

# Accountability

Improve their performance while  
preserving the relationship



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1

## Objectives

- Describe key aspects of conflict
- Identify skills for successful communication
- Formulate a consistent method to identify and address performance gaps
- Create a strategy for collaborative resolution
- Utilize core components of a development plan

2

# Activity



3

Describe key aspects of conflict

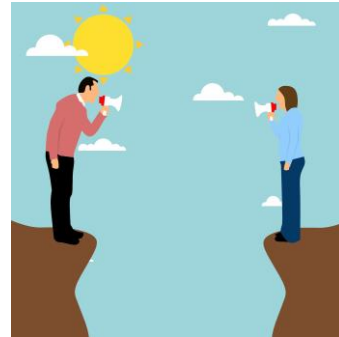


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4

“A process in which one party perceives that its interests are being opposed or negatively impacted by another party.”

(Wall & Callister, 1995, p. 517)



**Objective #1:**  
Define Conflict

## Healthy Outcomes of Conflict

- Problem resolution
- Growth
- Unification
- Trust
- Increased productivity
- Enhanced commitment

## Cost of Not Addressing Conflict

- Safety issues/concerns go unaddressed
- 30% of malpractice claims had communication problems as a contributing factor (Crico; Harvard)
- \$1.7Billion
- Communication failures sited in 70% of sentinel events. (Joint Commission)

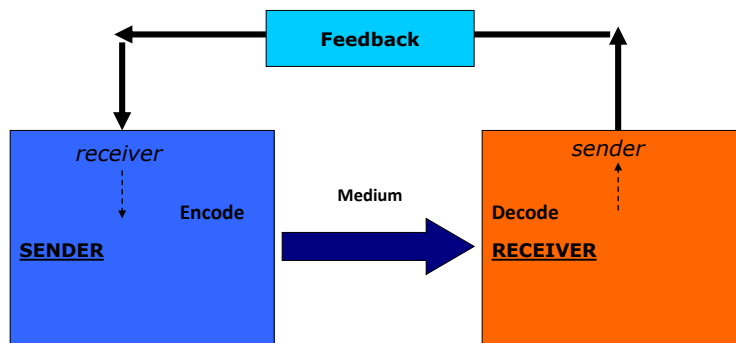
**PLATINUM RULE:**  
Do unto others as they would have  
done unto themselves

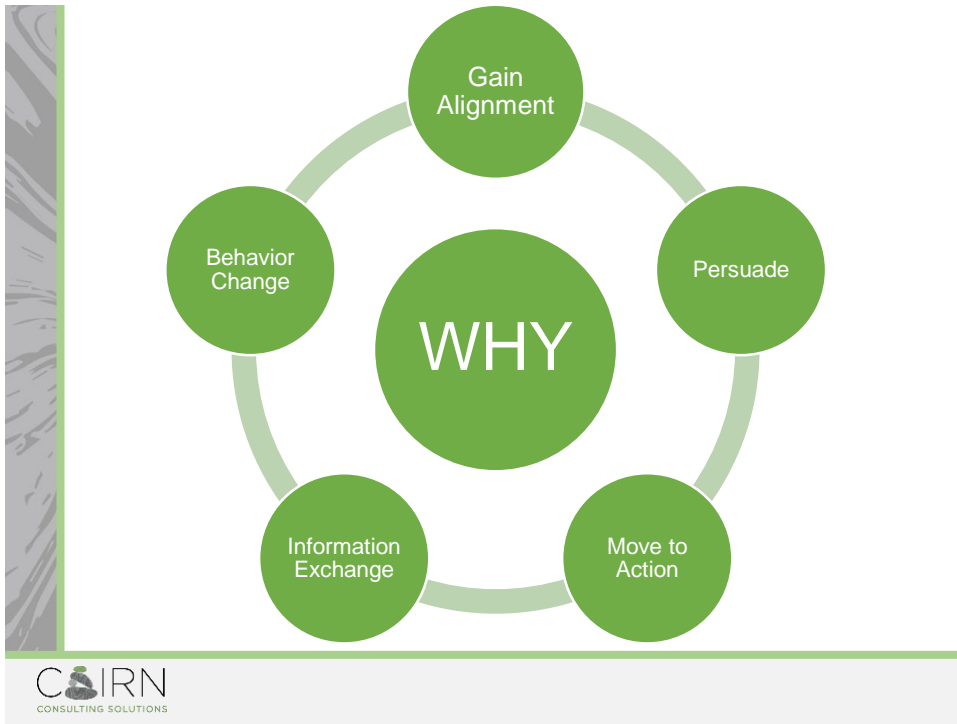
## Understanding Ourselves and Leveraging Others

- Engage with others based on:
  - How they want to hear vs. how you want to speak
  - Use their language vs. yours



