
WEBINAR

ACCOUNTABILITY-CENTRIC COACHING: HOW TO DELIVER EMPLOYEE EYE-OPENERS

April 8, 2019 @ 12 pm (EST)



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Dir. of Consulting Operations



WHAT YOU'LL LEARN

- The meaning and manifestation of accountability
- What coaching is and isn't and why it matters
- How to cultivate awareness in yourself and others
- Proven approaches, tips, and tricks to achieve all of the above



WHAT'S TRENDING



COACHING POLL

COMPLETE THE STATEMENT BELOW BASED ON YOUR GUT REACTION.

Effective leadership...

- a) Can be difficult and time consuming**
- b) Requires holding self and team accountable**
- c) Demands total self-awareness**
- d) All of the above**



ARE YOU AS GOOD AS YOU THINK?



SOURCE SURVEY CONDUCTED AT A FORTUNE 500 COMPANY BY SCOTT EDINGER

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50%

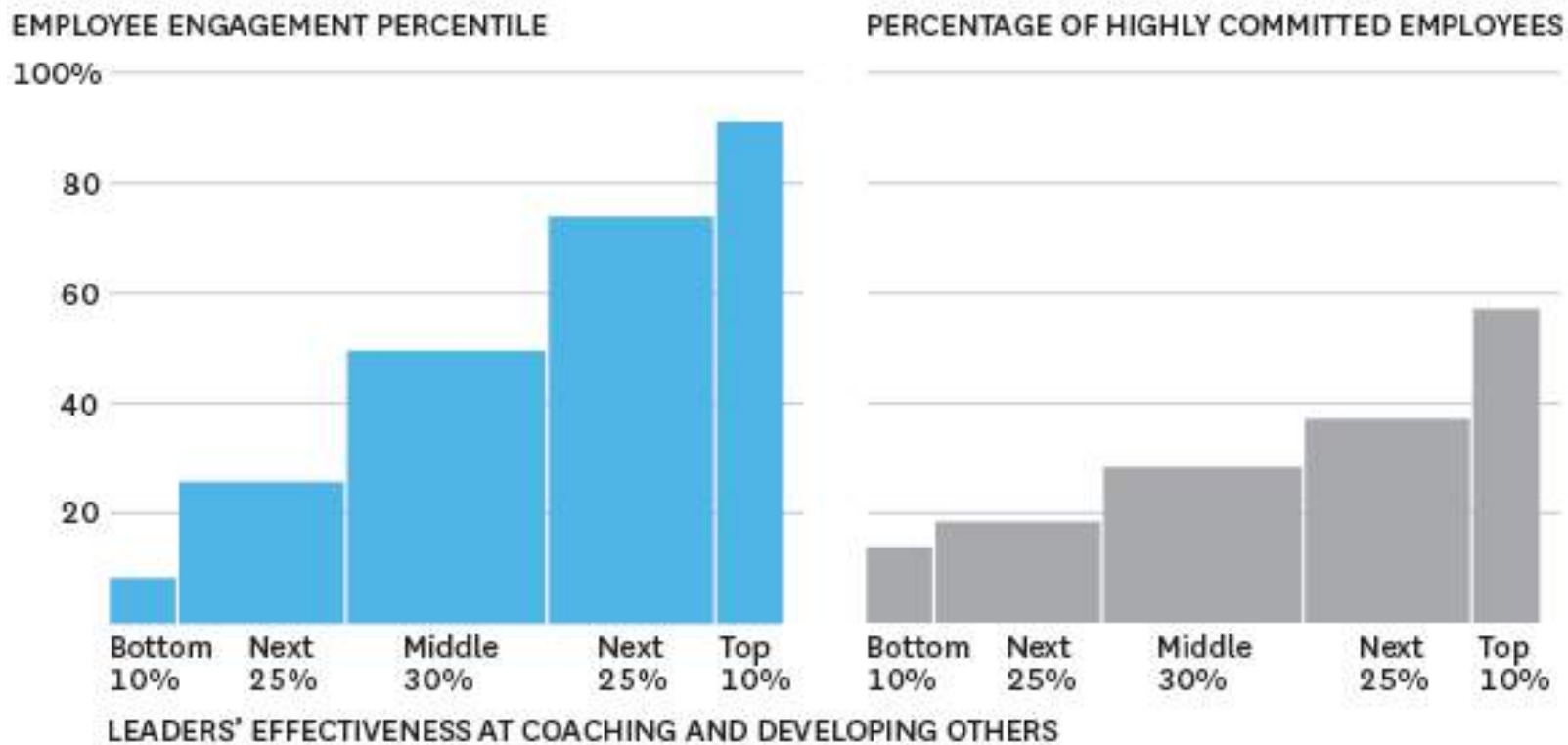
**OF EMPLOYEES SAID THEY'VE
QUIT A JOB BECAUSE OF A
BAD MANAGER.**

56% THINK MANAGERS ARE PROMOTED
PREMATURELY. 60% THINK MANAGERS
NEED MANAGERIAL TRAINING.



THE VALUE OF COACHING

The more effective a leader is at coaching and developing others, the more **engaged and committed** his or her direct reports will be.




