

# 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

# CREATING SHARED

# Ownership

There can be many reasons why an individual's performance does not meet expectations.

**95%** OF THE TIME A MISS IS NOT ABOUT PERSONALITY OR CAPABILITY

**S**LY IS A **MENTAL MODEL** THAT HELPS SET THE STAGE FOR DISCOVERING WHERE THE TRUE CAUSE OF A MISTAKE LIES.

**85%** of the time it is **S**tructure.

What we do and how we do it.

**10%** of the time it is **L**eadership.

Clarity and communication of expectations.

**5%** of the time it is **Y**ou.

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:

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.