

The Showing Up Gap

How we _____ (show up)

vs. How Others _____ (see us)

Questions to Understand Our Impact

1. What is helpful about this conversation?
2. How am I making you feel?
3. How are we connecting on this topic?

The Expectation Gap

What we _____ (expect teammates to do)

vs. _____ (what teammates think we want)

Questions for Bridging the Expectation Gap

1. What does "good" look like to you?
2. What is expected of you?
3. What do you expect of me?

The Accountability Gap

The Actions we _____ (want people to take)

vs. _____ (what they're actually doing/not doing)

Questions for Digging Deeper

1. What is going on?
2. What would make this successful?
3. What could you do right now to address that?