SOURCE ZENGER FOLKMAN

HBR.ORG



ACCOUNTABILITY



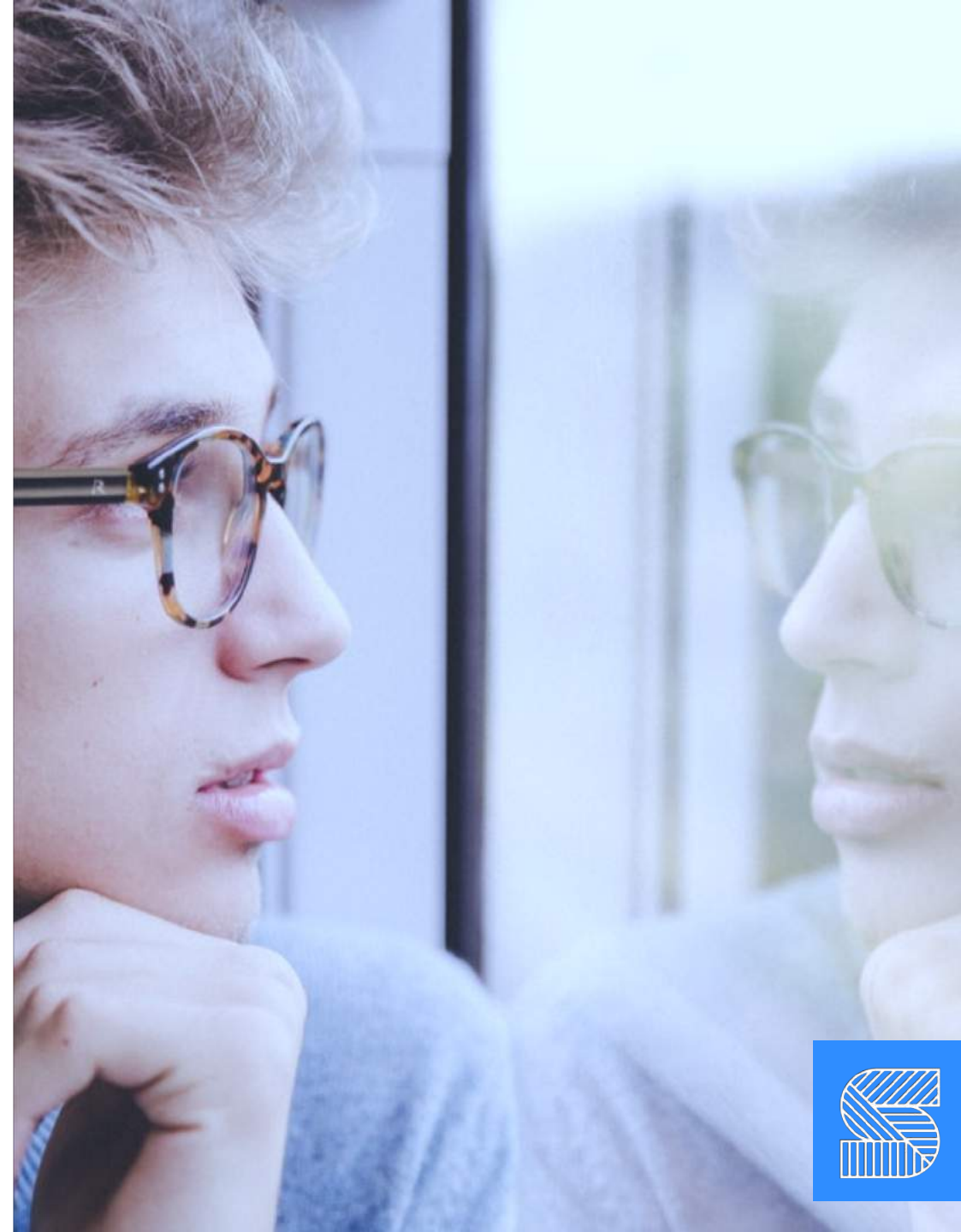
A high-angle, top-down photograph of a diverse group of people, mostly young adults, gathered in a circle. Their hands are stacked on top of each other in the center, creating a unified gesture. Many of the individuals are wearing blue wristbands with white text that appears to say "EMFAS". The people are looking down at the center or towards the camera with slight smiles. The background is dark and out of focus.

**“SUCCESSFUL TEAMS
HAVE SOLUTION FOCUSED
PEOPLE [...] PEOPLE WHO
NOT ONLY CARE BUT
TAKE CARE.”**



7 TRUTHS OF ACCOUNTABILITY

1. **Accountability is the difference between success & failure**
2. Accountability starts with **you**
3. You are accountable
4. Accountability is not a one-time thing
5. Accountability applies to one and all
6. Accountability cannot be delegated
7. You have to hold people accountable

