*Accountability: the path to leading change*

What do you want to change?

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| What “symptoms” of the problem are you seeing now?  (What are the undesirable outcomes you observe?) |  |
| How would you like the outcome or situation to be different? |  |
| Who (if anyone) in the group is getting the desired outcome? | Positive Deviance (who, how):  1.  2.  3. |
| What are they doing differently?  List 1-3 behaviors they do differently from anyone else. | Vital Behaviors:  1.  2.  3. |
| Other important observations: |  |

Issue: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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|  | **Motivation** |  | **Ability** |
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| Personal | What motivates an individual to engage in the new behavior? |  | What does the individual need to learn in order to engage in that behavior? |
|  |  |  |  |
| Social | How can peers help and hold one another to task? |  | Strength in numbers: It’s harder to deviate from the norm… |
|  |  |  |  |
| Structural | How do your incentives align with behaviors? |  | What in the environment helps or hinders the new behaviors? |