



Sacred Depths Certification

Accountability Tools and Strategies

Joanna: Okay, so we've got our accountability, creating accountability and accountability structures call today. All right, so let's dive into accountability. I know we all know what accountability is, but we'll just start with the basics. So accountability is when a client takes action on the inner and outer tasks that they've committed to. In your work together oftentimes it's after a breakthrough, or a new awareness that's come through, a new brainstorm, a new vision, whatever it is, they'll commit to something inner, or something outer, or both, and accountability is taking action on that.

So that sounds easy enough, but of course we all know that it's not exactly so, that accountability can be tricky for clients, not for us, of course, just for our clients. But really for all human beings, myself included, because accountability requires doing something differently than you've done it before. Because if they were just doing what they already knew to do, they wouldn't be working with you, they wouldn't need you. And when we do something differently than we've done before, when we set out to do something differently than we've done before, it requires effort, and human beings are generally creatures of habit. So even sometimes when a client has a breakthrough and there are shifts inside of them through the work that you're doing together, it can still be hard for clients, sometimes, to be accountable to the action that they want to take. And of course, when we're not accountable to the actions that we want to take, we run the risk of not making progress on our goals. Not always, sometimes spirit takes over and it all works out, but generally speaking.

So not for all coaches out there, but for some, and for sure for Sacred Depths' practitioners, we want to not just create breakthroughs in sessions, and not just create new self understandings, and not just envision goals, but Sacred Depths

practitioners, what we're about is also supporting clients to work towards those goals. And I really believe that when it comes to accountability, the practitioner's role is to support the client in being accountable to their actions, and also to support your clients in learning how to be accountable.

So remember, we've spoken before in other classes about how, as Sacred Depths practitioners, we're supporting our clients with the topic at hand, whatever the content is, whatever the goal is, but there's always this subtext that through the container. We're also supporting them to correct dynamics and patterns through our relationship with them. And accountability is a place where a lot of people have wounded patterns, or misaligned dynamics. So I really believe that our role is to support clients in being accountable to their specific goals, but also to teach them, to help them build their accountability muscle in general. And we'll get to, in a little bit, how we do that. But first I want to share this, and this is probably the most important thing that I'm going to say today.

As practitioners, we cannot make our clients do anything. Period. We cannot make our clients do anything. It doesn't matter how masterful we are, or how magical we are, or how intuitive we are, or how transformational we are, at the end of the day, our client needs to want it, they need to really want to do it and be willing to take action on it. Now we've learned certain tricks and tools to support clients to be more willing, but at the end of the day, we are not magicians, it is up to them.

And I share this with clients as early as when they're not clients yet, I share this with them on prospect conversations. I say, "What I see you can accomplish if we were to work together is this, this, this, this, and this, but you need to be willing to do the work. I can support you in it, I can help you work through your fears, all the things, I can help hold you accountable, but \it's you." And just so that all of you know, I for sure have had a few-

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Joanna: ... I for sure have had a few clients over the years who just, at the end of the day, weren't accountable. We looked at every fear, every shadow, every limiting belief, every habit, every everything. I don't think I was doing anything wrong, or not good enough, it's just in their hearts, those clients didn't want it, or they weren't ready, they just weren't ready.

I've also had my fair share of clients who've made beautiful progress and who have had accountability, but it's been slow progress, and slower accountability. And that's because some of their stuff, when I say their stuff I mean their patterns, all their stuff, was ingrained since childhood. And when that's present, when the fears and the limiting beliefs and the sabotage, and all of that has been ingrained since childhood, you may be able to make some big strides right away, but the deeper stuff, it takes a little bit longer sometimes, and that's not a failure. That's not a failure on the client, and that's not a failure on the practitioner, that's just called how real change happens. So I want you to throw away the notion right now that you're some kind of God-like figure that can will your clients into doing things. That's back to myth of perfection, it doesn't serve anyone.

So again, we want to use all the tools, all the tools that we're learning here, and at the end of the day, it's not up to us. It really, really isn't. And I don't know if I've shared this metaphor with all of you before, but I will because it's one that I always come back to, and it's very helpful for me. The way that I think about it, and what I even say sometimes to clients, is I can tell you about the river, I can tell you the name of the river, I can tell where the river is located, I can give you directions to the river. I can hold your hand and walk you to the river, and I can even hold your hand as you walk across the river, but what I cannot do is carry you on my shoulders across the river. All the years that I've been working with human beings, that is just a truth, I know that to be a truth.

