**Accountability**

**Role Play #1**

Partner 1 - Your subordinate has worked for you for 5 years. This employee has been dependable, hard-working, and a great team player. You start noticing that he begins to slip in his performance – he is a little edgy with his team members, coming in late occasionally, rushing through his work. You ask him how he is doing and he says fine. You then notice he has handled a customer poorly, acting impatient and annoyed at normal questions.

You need to have a conversation with this employee to address this behavior. What will you need to specifically do to be effective in holding this employee accountable?

Partner 2 – You are the employee who is having the issue. When you play this part, think of a time in your life when things were hard and challenging. Pay attention to how your boss talks to you. What feelings does it evoke? Do you feel chastised? Do you want to change your behavior? Really put yourself in the shoes of this disgruntled employee so you can play the role.

Now role play your part! (Take 7-10 minutes)

Feedback Questions: (Partner 2 is to share his insights with Partner 1)

What did your boss do well in his conversation with you?

What do you wish he would have done differently?

Was his goal accomplished?

Did you feel your boss was interested in understanding your behavior?

What values demonstrated in this conversation?

For both partners: What was your takeaway from this exercise?

 **Accountability cont.**

**Role Play # 2**

Partner 1 – You need some information from another part of the company in order to meet a deadline. Failure to meet this deadline will cost the company money. You have made multiple attempts in a two- week period to get a response, all to no avail. You are frustrated and annoyed.

Your next move to is have a conversation with the person who had blown you off. You don’t know this person very well but need to fix the immediate problem and figure out how to avoid this issue again.

Partner 2 – You have blown this teammate off for several weeks because you were busy. You know that you should have addressed his issue but you have had your own crises. You are going to be confronted by the teammate on this issue. Listen to how he or she approaches you and notice how you experience their approach. Do you react or respond?

Now play your part!

Feedback Questions: (Partner 2 is to share his insights with Partner 1)

What did your boss do well in his conversation with you?

What do you wish he would have done differently?

Was his goal accomplished?

Did you feel your boss was interested in understanding your behavior?

What values demonstrated in this conversation?

For both partners: What was your takeaway from this exercise?