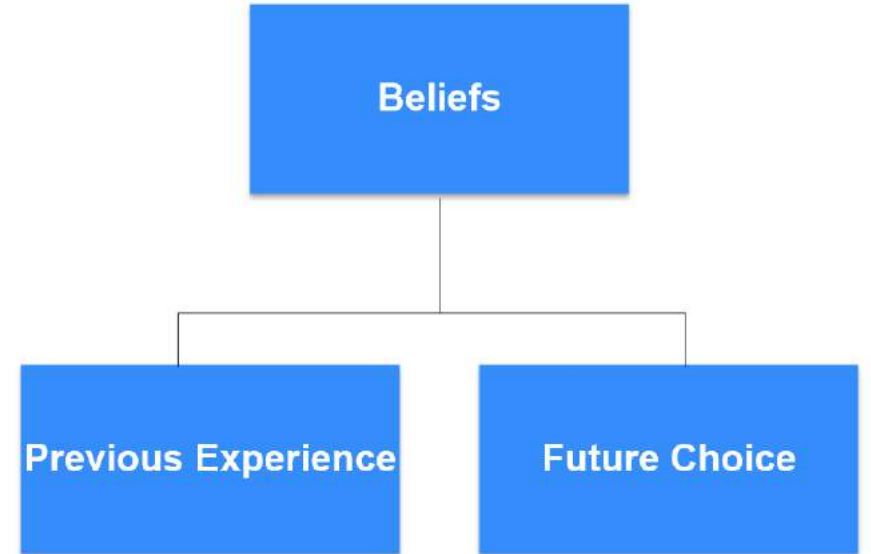
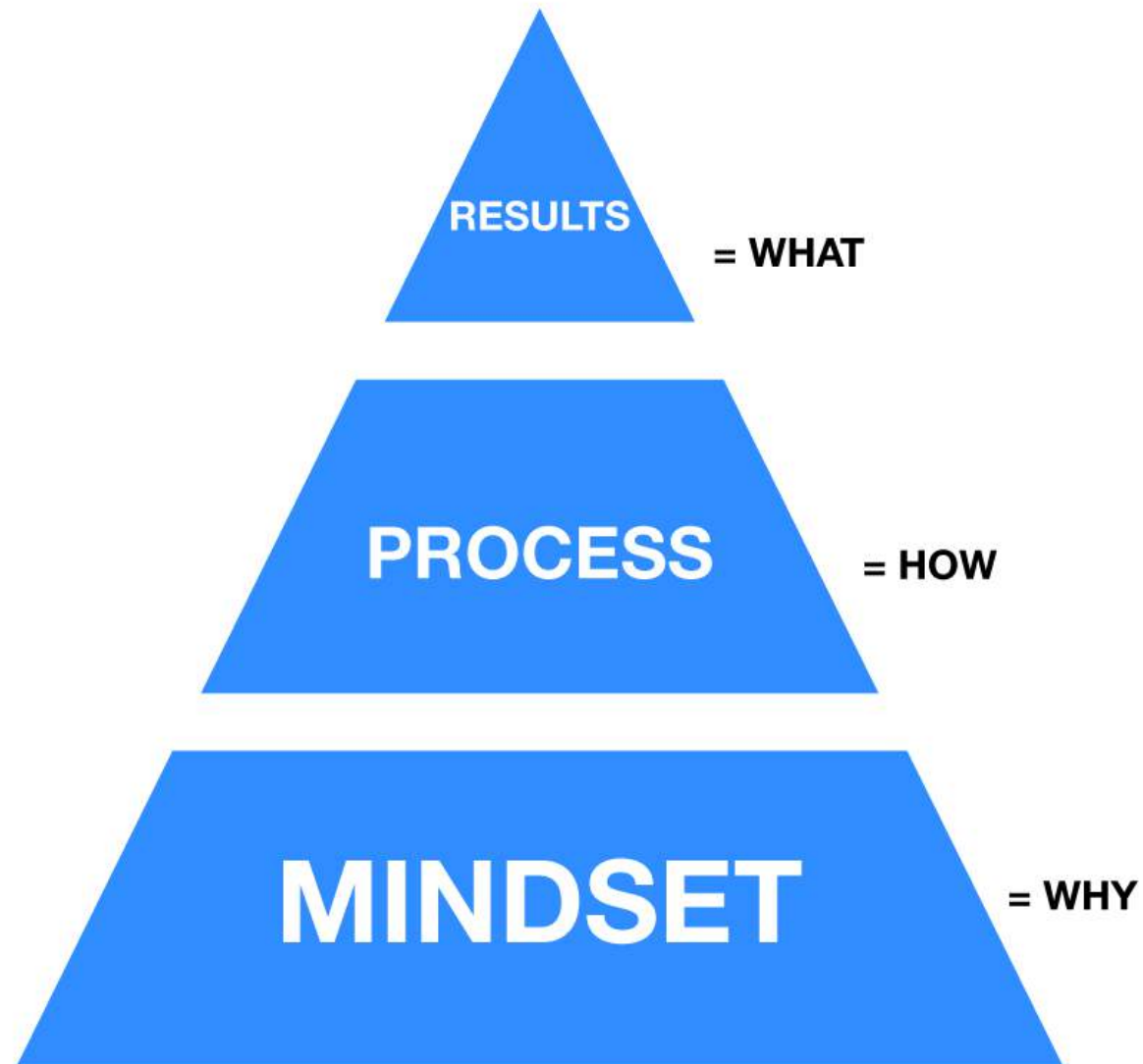


80%

BY MID-FEBRUARY



THE DRIVER OF ACCOUNTABILITY



COACHING



COACHING POLL

How many months do you think is necessary to invest in a person in order to see positive results?