## Communication is a Transfer of Information





11

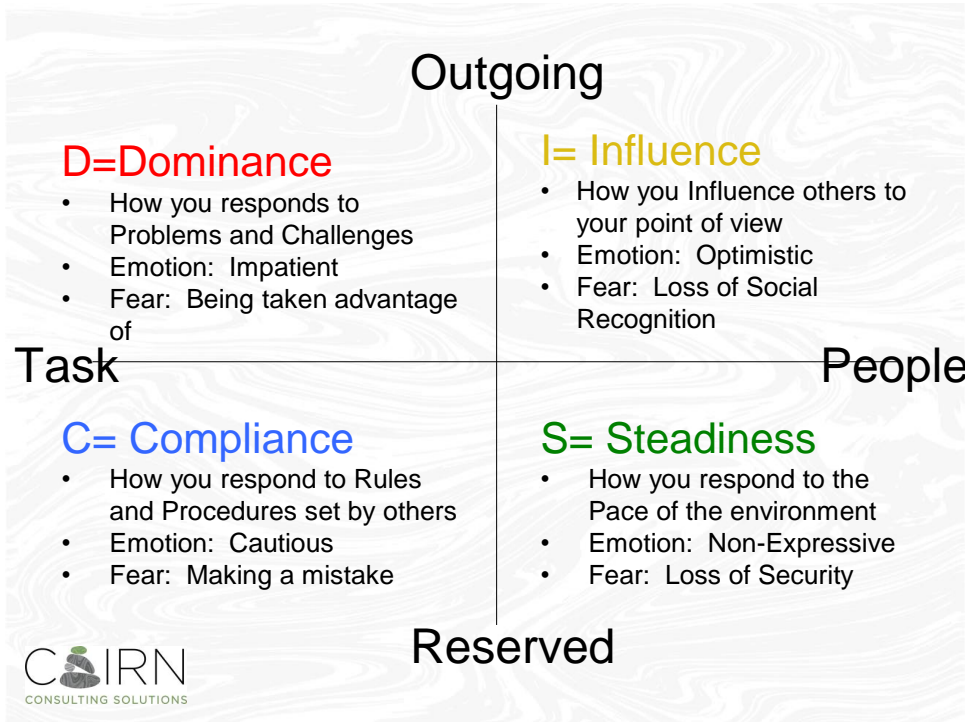
## Behaviors – **DISC**...the **HOW**

Pattern of observable behavior

**There is no good or bad, right or wrong style.**

- D** How you respond to problems and challenges
- I** How you influence others to your point of view
- S** How you respond to the pace of the environment
- C** How you respond to rules and procedures set by others

12

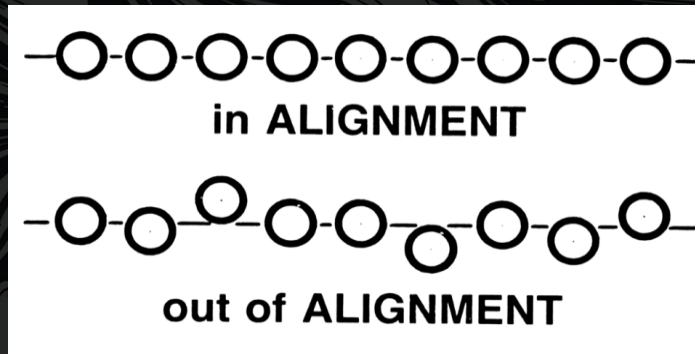


13

Behavioral Tendency	Recognize the Style	Ways to Communicate
<b>D=Dominance</b>	Direct, fast paced	Be prepared with support materials
<b>I=Influence</b>	Excited and disorganized	Ask "feeling" questions
<b>S=Steadiness</b>	Poker face	Ask "how" questions
<b>C=Compliance</b>	Seeks to confirm the facts	Show the data and facts

14

## What is accountability?



15

## Costs and Benefits

Cost if we don't master accountability to...

- Yourself
- Your team
- Your clients
- The organization



16





“You don’t think the protocol is important.”

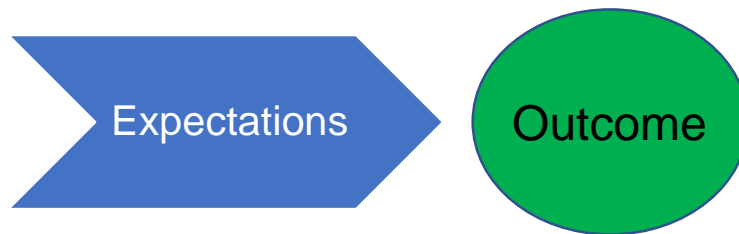
“When you don’t follow protocol, I wonder if it is because you don’t think it is important.”

Image by [Erik Erik](#) from [Pixabay](#)

## Shift your Mindset

Reframe accountability from...

- Blame to Problem Solving
- Criticism to Support
- Challenge to \_\_\_\_\_
- Apathy to \_\_\_\_\_
- Skepticism to \_\_\_\_\_
- Defensiveness to \_\_\_\_\_
- Waiting to \_\_\_\_\_



19

## Getting Ready for the Conversation

- Know your own behavioral tendencies
- Know the other person's behavioral tendencies
- Make sure you are addressing the **right** problem

20

## Strategies for Collaboration



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## What is causing the gap?

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Process</li> <li>• Peers</li> <li>• Personal</li> </ul> | <ul style="list-style-type: none"> <li>• Motivation</li> <li>• Skill/Ability</li> </ul> |
|--|---|

## Development Plan

- Who (responsibility, who will do what)
- What (action, what will they do)
- When (time line, when will they do it by)
- Follow-up (how, what is expected)

Be sure you both are in complete agreement



23

*Thank You*

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24

24