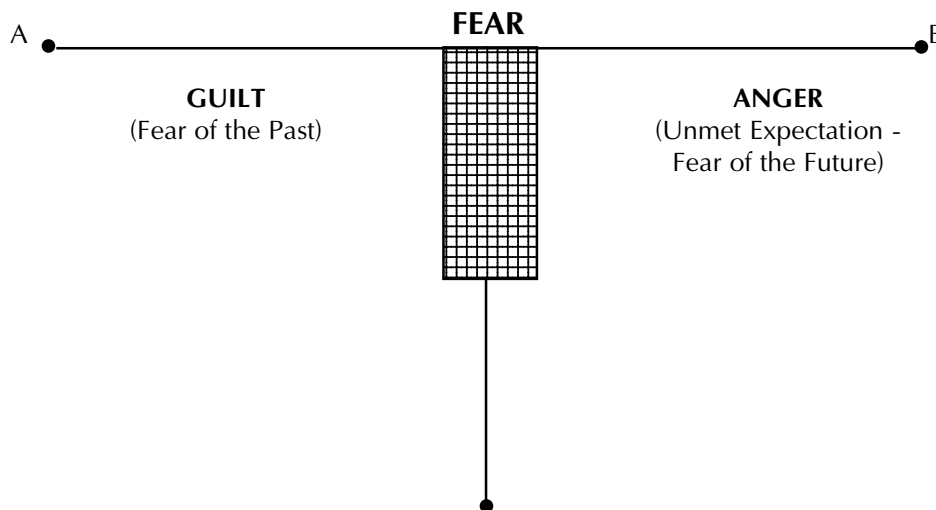


SEVEN STEPS OF ACCOUNTABILITY

- | SEVEN STEPS OF ACCOUNTABILITY | PURPOSE |
|---|--|
| 1. Did you make a commitment? ----- | To cause alignment |
| 2. Did you keep your commitment? ----- | To tell the truth |
| 3. What got in the way?----- | To isolate the block |
| 4. Could you have kept the commitment? ---- | To take control (Answer is always “yes”) |
| 5. What would have had to happen? ----- | To take responsibility (Answer always starts with “I”) |
| 6. What are you feeling now? ----- | To cause Forgiveness / Create value |
| 7. What is the lesson? ----- | To renew vision/ inspire |

Would you like to recommit or abandon the commitment?



PROBLEM DISASSOCIATION

EXAMPLE:

Agent does not meet quota and refuses to hold an open house

Before attempting to “handle” the problem be sure that you are clear as to the standard involved.

Use the following language to “Empower the Solution”:

1. What do YOU have to do...?
2. What will YOU need to do...?
3. What will YOU need to know...?
4. What would YOU suggest...?
5. What do YOU think might (work, solve, cause)... to happen?
6. What has to happen in order for... to happen?
7. What can YOU do in order for ... to be (resolved, solved, concluded, put together, handled)?
8. Given that we are (not going to, not ready to etc.) (what could YOU do, how are YOU, how could YOU)...?

EXAMPLE:

Agent refuses to be held accountable during action group

LANGUAGE:

1. What you are doing is not working for me or for the group.
2. I understand how you feel.
3. What has to happen for you to participate with us?
4. What can we as a group do to support you? What will you need to do in order for it to work for you?

Identify the issue. Create alignment, not control.

Use foundation as last resort. Use *FEEL, FELT, FOUND*.

Language:

What is it that is not working for you?

Are you willing to have it work?

What will you need to do in order to have it work for you?

What can I (we) do to support you?

What has to happen for us to be supporting of you?

What has to happen for you to be willing to be supported by us?



ACTION GROUPS EXTENDED NOTES

1. If you find an agent who is highly resistant to the foundation, release them immediately from the Action Group.

REMEMBER: You only put people in Action Group that you are willing to let go. So what do you have to lose?

LANGUAGE: "It wounds to me like you don't want to be here. I really want you to be where you want to be. It's okay that you're not here."

2. If anyone puts you, the Action Group, or other members "down," handle it in front of the group.

LANGUAGE: "Have you been making the amount of money you have been wanting to so far?"

"I'll tell you what I do - I listen to anyone - but the only language in business is results. When you're making it, then what you have to say will be more meaningful."

3. Spend a lot of time on foundation. Allow uncomfortable feelings to emerge. Tell them that this is appropriate.

LANGUAGE: "If you're uncomfortable now, it's going to get worse."

"Avoiding being uncomfortable is what causes you to be ineffective in commission sales."

4. The foundation is designed to bring up resistance, so stay with the process for as long as it takes to be complete.

LANGUAGE: "This may take all of your time - it is important that you agree to this foundation and that we operate from this foundation. And we'll stay here as long as it takes."

Questions that Support the Process

1. What would have to happen...?
2. Where else in your life is this happening?
3. What is your communication to the group?
4. What is underneath that...?
5. So, what experience are you committed to?
6. What does this symbolize?
7. When do you want it to change?
8. What would you have to know to make it different?
9. What do you need to say?
10. Can you let it go?
11. Who made that decision?
12. Who can redecide?
13. Who has control?
14. What's the truth?
15. Who do you need to talk to?