- a) 1 month (or less)
- b) 2-6 months
- c) 7-12 months
- d) 12 months (or more)
- e) Other – *share in the chat**



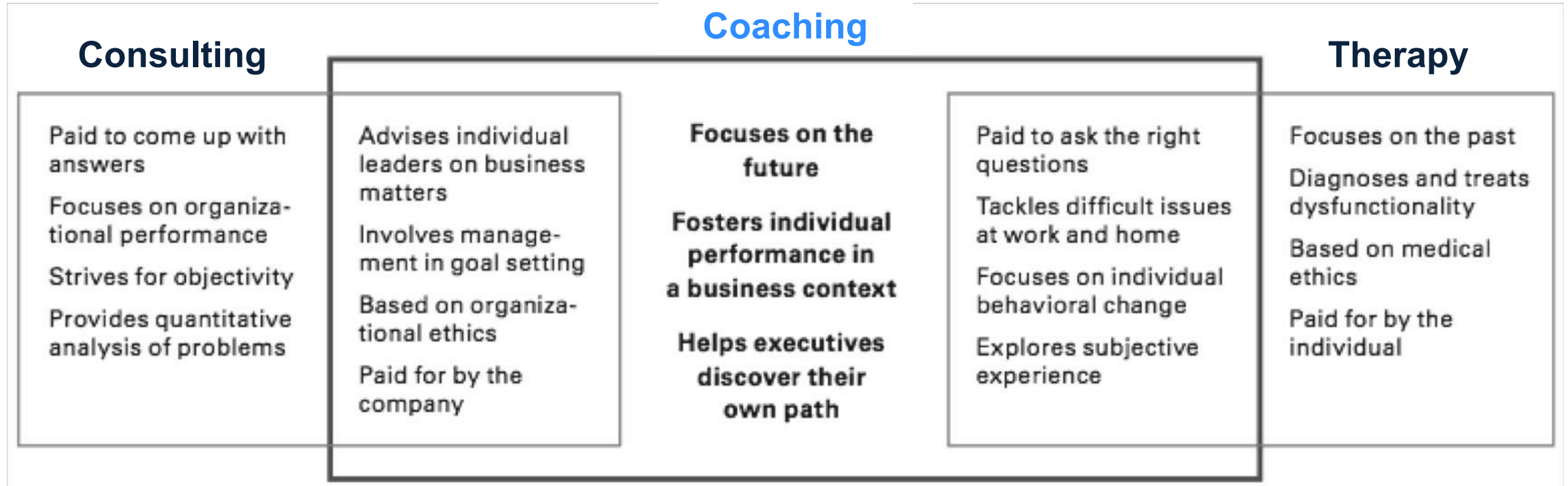
70%

**OF ENGAGEMENT SCORE VARIANCE IS
INFLUENCED BY ONE'S RELATIONSHIP
WITH THEIR MANAGER.**

When we consider almost 90% of this age group values career growth, and less than 40% felt strongly that they learned something new on the job in past 30 days, we can argue just how pivotal a boss can be!

