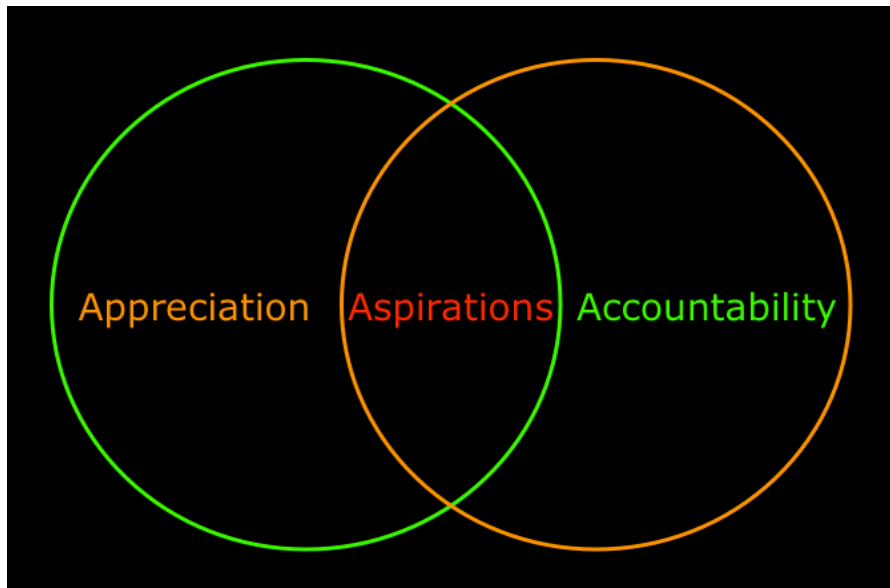


Ian Berry's Appreciation and Accountability Technique

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Appreciation and accountability conversations are crucial to everyone achieving aspirations.



The following is one **simple yet profound technique** of several that we teach people to use when we are engaged by a client to increase %'s of employees fully engaged in their work. By fully engaged we mean “bringing their very best to their work every day.”

The technique assumes that there is agreement with the person you will ask the questions of concerning their personal and business goals and how they will be achieved.

Ask: How's things going?

+ response

1. Ask: How does that make you feel? (silence).
2. Respond Great, Brilliant or whatever is appropriate.
3. Ask. Is there anything I can help you with? (silence).

- response

1. Ask: What happened? (silence).
2. Then ask: What do you need to do to get back on track? (silence).
3. Then ask: Is there anything I can do to help you? (silence).
4. The ask: Anything else? (silence).