# MOMENT OF TRUTH

### A TOOL FOR SEEKING AND SHARING



- 4 STEP PROCESS:
- aligning with expectations
   Measure small and measure often we should be sharing truth often and consistently to ensure performance is aligning with expectations.

Happens when someone violates the boundaries of the Freedom V, when performance is not

# **REALITY**

# **STORY**

# **PLAN**

# **FEEDBACK**

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

- 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.

- 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

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

## CREATING SHARED





# OF THE TIME A MISS IS NOT ABOUT PERSONALITY OR CAPABILITY

**SLY** IS A **MENTAL MODEL** THAT HELPS SETTHE STAGE FOR DISCOVERING WHERE THE TRUE CAUSE OF A MISTAKE LIES.



What we do and how we do it.

of the time it is Leadership.

Clarity and communication of expectations.

of the time it is You.

The subject of the Moment Of Truth.

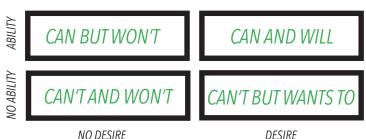
#### **HOW TO USE**

- Ask questions to help discover the FACTS about where the miss originated.
- Ask questions assuming it is either STRUCTURE or LEADERSHIP. Since you assume it is not YOU the interaction is not personal. Only when our structures and leadership is perfectly effective can we fully fault an individual for misses.



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

# 4 REASONS WHY PEOPLE DO OR DO NOT DO SOMETHING:



- 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.