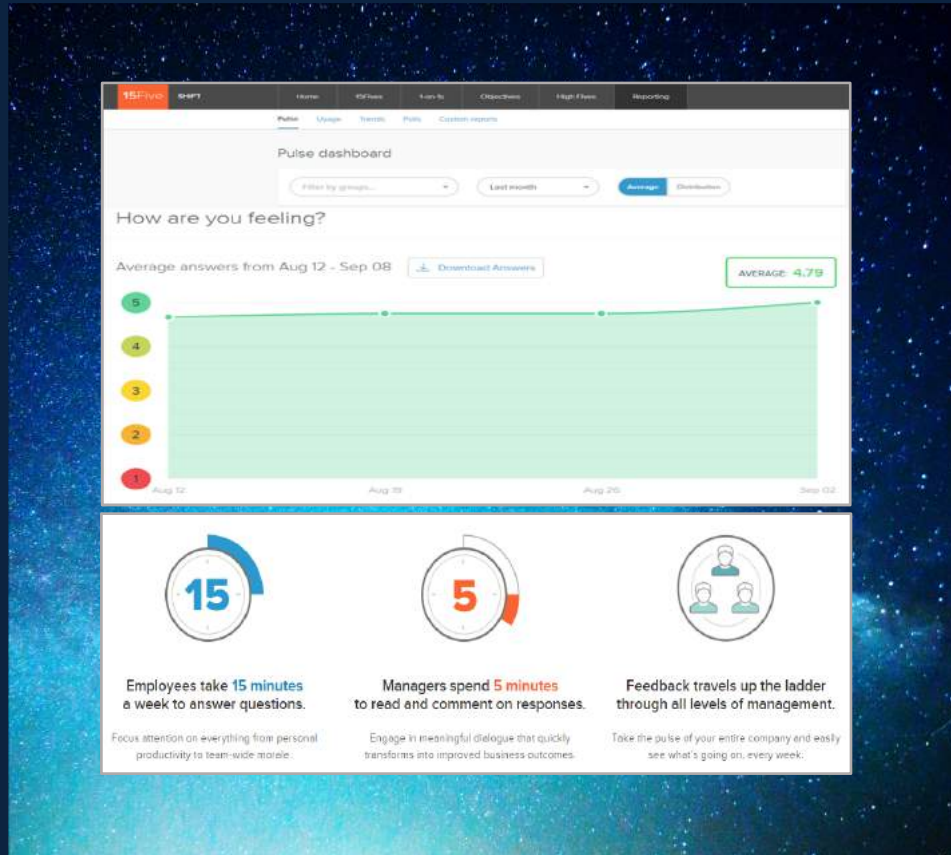


COACHING ↔ THERAPY



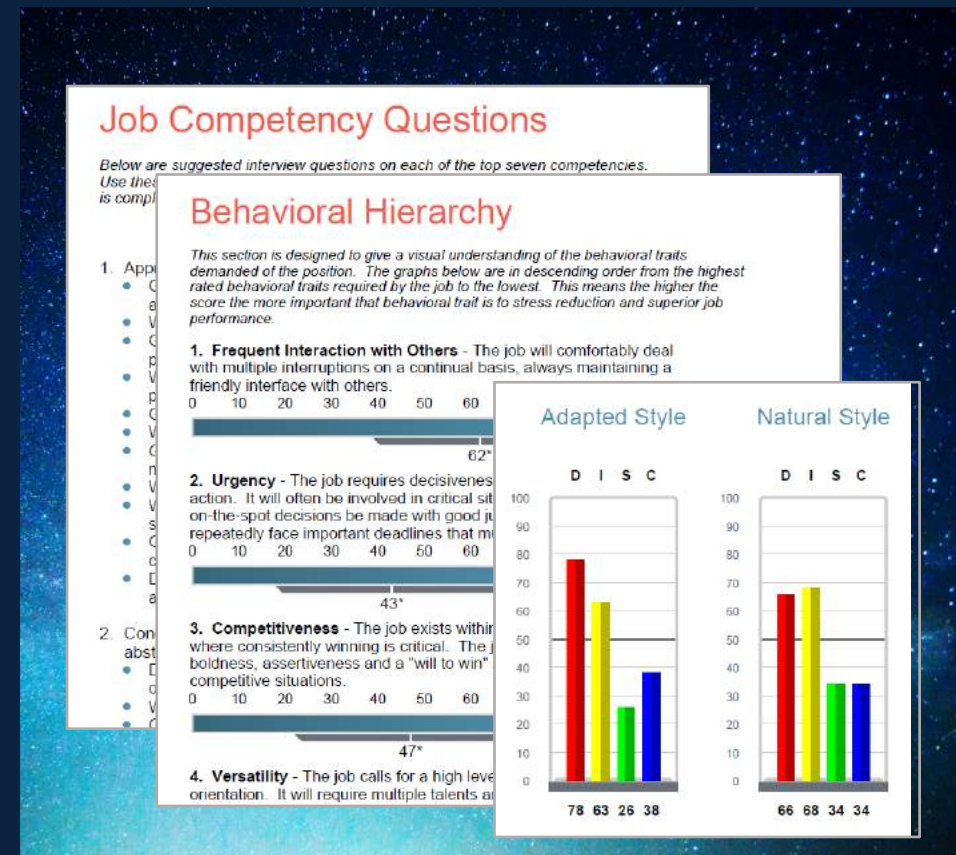
ACCOUNTABILITY-CENTRIC COACHING

TOOLS & TIPS



15FIVE

15Five kicks-off important conversations with your team every week on priorities and productivity, and encourages employees to reflect on their highs and lows to create a unique communication system.



SHIFT DIAGNOSTICS

The DNA assessment identifies a person's behaviors, motivators, and competencies. The coaching report reveals how a person operates in their natural versus adapted state and provides insight on how to best communicate and support the individual based on their tendencies.



EXCLUSIVE OFFER

If you want to learn more about how these tools can help you create (and effectively coach) a high performing team, email **team@shiftthework.com** to schedule a one-on-one phone consultation with me.

**Only available to the first 5 people who contact us*



A close-up photograph of a person's hand, palm facing up, with a multi-strand beaded bracelet on the wrist. The background is a soft-focus green, suggesting foliage. The text 'SELF-AWARENESS' is overlaid in white, bold, sans-serif font across the center of the image.

