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BUSINESS & LEADERSHIP COACHING

Accountability Conversations

A practical guide

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The accountability conversation



- **1. Agreement** – “We agreed…”
- **2. Observation** – “I noticed…”
- **3. Impact** – “The impact is…”
- **4. Curiosity** – “What is getting in the way?”
- **5. Next move** – “What will you do–and by when?”

The accountability conversation



- **1. Agreement** – "We agreed…"
  Restate the specific commitment or expectation you agreed on. Confirm that you both understood it the same way.
- **2. Observation** – "I noticed…"
  Describe what you observed and when, using specific facts. Focus on behavior without labeling the person or assuming motives.
- **3. Impact** – "The impact is…"
  Explain how the gap affects the team, the work, or a shared goal. Be concrete about the consequences without exaggerating.
- **4. Curiosity** – "What is getting in the way?"
  Ask what is making the commitment difficult to keep, then listen without interrupting. Check your understanding before responding.
- **5. Next move** – "What will you do–and by when?"
  Ask the person to name a specific next action and deadline. Agree on any needed support and when you will follow up.

Be Specific + Curious + Timely. Address behavior; do not assign motive.