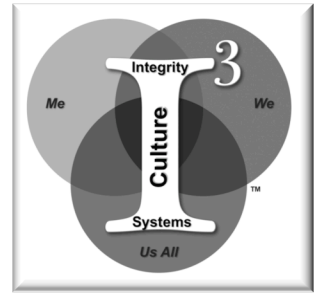


# Agreements, Accountability, & Culture Architecture: A Primer

## 4 Procedures That Make Integrity Profitable™



**Essential Culture Development Skills for  
Extraordinary Entrepreneurs, Leaders & Teams™**

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*Eight Book Awards including Business, Leadership, Social Change, Wellness, & More*

### Overview

Many enterprises aspire to values like integrity, collaboration, job engagement/fulfillment, accountability, loyalty, and of course optimal productivity. But values remain little more than good intentions until they are translated into skills & procedures that are used on a daily basis.

Over my decades as a clinical & organizational development psychologist, I have found four integrated core competencies to be foundational in creating high performance cultures:

1. Establishing Accountability-Capable Agreements
2. Regular Debriefings That Evolve Best Practices
3. Implementation Breakdown Repairs That Enhance Collaboration
4. Performance Reviews That Maximize Engagement (including Collaborative Disengagement if/as needed)

These 4 core competencies aren't "mix-&-match;" what produces sustained results is the hand-in-glove synergy they collectively create. As with all skills, they are learned through effective *training*, are mastered through facilitated *practice*, and are then monitored to ensure they're *embedded* in your culture's daily habits. They apply equally to paid **and** nonpaid personnel.

### Definition of "Authentic Collaborative Accountability"

*Taking responsibility for the impact that the choices I make about how I spend my life energy have on those to whom I've made commitments.*

### Dysfunctional Versions of Accountability (in addition to "good intentions" alone)

<b>Vagueness</b>	☛ I keep my commitments vague enough so I can't be held accountable for them
<b>Excuses</b>	☛ If I didn't mean to break an agreement or I couldn't help it, I shouldn't be responsible for the impacts that resulted from this
<b>Tyranny</b>	☛ I misuse accountability as a form of control or punishment

### Accountability Is "Integrity In Action" (Your Additional Notes Below...)

### 1. Accountability-Capable Agreements & Mutually Interdependent Deliverables (MIDs)

<b>Specific</b>	✓ Observables (behaviors) + Attributes (specs, quality level) + Time Frame
<b>MIDs</b>	✓ Sequencing & Impacts   MID-Frames & Milestones   MID-Stream Updates

### 2. Debriefings That Evolve Best Practices

<b>BWG</b>	✓ Bless What's Good + Specify Why That's Valuable
<b>EBI</b>	✓ Brainstorm What Could Be Even Better + The Result + Why That's Valuable
<b>BPC</b>	✓ Agree Upon Best Practices Commitment: <i>Note for Performance Evaluation</i>

### 3. Non-Adversarial Breakdown Repair That Upgrades Collaboration & Accountability

<input type="checkbox"/> Agreement Confusion <input type="checkbox"/> Unanticipated Circumstances <input type="checkbox"/> Broken Agreements	
<input type="checkbox"/> Positive Perspective About Intentions <input type="checkbox"/> Gift-Harvesting Perspective About the Future	
<b>Role</b>	✓ My Unintended Contributions to the Breakdown
<b>Impact</b>	✓ The Unintended Negative Impacts of My Unintended Contributions
<b>Repair</b>	✓ How I'll Repair My Unintended Negative Impacts to Whatever Extent is Possible
<b>New Plan</b>	✓ How I'll Handle Future Similar Situations a Realistic Step Better Than I Knew How to Do This Time: <i>Note for Performance Evaluation</i>

### 4a. Engagement-Enhancing Performance Reviews: Agreements, Best Practice Implementation, Breakdown Repair Upgrades, Stretches

<b>Bless</b>	✓ Bless What's Good + Specify Why That's Valuable
<b>Upgrades</b>	✓ Brainstorm What Could Be Even Better + The Result + Why That's Valuable
<b>Stretches</b>	✓ Agree On Next Business Personal Development Growth Edges + Resources to Be Used + Specs + Time Frame: <i>Note for Next Performance Evaluation</i>

### 4b. Collaborative Disengagement : When & How

<b>Prerequisites</b>	✓ 2+ Breakdown Repairs Agreed To But Not Implemented to Specs ✓ You've Implemented Your Own Related Breakdown Repair Agreements ✓ You're Done Attempting Further Breakdown Repairs With This Person
<b>Ingredients</b>	1. Agreement(s): <i>Attorney Approved!</i> 2. What Occurred Instead + Negative Impacts ( <i>Describe, Don't Judge</i> ) 3. Remedies Committed To + What Occurred Instead ( <i>Describe, Don't Judge</i> ) 4. Leadership Decision ( <i>Leave Your Guilt or Approval Needs at the Door</i> ) 5. Disengagement Logistics: <i>Attorney Approved!</i>