

MOMENT OF TRUTH

A TOOL FOR SEEKING AND SHARING

truth

4 STEP PROCESS:

- Happens when someone violates the boundaries of the Freedom V, when performance is not aligning with expectations
- Measure small and measure often - we should be sharing truth often and consistently to ensure performance is aligning with expectations.

REALITY

- Acknowledge reality
- Start with yes or no & true or false questions
- Acknowledge the facts first, before getting into the why

STORY

- We want to discover the root cause behind why someone is not performing
- Ask questions like "tell me more about..." "how" or "what"
- If it turns out to be unclear communication of expectations, this is an opportunity to clarify and reestablish expectations.

PLAN

- Help to create an action plan to turn their performance around
- Take it back to the Freedom V - Structure demands behavior
- Create SMART goals that will help them learn how to create healthy boundaries for themselves.
- Make sure to be CLEAR

FEEDBACK

- We want to follow up to ensure that:
- There is accountability
- The plan is effective in driving desired behavior (self-governance)
- If the plan is not effective, another Moment of Truth is necessary

We need to understand the **motivation** behind people's choices.

4 REASONS WHY PEOPLE DO OR DO NOT DO SOMETHING:

ABILITY	CAN BUT WON'T	CAN AND WILL
NO ABILITY	CAN'T AND WON'T	CAN'T BUT WANTS TO
	NO DESIRE	DESIRE

- Helping someone to acknowledge which of these they fall into is very powerful
- The ability category is the easiest to work with as individuals can be trained and equipped
- The motivation category is by far more difficult as it is an internal issue, the expectation is that as a functioning member within the organization desire would be there, and there might need to be a discussion as to why the individual does not have a desire.