SELF-AWARENESS



**"LIVING WITHOUT SELF-AWARENESS IS
LIKE DRIVING YOUR CAR AT NIGHT
WITH THE HEADLIGHTS OFF."**

Dr. Joseph Luciani
Clinical Psychology, International Best-Selling Author



THE THREE BRAINS



86 B PRIORITIES

THE BRAIN IN YOUR HEAD

- CONTROLS AND COORDINATES ACTIONS AND REACTIONS
- LEARN AND THINK
- MAKE AND STORE MEMORIES



39M PASSION

THE BRAIN IN YOUR HEART

- PUMPS BLOOD TO BODY
- TRANSPORTS NUTRIENTS AND OXYGEN
- REMOVES METABOLIC WASTE



70% PURPOSE

THE BRAIN IN YOUR GUT

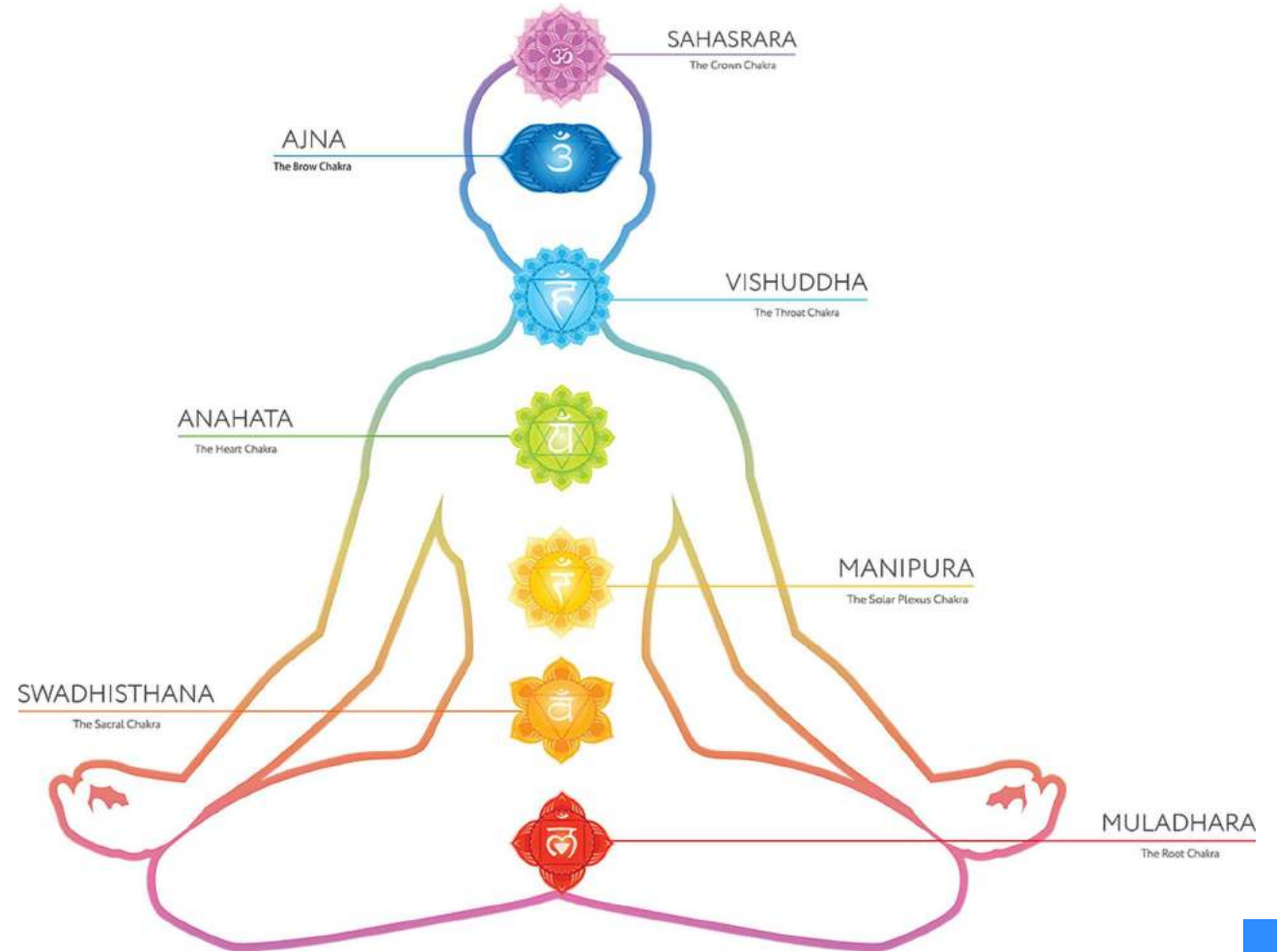
- BREAKS DOWN FOOD
- REGULATES SEROTONIN LEVEL
