

# Vinay Kumar, PCC

Executive & Leadership Coach

Author • Faculty • Speaker

## **Design Template for Making a Responsible Complaint (An Act of Creating a Culture of Accountability)**

- 1. Set Context: Remind the other person of past conversation where you agreed to use Responsible Complaints, and the context being Care-Frontation.**
- 2. Start with Facts (Assertions). Did we – or did we not – have a commitment in place in which you committed to do X by Y? Is it – or is it not – complete?**
- 3. If indeed a commitment was made and not fulfilled, share you Assessments. Share the impact of the person failing to manage / keep the commitment.**
- 4. Make additional requests, leading to a new commitment and timeframe. Use Template for Designing Effective Request & Ensuring Clear Commitment. Or revoke the initial agreement.**
- 5. Discuss: Is this an event, or a trend? Discuss how we can keep this from happening again?**