

**ACCOUNTABILITY
SCRIPT**

House Keeping Manager

Start with welcome and acknowledgment, high-toned and friendly:

“Good morning! Good to see you!

Before you go in to the training room, I have a few questions to ask you. This process is an important part of the training. It is designed to help you get full value from the program.

1. First: Did you make commitment to be here on time? (If question is not answered directly, be understanding and friendly, and ask question again.

If question needs to be asked three times, refer to appropriate item on foundation.

2. Next question: Did you keep that commitment? (Again, if questions is not answered directly, be understanding and friendly, and ask question again.)

3. Could you have kept the commitment, make sure you recieve a clear yes, this is how they take responsiblity for the result of their commitment. If you do not recieve a clear yes ask them again “could you have kept your commitment to be here on time?” stay with them until you recieve a clear yes!

4. Now: What would have to happen for you to be here on time from now on?

(Support participant in identifying the relevant steps he/she could take to be on time).

5. Good! Will you re-commit to being here on time? (If the answer is not clear “Yes”, go back to question #3.) (When the answer is a clear “Yes”, go on to next part of script.)

Terrific! Thank you for your commitment.

You see, the training is designed to help you get more of what you want in your life, by making and keeping commitments. These questions weren’t meant to make you feel bad or guilty, but rather to help you to get the most out of the training.

Do you feel all right about the process we went through? (If not a clear “Yes”, probe briefly and help them let go.

When the answer is a clear “Yes”, go on to next part of script.) Your not bad or wrong. Your just what? Late! Right!

