

COMMITMENT EXERCISE

Take a few minutes to complete the following. Discuss with your partner.

My two “focus relationships” for the next 30 days

1.

2.

My number one takeaway from the *Workshop*

What positive impact will this have on my leadership?

An obstacle that could get in my way

My plan to overcome that obstacle

The best research on habit formation finds that simply having a goal often fails. Instead, planning to overcome obstacles that might prevent you from reaching your goal dramatically increases the chance you'll follow through.

People often behave differently than we expect. Our unconscious biases attempt to explain behavior we don't understand in our own terms, and we must fight this tendency.

CHECKING IN

Tool in Brief

- **Report** what you observed – **FACTS ONLY**
- Consider different perspectives; “Nobody thinks they are the villain.”
- **Confirm** discuss and validate your interpretation with the other person; assume positive intent; “You feel ____ because of _____. Do I have that right?”

TOOL IN PRACTICE

Use the Report/Perspective Swap/Confirm prompts below and complete with as much detail as you can. Use the back side if needed.

□ **Report the Facts:** Describe FACTS not motive or feelings; remain neutral and exact

Key Questions

What happened first, second, third?
Who was involved?
Exactly what did you observe?
How did each person behave?
Did anyone else observe what happened?

□ **Hero Assumption:** consider other perspectives; attribute positive motive to those involved.

Key Questions

What different ways explain the behavior?
What assumptions am I making?
What is the best possible reason it happened?
Could their background have contributed?
What if this was your spouse, child, or parent?

□ **Confirm understanding:** Validate feelings; reconcile perspectives; assume positive intent

Key Questions

How do I think they are feeling?
Why do I think they feel that way?
Is this the best possible explanation?
Have I confirmed their feelings?
Have I missed anything?

When a complaint surfaces, this is a golden opportunity to reduce frustration for your team. Use the tool to secure advice and buy-in from your team member, and track actions.

What would make this better?

What is your advice?

What small wins can we identify?

What can I do?



The Win, Know, Show Progress Worksheet

Name: _____ Date: _____

CHECKING IN .

■ **What's Next?** What to improve? Why important or meaningful?

■ **Win** What's your next small win?

■ **Know** What's your "right way/wrong way" yardstick?

■ **Show** What will you show, and to whom, when you're ready?

FOLLOWING UP .

□ Copy of completed worksheet given to teammate.

Date of follow-up discussion: _____

AL Approachable Leadership®

Follow-Up Follow-Through Tool

The essential habit of support happens with good follow up and follow through. Lack of follow through destroys trust and credibility. Here are some practical tips to improve your follow up and follow through.

CHECKING IN

Follow-Up and Follow-Through:
Rules
Tools
Habits
Environment

TOOL IN PRACTICE

The Connection Model



These are the 6 Key Areas for Follow Up and Follow Through.



Learn numerous other follow-up and follow-through ideas in *The Approachability Playbook* (ALplaybook.com)

Follow-Up Rules to Experiment with:

- Clean up your workspace each day before you leave.
- List your top three to-do items before you leave.
- Empty your in-boxes (physical and virtual) each day and add follow-up items to your to-do list.
- Limit your in-boxes (one physical and one virtual in-box).
- Don't turn on your computer or tablet until you have taken a walk through the work area.
- Only check email at certain times each day.
- Arrive 30 minutes before your team to prepare for day.
- Make follow-up an agenda item for all meetings.
- Follow through on one to-do item before you wake up your computer each time you sit at your desk.
- Add follow-up to your morning or evening routine.

Supportive Environment Tools to Experiment with:

- Use an obvious, physical in-box where people know they can put items they want you to see.
- Use an "Always Around" in-box where you can capture follow-up items (a notebook, notecards, or a phone app are the most common).
- Use a "dictation" app so to-do items can be captured by voice (Siri® can add items to your reminders list or a document by just speaking them into your phone).
- Consider using a "location-aware" to-do app, that can remind you to take an action when you are in a certain location (like picking up a form when you are at the corporate office).
- Use a whiteboard to put your key to-do items, follow-up items, or issue-tracking system.
- Share an Excel® spreadsheet with your team so they can see progress on open items and when items close.

WHICH TOOL SHOULD I USE?

WHAT CHALLENGE DO I FACE?

Shrinking Power Distance Gaps
 Three Questions Tool
 One-on-One Agenda
 Approachability Window Tool
 Right Space Tool
 Active Listening Tool
 Follow Up /Follow Through Tool
 SLC+C Tool
 Hero Assumption Tool
 Recognize Approachability Tool
 Gripes Are Good Tool
 Win, Know, Show Progress Tool

"I'm not sure my team trusts me or feels safe coming to me."

✓

✓

✓

✓

✓

"I could work on my 'curb appeal' as a leader."

✓

✓

✓

"Sometimes I get busy and things slip through the cracks."

✓

✓

✓

"My communication skills could use a little work."

✓

✓

✓

✓

✓

"I sometimes have trouble connecting with others."

✓

✓

✓

✓

"I'm not always sure what to say when I meet with my team."

✓

✓

✓

✓

"I need help growing and motivating my team."

✓

✓

✓

✓