Committed Action

- Committed Action is much deeper than just accountability
- Committed Action is about consciousness

COMMITTED ACTION

DELIBERATE TRADE-OFFS

PERSONAL PRODUCTIVITY

DISCIPLINED PROCESS

COMMITTED ACTION

Committed Action

Committed Action is a powerful practice that leaders and teams can use to cultivate a more conscious culture

COMMITTED ACTION

DELIBERATE TRADE-OFFS

PERSONAL PRODUCTIVITY

DISCIPLINED PROCESS

COMMITTED ACTION

Committed Action Practice

1. Making Effective Requests

2. Enrolling Others

3. Committed Responses

4. Managing Commitments

5. Managing and Learning From Breakdowns

S T A G E N

Effective Requests

- Effective requests establish clear "conditions for satisfaction" in terms of exactly what, of whom, and by when
- Establish conditions of satisfaction that are understood and agreed by all parties

S T A G E N

Effective Requests Are Not:

- A demand, declaration, opinion, observation, or wish
- Vague or fuzzy
- Complex
- Rude
- Asking someone to do something without hearing them say "yes"
- Assuming, hoping, or wishing someone is going to do something
- Thinking someone else should do something (the way you want it)

S T A G E N

Effective Requests

Ineffective Request	Effective Request
"Someone needs to work on the manager's report."	"Andy, I need the manager's report by noon tomorrow so I can prepare for a meeting. Will you complete it by then and leave it on my desk?"
"I'd like to get a copy of those sales figures."	"Jon, I need your team's sales figures by the end of the day today so I can begin strategizing for Q2. Will you send them to me by email?"
"We could really use some fresh ideas."	"I want everyone to bring two new ideas to Thursday's 3 o'clock meeting and be prepared to discuss them. Raise your hand if you will do that."

STAGEN

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STAGEN

Enrolling Others

Enrolling others allows them **to buy into** the request

- Creating **mutual connection** to the request or result

- Providing **context for the request** in the larger landscape of the relationship or the work

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STAGEN

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Clear Promises

When someone **explicitly** takes responsibility for fulfilling a request,
completing a task, or accomplishing a resultin a specific **timeframe**.

S T Λ G E N

Committed Responses Are Not:

- Saying "yes" to something you never plan to do

- Saying nothing while someone else thinks you're doing the task

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S T Λ G E N

Committed Response

No (I Decline)	Yes (I Agree)	Promise to Respond	Counteroffer
"No, I'm not going to be able to attend that meeting."	"Yes, I will complete that report and send it to you by Wednesday at 5pm."	"I'll get back to you with an answer by noon on Friday."	"Although I can't get the report to you by Wednesday, I can commit to have it to you by end of day Friday."

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S T A G E N

Working With and Learning From "Breakdowns"
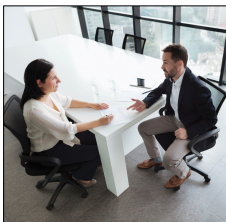
Steps to work with breakdowns:

1. Declare the breakdown

2. Allow people the time and permission to express how they feel about the breakdown, and if necessary, vent their emotions

3. Take inventory of the situation while separating objective facts from subjective interpretations

4. Learn from the breakdown by asking, "How did this happen?"

5. Make a renewed commitment

STAGEN

Hallmarks for Reactive to Conscious (Execution)

Reactive	Conscious
• Scrambling	• Scaling
• Don't have time to plan	• Planning frees up time
• Ambiguous, uncommitted, static priorities	• Explicit, aligned, dynamic priorities
• Ad hoc meetings	• Structural/rhythm meetings
• Passive aggressive or avoids conflict	• Engages in productive conflict
• Praises or blames what has happened	• Gamefilms and adjusts to unlock what could happen
• Master/apprentice model	• Operating or service model
• Great things accomplished through individual heroism	• Great things accomplished by teams leveraging a powerful model