

Oct 22, 2020 | The Coach Approach:  
Coaching to Create Accountability In Others



Hosted by Anne Katona Linn & Sherry Peters

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# Presence Practice



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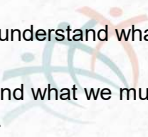
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## Outline and Objectives

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- Review accountability in the Coach Approach and why we must ask those we work with to commit to their plans and ideas.
- Why commitment is critical,
- The importance of asking questions to understand what they and we need to commit to,
- Making requests for the commitment, and what we must do as coaches to assure accountability.



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### What is The Coach Approach?

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Mindset	Skillset
<p>We believe others are capable and competent</p> <ul style="list-style-type: none"> <li>▫ There is often more than one right answer</li> <li>▫ We support critical thinking by asking questions so people develop their own solutions</li> <li>▫ Our role as leaders is to strengthen others and build their skills – and that helps us too!</li> </ul>	<ul style="list-style-type: none"> <li>▫ Presence</li> <li>▫ Engaged listening</li> <li>▫ Clarifying and reflecting</li> <li>▫ Inquiry</li> <li>▫ Supportive feedback</li> <li>▫ Anchoring accountability</li> <li>▫ Modeling behavior</li> </ul>

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### The Coach Approach Skillset

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- **Presence** – Showing up equipped and aware
- **Listening** – Listening to understand
- **Clarifying/Reflecting** – Checking your understanding
- **Asking Good Questions** – Exploring the situation
- **Giving Feedback** – Strengthening others by positive feedback
- **Anchor Accountability** – Today!
- **Modeling Behavior** – Acting consistently in accordance with The Coach Approach values

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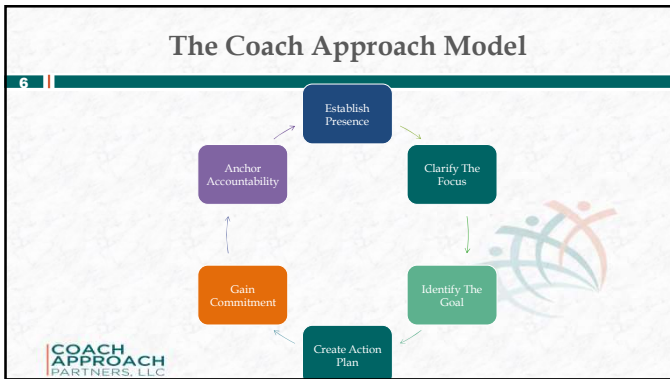
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**Core Skill: Anchoring Accountability**



How can we follow up in a way that is helpful?

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**Supervision v Anchoring in Accountability**

Supervision	Anchoring in Accountability
<ul style="list-style-type: none"> <li>Organizational goals and responsibility</li> <li>Yes/No outcomes</li> <li>Task related (transactional)</li> <li>Evaluation with clear consequences (positive and negative)</li> <li>Top-down hierarchy</li> </ul>	<ul style="list-style-type: none"> <li>Individual goals and responsibility</li> <li>Ongoing process outcomes</li> <li>Facilitating the coachee development and growth</li> <li>More of a partnership</li> <li>Individual has more ownership</li> </ul>

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**Supervision WITH Anchoring in Accountability**

- Accountability** means being held responsible for your actions.
- Coaching** means supporting someone to achieve their goals.

So, an accountability coach is someone you hire [or ask] to:

- Set specific, measurable, and realistic goals.
- Follow up with you regularly and stay on top of your progress.
- Remind you to celebrate your successes.
- Help you analyze your setbacks.
- Provide support and strategies to improve your performance.

In one sentence, an accountability coach helps clients stick to their short-term intentions so they can reach their long-term goals.

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Source: <http://blog.coach.me/accountability-coaching-introduction/>

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### Keys to Holding Accountability

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**Commitment** – “What will you commit to?” “How would you like me to hold you accountable to your commitment?”

**Agreement** – Both parties agree to their commitments and set timelines

**Responsibility** – Did both people fulfill their commitments? If not – what needs to happen?



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### Coaching for “Fit” of the Commitment

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- Do a “temperature check” on the commitment
- “How do you feel about your commitment?”
- Pay attention to their body language, facial expressions, or tone of voice
- “How comfortable are you with your commitment in relation to other things you have to do?”

**What else?**



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### Accountability-Partnering and Following Up

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- “How can I partner with you to make this happen?” or “How can I support you with this going forward?”
- “How would you like me to follow up?”
- Put a note in your calendar to check back and be specific with your feedback– “I see you have been fulfilling your commitment to (blank) and that’s made a big impact with (blank)”
- Making a distinction between a commitment and agreement



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### Supporting Accountability

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- ❑ Your intention is not to pester, it is to ensure the success of something that they told you was important.
- ❑ People and situations change – make yourself available to support in ways that were not originally planned.
- ❑ Encourage successes, be curious about failures – what needs to change?
- ❑ What is the responsibility of each partner?




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### Breakdowns (Shift in Perspective)

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- ❑ Breakdowns are likely to occur since by definition a breakdown is dependent on a commitment.
- ❑ Breakdowns are sometimes small and not important enough to explore and sometimes require further exploration and negotiation for new commitments
- ❑ Shifting our perspective from breakdowns as a failure to breakdowns as a source of information can be helpful in moving toward the existing or renegotiated commitment.



Adapted from Presence-Based Coaching, LLC handout-Breakdowns as Openings, 2019

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### Breakout Room Discussion

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What are some current challenges or issues related to Accountability?

What are some coach moves you can use to address these challenges/issues?




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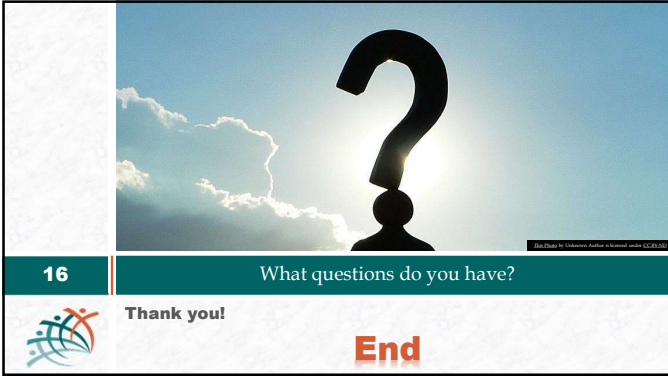
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What questions do you have?

Thank you!

**End**

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