- DICTATES MOOD AND BEHAVIOR



EXERCISE #1

MEDITATE

1. Take a seat
2. Set a time limit
3. Locate your third eye chakra
4. Notice your body
5. Feel your breath
6. Pick a mantra
7. Suspend judgement
8. Make it a routine



EXERCISE #2

WRITE IT DOWN & DISCUSS

The Awareness Checklist:

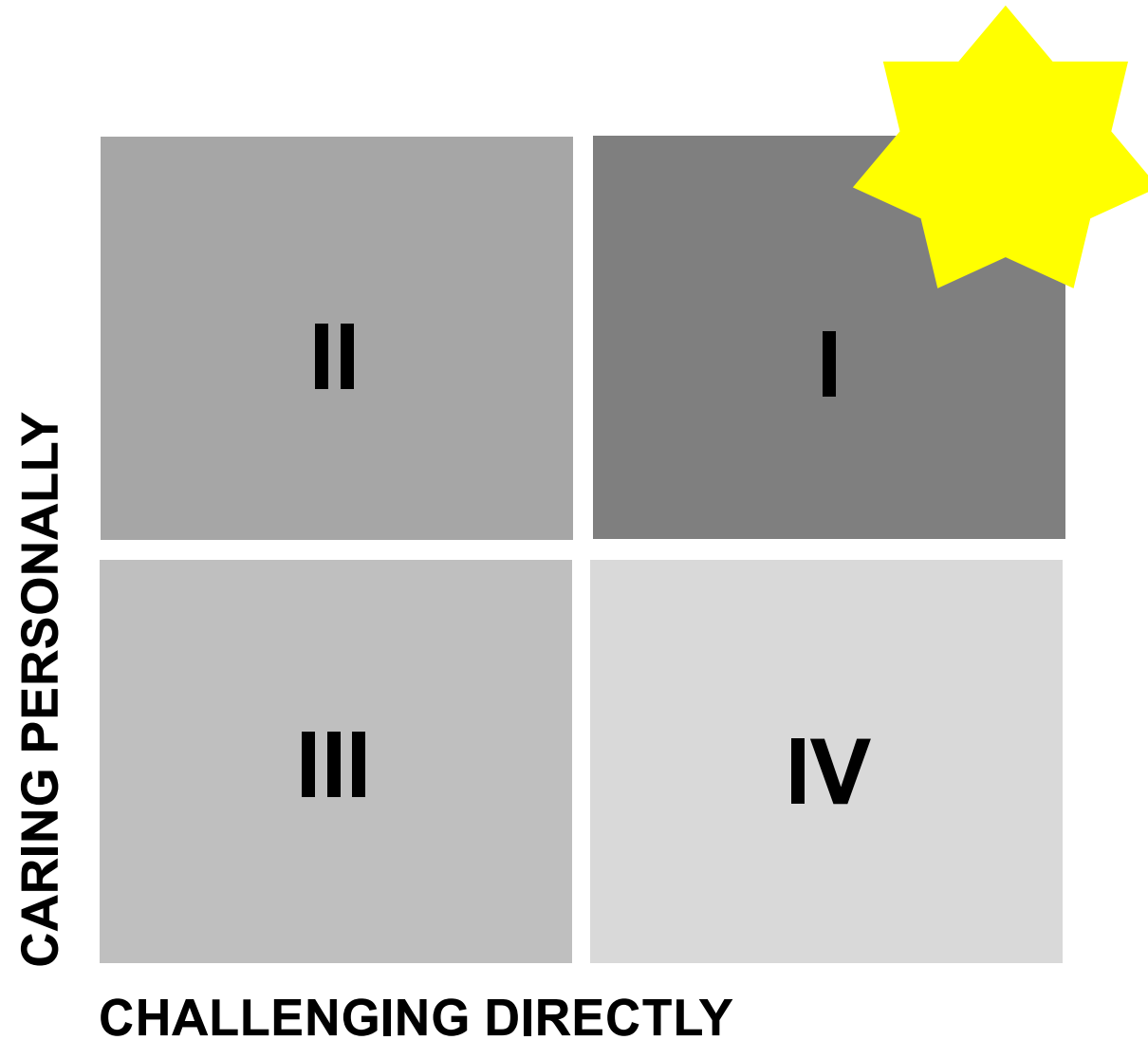
What am I thinking right now?
Am I judging myself for these thoughts?
What am I feeling right now?
When do I manage my emotions well?
When don't I?
What do I want to do next?
What will come easily?
What's in my way?
What help do I need?
Why is this important to me?