Joanna: Let's look at some mindset pieces for practitioners when it comes to accountability. So the first two really go together, and they're really important for us as practitioners, don't ever make your clients results or action taking about you. You're not going to be able to hold a client accountable in a clean way if you're making their results, or their accountability, their action taking, about you. And then the thing that goes along with that is don't ever make your client's results or action-taking for you, that they do it for you.

Unfortunately, a lot of practitioners, as well as a lot of clients, have wounding around this, because there are a lot of parents out there that make their children's accomplishments either about them, or for them. We do not, as practitioners, want to re-trigger any of those wounds, or habituated, let me do this because mommy wants me to do it, or it's going to make mommy feel good, or I need to impress, any of that, we want to really watch for that. Because sometimes as practitioners we can almost unconsciously go there. So just take a moment and

note for yourself, if you're working with clients, or if you have kids, or even with anyone in your life, are you doing this a little bit?

I will just be the first to admit, my daughter just had her bat mitzvah, and she wasn't studying for it at certain points, and more than once I had to catch myself mid-sentence because I knew what I was asking her to do was for me, and not for her, and I needed to reset my energy around it and then really see her, and see what her needs were in it. Yeah, Nicole is saying that your Asian clients have academic trauma around this. Jews are similar to that too, for sure.

A great way to catch yourselves, if you see yourself going into this as a practitioner, is to move from fear, because when you're making the results about you, or for you, there's some fear in there, to go from fear back to, remember listening 101 skill, curiosity. Shift from fear to curiosity. The other mindset piece that we want to be aware of for ourselves as practitioners when it comes to accountability is to be conscious of our filters, specifically our accountability filters, and our progress filters, and our rhythm filters. You might be a get it done gal, like, "I'm getting this done," I'm a get it done gal, I'm type A, but your client may not be that person. They may have a different rhythm, or you might be slower, and your client is a get it done person.

And as part of that, remembering the different rhythms that we spoke about in our strategizing module, is your client a consistent doer? Because their accountability is going to look different than a doer that needs a lot of breaks, or a deep thinker and processor, or a tipping pointer. You want to remember that sometimes outer action isn't being executed, but inner shifts are still happening that are leading to the outer action. Or the task was done in a different way than was expected. So it's so important. The other mindset piece, which Gloria also brought up, is if we have some [neglese] when it comes to our own accountability, that can be an unchecked filter when it comes to holding our clients accountable. So we'll just start to peek into our own stuff around accountability right now, but you'll also have some more homework to go deeper with it in a question worksheet.

But let's look at a couple of the pieces right now. So on a scale of one to five, how accountable are you usually without outside help? So when you don't have outside help, five is like, you're on it, get it done person, it always happens. One is like, better chance that it won't happen than it will, so without outside help. And maybe it's helpful to break your life into different categories, because for me with work, I'm a five, four or a five, but when it comes to household, making doctor's

appointments, or just that routine stuff, I'm a two at best. No, maybe my better days I'm a three, but you know what I'm saying. So it is helpful for you to take another moment and think about this, are there some areas of your life where you're just accountable? My meditation practice, it's more of a three, if I'm being honest, but you need me to put curriculum together, I was five. So take a moment with that and just explore for yourself. Without any outside help.

All right, the next question, same consideration, but if you do have outside help. And outside help can be a coach, any kind of practitioner, a friend, a family member, some reminder, there are lots of different kinds of apps now, systems, like blueprinting. So when you do have outside help, where are your accountability numbers? Penny's saying the timing of it. Yeah, for sure, it can be valuable to look at that too.

Is anyone seeing a difference between your numbers without outside help and with outside help? Yeah, okay. Let me ask you a couple of other questions for exploration. So growing up, how were you held accountable? Whether it was to homework, or to cleaning up, or to practicing piano, or to being kind, whatever it was for you growing up, how were you held accountable? So what I mean by that is like, did your parents, or whoever was taking care of you, did they just let you do whatever you wanted and trust you to get things done? Were they super strict and tight? Did they guilt you into things? Was their punishment if accountability or expectations weren't met? Did you feel like they just didn't know and didn't care? How were you held accountable?

