set expectations?
- > Am I asking for the help I need?
- > Am I hiding risks or problems?
- > Am I notifying the Asker of status candidly? (Kanban board?)
- > Am I giving interim work products/status reports promised?
- > What new risk factors are arising? Are they mitigated?
- > Am I owning my inputs? Am I tracking my sub-loops?
- > Are both parties remaining open to new information and possibly re-negotiating?