



cy wakeman

Cascade Learning Tool

**HARDWIRING ACCOUNTABILITY INTO YOUR
WORKFORCE THROUGH COACHING FOR GREAT
PERFORMANCE**

Note to Leaders

The information included in this Cascade Learning Kit provides you with the sample content for teaching your staff about the impact of personal accountability and how to ask more accountable questions. The information is meant to be a guideline for your group sessions, and you are encouraged to customize the content to better meet the needs of your specific department.

Materials Needed

All materials shared at the training are available (*provide location information*)

Time Needed

Most departments should be able to complete the cascade learning activity within 10 minutes.

Leader's Script

SAY: I recently attended a workshop delivered by Cy Wakeman, Inc. and would like to share some of what I learned there with you today.

ASK: First let me ask - When you think about your work and life in general, what keeps you personally from achieving amazing results?

Listen for statements that lack personal accountability. This will allow you to tie the participant statements to the content you learned in your session.

SAY: The responses do typically fall into two categories: people and circumstances. However, the reason we are not succeeding today is NOT because of people or circumstances. The true source of our results and our pain can be linked to

- thinking incorrectly about our circumstances, or
- thinking poorly about people

Today, we want to take the concepts of the Reality-Based philosophy and apply them directly to our department by identifying opportunities for improvement and by developing some strategies to better meet your needs and the overall needs of our organization.

SAY: Let's first talk about personal accountability. The best way to describe personal accountability is to first fully comprehend its opposite: learned helplessness. Learned helplessness is the belief that you have no impact on the outcomes you achieve. It is the belief that outcomes are out of your control. *Spend about 2-3 minutes sharing an area where you suffer from learned helplessness. Examples include weight loss, managing financing, building functional relationships with your family, etc.*

ASK: Does anyone have an area of your life where you have tried something again and again but haven't gotten positive results in the past so you just don't try nearly as hard anymore?

Listen to responses

SAY: It happens to all of us at some point or another. But did you know that happiness is actually correlated to the amount of personal accountability we accept in our life?

SAY: Happier people have found ways to restore control back to themselves, which improves their level of contentment. There are ways to eliminate learned helplessness from your life and be more personally accountable. One strategy is to focus on the questions we ask.

Cy Wakeman mentioned in our session John Miller who is the author of the book, "The Question Behind the Question." He points out that there are certain key words that indicate when a question is coming from a victim context and not from a place of accountability. The word "why" is certainly a key indicator word. We must hone in and rewrite our questions when they sound like this:

Feel free to change the questions to ones that are more applicable in your area

- "Why doesn't anyone tell me anything?"
- "Why do things keep changing?"
- "When will they get it?"

ASK: Why do these questions indicate a lack of personal accountability?

Listen to responses

SAY: There is no answer to these questions and they give control to another person, which decreases happiness. John Miller says that accountable questions

1. Start with “what” or “how”
2. Must include the word “I”
3. End with some action verb

So let’s re-write the questions to be more accountable questions.

Assist the group with rewriting the questions just as you learned in the session

SAY: One great question that is the epitome of restoring accountability is “How can I help?” When we are feeling frustrated by the circumstances around us or the people we are interacting with, I want us to start asking, “How can I help?” and then following the simple instructions once we answer the question.

I am committing myself to asking more accountable questions and will help you do the same as we move forward. The goal is to make our company more productive because we do waste valuable time asking poor questions. The goal is, also, to help make you more engaged and happy working here. Let’s try it out.

If you are interested you can learn more about what I learned by checking out the website www.realitybasedleadership.com. There are books and free webinars there that you can watch to learn more about personal accountability and other competencies that lead to better business results and happier employees. I especially think you may be interested in Reality-Based Rules of the Workplace: Know What Boosts Your Value, Kills Your Chances, & Will Make You Happier.

Cascading Learning Tool: Personal Accountability

We want to know what information you cascaded down to your staff and what your employee's top takeaways were from the information you shared. Each participant is expected to share what he or she has learned from your session.

Your Name: _____

Department Name: _____

1. Did you share any of this information with all employees across shifts?

Yes__ No ____

2. What was the most significant feedback you received from your staff?

3. How will you measure success?

4. What remaining questions does your team have regarding what you learned at the conference?

5. Rate the effectiveness of the session you conducted with your employees.

Highly Effective

Somewhat Effective

Not Effective