



**Crucial Conversations<sup>®</sup>**  
FOR ACCOUNTABILITY

# Learner Preparation Worksheet

Crucial Conversations for Accountability teaches the skills to effectively manage performance, close gaps, and create accountability. Throughout the training you will have the opportunity to apply the skills to real life challenges you are facing. Come prepared with a few conversations in mind—conversations about performance gaps that you need to address. During the course, you'll be given time to apply the skills you are learning to these specific conversations.

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## CONSIDER THE FOLLOWING QUESTIONS:

- What results are you currently unable to achieve because of a performance gap?
- What performance gaps do you find yourself complaining about at home or work? These may be gaps with people who report to you, teammates you work with, colleagues on other teams, or even your manager.
- (Managers) What expectations are consistently not being met on your team?

## AS YOU CONSIDER THE QUESTIONS ABOVE, WHAT ARE TWO OR THREE CONVERSATIONS YOU NEED TO HAVE IN ORDER TO RESOLVE A SITUATION OR IMPROVE RESULTS? HERE ARE SOME EXAMPLES TO SPARK YOUR IDEAS:

- Not everyone on your team is pulling their own weight.
- Someone who works for you continues to perform below their potential.
- Your coworkers aren't as responsive as you need them to be.
- Your spouse/partner spends too much time at work and doesn't balance work and personal life.
- Your child continues to break family rules and acts disrespectful when they are confronted.

**Below, record what the conversations are about and who they are with. These might be conversations you're avoiding altogether or maybe you've tried to hold the conversation and it hasn't gone well. (Tip: Explain each situation in terms of the expected performance vs. actual performance.)**

**Bring this worksheet with you to your training to learn the principles and skills that will help you improve results and hold your most difficult gap conversations.**