

# HOLD EVERYONE RESPONSE-ABLE WORKSHEET

<p><b>START THE CONVERSATION</b> Clarify your intentions in 1-2 sentences</p>	
<p style="background-color: #f4a460; color: white; padding: 5px; display: inline-block;"><b>SHARE</b></p>	
<p><b>LOOK BACK: ACTUAL PERFORMANCE OBSERVED</b> When... (Situation—context, what happened)</p> <p>Then... (Observation—performance, behaviour)</p> <p>So what... (Impact—value, consequence)</p>	<p><b>GOING FORWARD: EXPECTED PERFORMANCE</b> When... (in this situation/this happens)</p> <p>Then... (this performance, behaviour is expected)</p> <p>So that... (to create impact/consequence/value)</p>
<p style="background-color: #4f7942; color: white; padding: 5px; display: inline-block; transform: rotate(-90deg);">FLIP</p>	
<p style="background-color: #4a7ebb; color: white; padding: 5px; display: inline-block;"><b>ENGAGE</b></p>	
<p><b>ASK AN ENGAGING QUESTION</b> Get their perspective/listen</p>	
<p><b>HELP THEM FULFILL THEIR RESPONSIBILITIES</b> “How can I help get things back on track?”</p>	

## Fulfill Your Responsibilities

### CLARITY

*“Do they know what is expected?”*

- Negotiate Performance Promise
- Is there precedent, a common practice, etc.

### CAPACITY

*“Are there obstacles to performing?”*

- Priorities clear and doable?
- Sufficient authority?
- Hindered by work conditions?
- Available resources as needed?

### COMPETENCE

*“Could they do it if their life depended on it?”*

- Needed knowledge and skills?
- Would training really help?
- Need to practice, gain experience?
- Job simplification?
- Checklists or guides?

### COMMITMENT

*“Are they motivated to do the task at hand?”*

- Confident they can succeed?
- Rewarded for not performing?
- Punished if they perform?
- Convinced the work really matters?

*“Is something else interfering with their commitment generally?”*

- Fully engaged? Why/why not?
- Personal issues distracting them?

