



## Time Allocation - Topics

### 10% Business drivers and rationale for increasing candor and accountability

- Costs of bailing out (the Price of Nice) or bruising (the Price of Nasty)
- Personal case for living out loud and authentically in work conversations
- Tracing reasons people don't deliver and solutions in today's skill sets

### 25% Achieving clear, commitment-oriented performance with Agreement Discussions

- A systematic map, model, and skills for forging actual agreements about roles and responsibilities, outputs, and mission-critical behavioral norms
- Following up Candor-driven Agreements with Reminders and Recognition

### 10% Stating your needs when confronting for candor and accountability

- Tracing the required history of any Candor-driven Confrontation A clear, foolproof message format for confronting broken commitments

### 30% Confrontation skills for navigating through people's predictable defensiveness

- Understanding the true nature of defensiveness
- How to defuse defensiveness and maintain conversational control and focus
- Handling difficult reactions (e.g. silence, screaming, threats, mocking, or etc.)

### 10% Gaining true versus soft commitments

- Recognizing slippery tomato seed offers to recommit
- Maintaining a positive relationship while rejecting unacceptable solutions

### 15% Inviting a mindset of accountability and ownership

- Understanding research-based results of accountability versus victimhood
- Experiencing an attitude-shifting module you can share with your team

## Focus

### Primary - Leadership Development

Commitment, Developmental Perspective, Empathy, Initiative, Interpersonal Relations, Performance Standards, Persistence

### Secondary - Planning/Organizing

Use of Authority, Delegation, Direction, Coordination, Discipline, Meeting Schedules, Follow Up

### Tertiary - Executing/Controlling/Evaluating

Generate and Obtain Plan Support

## Level

Introductory

Intermediate

Advanced

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