

Accountable Conversations

A High EQ Leadership Model

Accountable Conversations are how emotionally intelligent leaders turn clarity, care, and courage into action.

They create alignment without blame, and connection without avoidance.

The Mindset: Presence Before Performance

Every accountable conversation begins with **intention**—not correction.

Leaders pause to self-regulate, check their motives, and centre on values before they speak.

The right mindset includes:

- **Intention setting** – “Am I here to help, to connect, to learn?”
- **Self-regulation** – Noticing emotions, settling the nervous system, returning to calm.
- **Awareness of others** – Sensing what others may be feeling or needing.
- **Empathy and needs awareness** – Listening beneath behaviour to what truly matters.

This is the shift from **Red Zone** (reactivity, approval, control, or security seeking) to **Green Zone**—where clarity, courage, and care can coexist.

The Skillset: O.O.R.A. in Action

A simple, high-trust structure keeps conversations clean and accountable:

1. **Ownership** – Start with your part. Lead from integrity, not blame.
2. **Observation + Impact** – Name what you’ve noticed and why it matters.
3. **Request** – Be specific about what’s needed next.
4. **Agreement** – Align on clear next steps and shared responsibility.

It’s not a script—it’s a backbone for honest, human dialogue.

The Theory

Accountable Conversations are grounded in:

- **The Triple Goal** – Every exchange should drive great performance, great learning, and a great workplace.
- **The LGP 360 Framework** – A developmental map showing how self-awareness and

self-regulation transform Red Zone reactivity into Green Zone leadership.

- **Neuroscience of Safety** – Calm, connected presence opens the brain for trust and learning.

- **Nonviolent Communication Principles** – Speaking from needs, not judgment, to sustain dignity and respect.

In Practice

In aged care and other human-centred settings, Accountable Conversations protect dignity, restore trust, and keep people connected to purpose.

They turn difficult moments into growth moments—for both people and culture.