*Have your direct report fill this out.
Then invite them to share.*



EXERCISE #3

GIVE RADICAL CANDOR



COACHING POLL

When it comes to effective communication, which cue is most influential?

- a) Words
- b) Voice quality
- c) Body language



EXERCISE #4

MAKE RECORDING HABITUAL

1. Choose a conversation, a topic, a project that needs to be addressed in your work life.
2. Record yourself (hear your tone, observe your facial expression, notice your words)
3. Become your own observer (dial up your listening and observation skills).
4. Identify something you will stop doing, start doing and shift or tweak in the way you do it now.
5. Repeat steps 2-5 until what you chose to stop/start/shift becomes a habit.



DYNAMICS OF COMMUNICATION

7%

WORDS

38%

VOICE QUALITY

55%

BODY LANGUAGE



MODES OF COMMUNICATION

	WORDS	VOICE QUALITY	BODY LANGUAGE
INFERIOR	I don't know You are the expert	Soft Not confident	Backing down
EQUAL	We We are in it together	Even	Inviting
SUPERIOR	I Now You	High Loud	Stiff High energy





**AT LEAST 40% OF YOUR
EVERY DAY ACTIVITIES
ARE HABITUAL**



**WHAT COMES EASY
WON'T LAST AND WHAT
LASTS WON'T COME EASY**



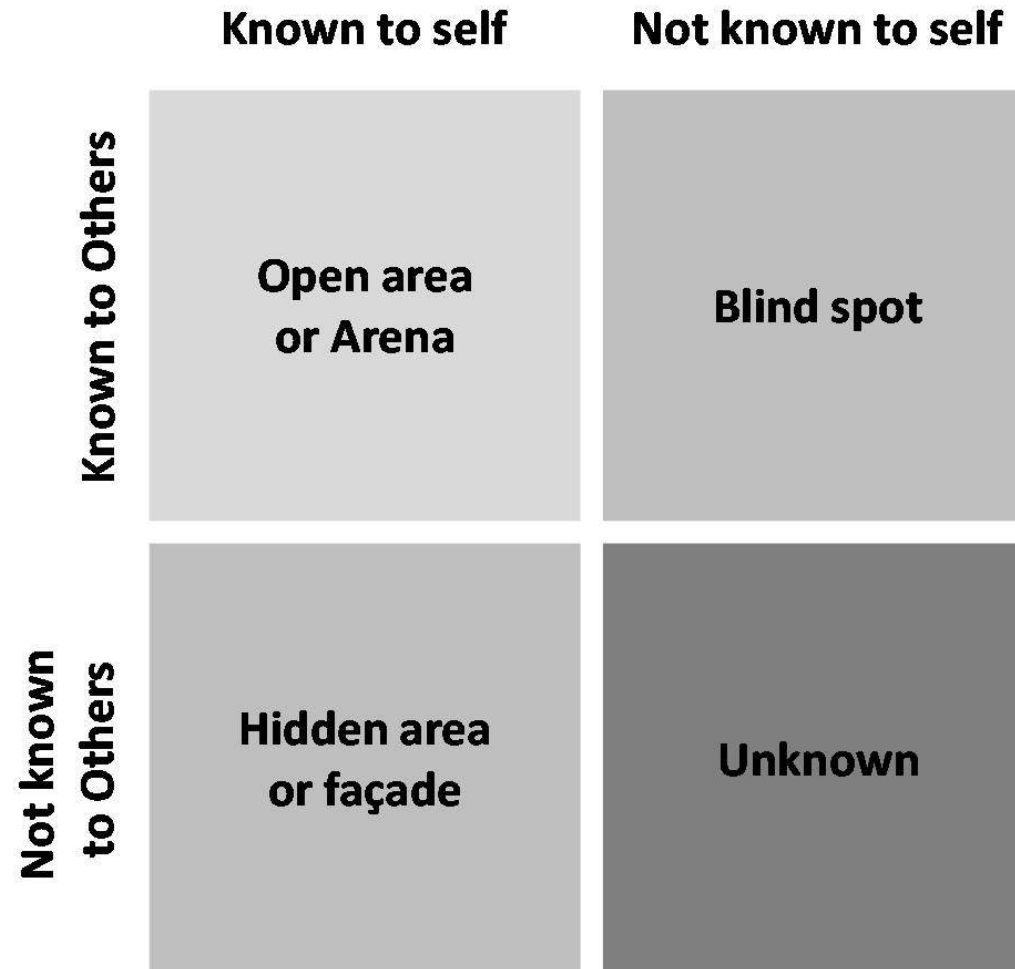
CONCEPT #3

THE EMPTY CUP



EXERCISE #5

GAZE OUT THE WINDOW



EXERCISE #6

TAKE A PULSE CHECK

Body



Balance



Being



Business



Brains



Steps:

1. Rate your 5 Bs on a scale of 1-10 (1 = weakest; 10 = strongest)
2. Where do you want to see change?
3. Pick one to focus on.
4. Find an accountability partner and share your goal.
5. Set a date for the two of you to check in.



ALL RESOURCES

WILL BE EMAILED DIRECT TO YOUR INBOX!

- *Shift the Work* by Joe Mechliniski, CEO of SHIFT
- Shift Happens Podcast episode featuring Emily Fletcher
- *Stress Less, Accomplish More* by Emily Fletcher
- Meditation app: Simple Habit
- SHIFT's Ultimate Intentions Hack
- *BONUS: The Five Minute Journal*



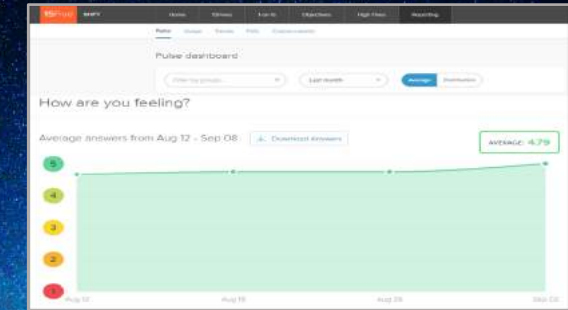
FINAL REMINDER

EXCLUSIVE OFFER

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** This offer will expire after this live webinar & will not be offered in the recorded version*



Employees take 15 minutes a week to answer questions.

Focus attention on everything from personal productivity to team-wide morale.



Managers spend 5 minutes to read and comment on responses.

Engage in meaningful dialogue that quickly translates into improved business outcomes.



Take the pulse of your entire company and easily see what's going on every week.

Job Competency Questions

Below are suggested interview questions on each of the two seven competencies. Use these as a guide to what is completed, assure that all

Behavioral Hierarchy

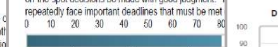
This section is designed to give a visual understanding of the behavioral traits demanded of the position. The graphs below are in descending order from the highest rated behavioral traits required by the job to the lowest. This means the higher the score the more important that behavioral trait is to stress reduction and superior job performance.

1. Appreciating Others:
 - Give an example of at work
 - What, if anything, people
 - Give an example of people?
 - What, if anything, people?
 - Give an example of people?
 - Give an example of many people.
 - What were your thoughts?
 - What positive contribution to society?
 - Give an example of contributions to others didn't.
 - Describe a situation about the difficulties.
2. Conceptual Thinking:
 - Describe abstract concepts to others
 - Describe a situation others didn't.
 - What reaction did others have?
 - Give an example of

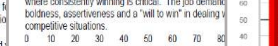
1. Frequent Interaction with Others - The job will comfortably deal with multiple interruptions on a continual basis, always maintaining a friendly interface with others.



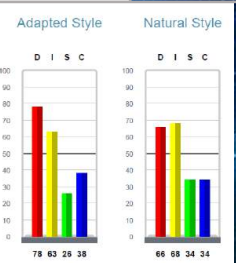
2. Urgency - The job requires decisiveness, quick reaction. It will often be involved in critical situations where on-the-spot decisions be made with good judgment. It repeatedly face important deadlines that must be met.



3. Competitiveness - The job exists within a demand where consistently winning is critical. The job demands boldness, assertiveness and a "will to win" in dealing with competitive situations.



4. Versatility - The job calls for a high level of optimism. It will require multiple talents and a willingness





Failure isn't an option for you. But here, you'll **make a mistake or two.** You'll sweat, and stretch, and be **pushed beyond** where you ever thought you could go. We force you to be **a better you**, a more innovative, inspiring, **impactful you.** You won't just perform, **you'll transcend.** All we ask is that you be willing to take gargantuan risks, chase insane dreams, **create monumental change**, have each other's back. And listen to your **heart and gut** as much as your head. When you do, **you'll transform yourself**, inspire others, do amazing things, and, yes, have some fun. That's how we turn a **tiny ripple** into a **rogue wave.** Vulnerability equals victory. Fearlessness equals fruitfulness. The **world's biggest issues** can and will be solved by **entrepreneurs** with the **courage to shift.**

BETTER YOU. BETTER US. BETTER ALL.

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