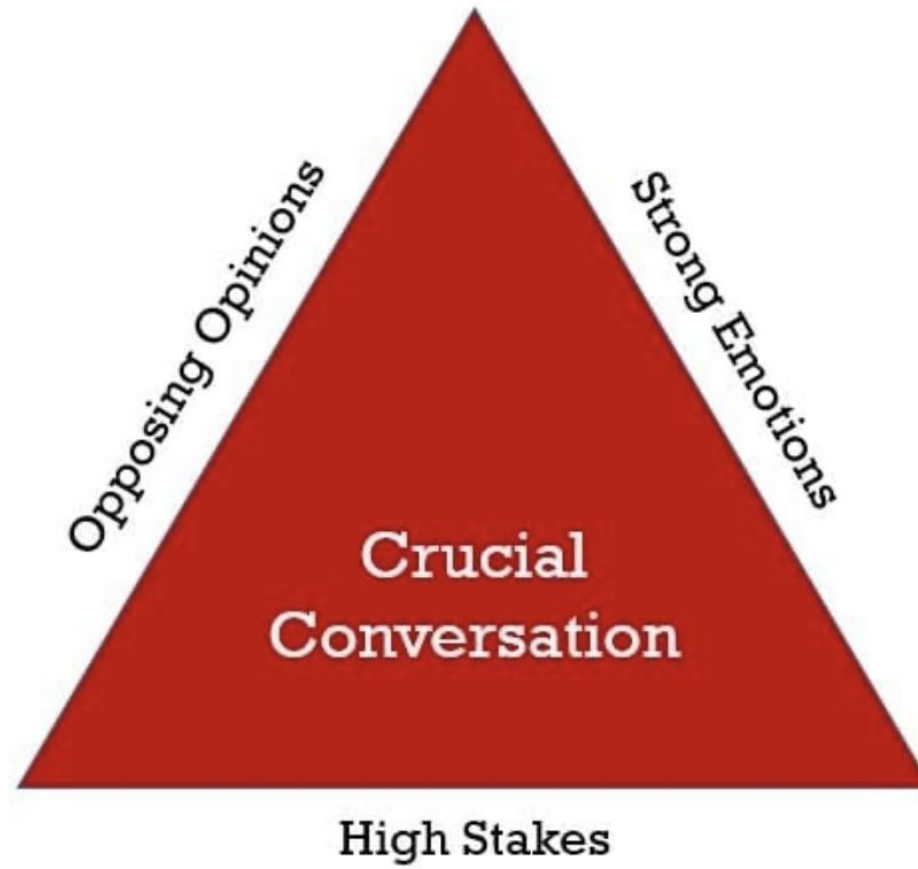


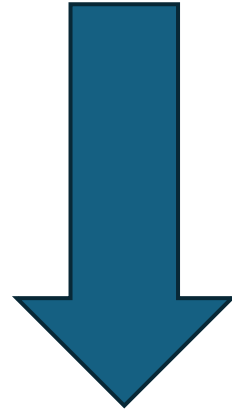
# Crucial Accountability

Berkeley Gomez

# What is a crucial conversation?



# Crucial conversation



# Crucial accountability

*“Why didn’t you keep your commitment?”*

False dichotomy:

1) We can tell the truth

OR

2) We can keep a friend

We think we cannot have it both ways...

WRONG!

*We can tell the truth, hold others accountable to their commitments, AND strengthen the relationship.*

# WHAT and IF

Two big things you first need to determine:

1. **What** convo needs to happen
2. **If** this convo needs to happen

# WHAT

What actually needs to be discussed? What's the main issue here?

1. Unbundle – separate the various issues
  - Content – the first time an issue comes up
  - Pattern – not the first time an issue has come up
  - Relationship – an issue is impacting our relationship
  - The issue could also be HOW you're communicating. Are you too direct? Not direct enough?
2. Choose – ask “what do I really want?”
3. Simplify – state simply what you want to discuss

# IF

Determine if this convo needs to happen:

- Am I acting out my concerns? (sarcastic, harsh, dismissive)
- Is my conscience nagging me?
- Am I choosing the **certainty** of silence over the **risk** of speaking up?
- Am I telling myself I'm helpless?

# How we think communication happens





# The stories you tell yourself



We assume motive, what the other person is thinking, and why they are acting like they are.

Are we believing the best in them? Or are we assuming the worst?

# What story am I telling myself?

Work backwards:

- Am I acting out my concerns rather than talking them out? (act)
- What emotions are encouraging me to act this way? (feel)
- What story is creating these emotions? (tell story)
- What have I seen or heard that supports or conflicts with this story? (see/hear)

# How to craft a better story

Be honest about yourself and give them the benefit of the doubt:

- What am I pretending not to notice about **my** role in the problem?
- Why would a **reasonable, rational, and decent** person do what this person is doing?
- What do I really want for me, for others, and for the relationship?
- What should I do right now to move toward what I really want?

# How to have the convo

## STATE your path:

- Share your facts
- Tell your story
- Ask for their path
- Talk tentatively
- Encourage testing

## As you listen, remember:

- Ask (express interest in their views)
- Mirror (acknowledge their emotions)
- Paraphrase (restate what you've heard them say)
- Prime (if they're holding back, take your best guess at what they're thinking or feeling)

Psalm 18:6

In my distress I called upon the Lord; to my God I cried for help. From his temple he **heard** my voice, and my cry to him **reached** his ears.

# Overall

- Start with safety (compassion, calm, respect)
- Share your path (what I perceive happened)
- End with a question: “From your perspective, what happened?”

Psalm 145:18

The Lord is near to all who call on him, to all who call on him in truth.

# What does Jesus say?

\*Initiate because God initiated with us in Christ.\*

Romans 5:8

*but God shows his love for us in that while we were still sinners, Christ died for us.*

Matthew 18 principles:

1. Keep the circle small. "If your brother sins against you, go and tell him his fault between you and him alone".
2. Be straightforward. "Tell him his fault."
3. Be Forgiving. "If he hears you, you have gained your brother." This implies that once the matter is resolved, we should whole-heartedly forgive and restore the person whose fault has offended us.

# Case studies

- Messy roommate
- Flaky friend