And then whatever those ways were, look at it a little bit more deeply. So the question is kind of like, what worked and what didn't work, but when I asked that I don't mean what worked to make sure you got it done, but I mean, what really worked for you on a soul level, and what didn't work for you? Another way, I guess, of asking a question, what lessons can you take when you look back at how you were held accountable? What are some lessons that you can draw from it?

Take another moment with that.

All right, and then last question for right now, whoever was, or wasn't holding you accountable, like in however ways they were, they weren't, could you feel their motivations behind it? What do you think you perceive in terms of their motivations, and in terms of how they felt about you? So whoever was holding you accountable or not, what did you perceive about their motivations in it, and how they felt about you?

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Joanna: Some clients can be triggered around accountability because at some point they were shamed for not being accountable. Whether it was shamed from their parents or a teacher. Sometimes it's the teacher or an employer, like an early employer but whatever it was with the shame, they experienced a power over accountability structure. Where someone else was making them feel small and taking power over them in order for them to be more accountable. Our job, I really believe, and this is similar to I sing for isn't only to our clients be accountable in aligned ways but to really help change their internal accountability structures from power over to empowered together.

Unfortunately whether it's parents or teachers or employers or older siblings. Oftentimes, it's without meaning without even being evil, whatever it is, but it's more of a power over as opposed to an empowered together. When we can support our clients in an empowered together accountability structure, that's when our clients start to build ownership and agency of the projects. The results they want, the actions that they want to take. Sometimes when we are doing the accountability thing as practitioners, this is related. We want to think about what an archetype we're showing on that. Does this client need accountability energy. That's more like the ideal mother that's soft, nurturing and gives a lot more leeway. All of that.

Does this client need more of the ideal father, accountability, energy structure. Get things done on time, in loving ways, not shaming ways or power over ways at all. Do they need the fierce warrior? You can do this such as time. We want to be thinking about not just what we're saying, but what's the energy. With all of that, let's start to get into some of the details. I have broken things up. I want to look at preemptive accountability tools and structures. Things that we can do before somebody is not accountable, to support them in being accountable.

Then I've got some accountability tools after non action or non accountability. There is a lot that we can do preemptively before a client is not accountable to support them in being accountable. One of the things we can do is ask them. What motivates you to be accountable? What do you need in plates? How do you need to feel about a project, or an action, or a goal? What are the things that you need to know about this X? Whatever, you've just in order to be accountable to it. We can ask.

We also want to take into consideration what we just know about human nature when it comes to being motivated to be accountable. We've already looked at so

many of them in sacred depths so far. We know that desire is necessary for accountability. Desire and need. When you're visioning or strategizing asking questions, like why is this important for You? What will happen for you? If you take action on this or you accomplish this? What makes you happiest when you think about accomplishing this? Or what will be fun about the process of taking action? Or how can you make this fun? Or why is this a priority for you?

We know that desire and need help motivate accountability. Bringing that into the conversation and the exploration and creating awareness for supporting the client to create awareness around their desire and their need are super helpful to begin to establish accountability. For some clients connecting in with the pain of not being accountable in a non-shaming way and can be motivating. It can motivate accountability. Asking questions like what will things be like if you don't move with these plans? Why are you just done with not taking action on these?

Another thing that we've looked at and already that we know can motivate accountability is celebration. When we can support a client to really see their strengths and their resources and what they've got going for them and why they can do this because of their skills or their wisdom, or their brilliance, their experiences. That may help them be accountable. When they're connected into their weaknesses and why they can't do it and why it's going to be so hard, it is way harder to take action and be accountable.

Along with that, the more that we can support a client to believe that the actions they're committing to are doable and that they can do them, the more likely the client is to do them. We rarely do things that we don't believe are doable. By the way as I said, that's why it's so important in enrollment conversations to paint the bridge and to show a prospect why the results that they want you should, they work with you are doable for that. Because if they see that it's doable, they're much more likely to invest. We do that with clients as well. We want to support them to believe that what you're visioning together, what you're strategizing together, what actions they're committing to are doable.

You can ask questions like, what are the resources that you have available to get this done?. Or why is this the perfect goal for you right now, or the perfect actions for this week? Or maybe why do you know that you can do this?. Or what will make this easier for you?. Or what will make this easiest for you?" Or what help do you need to get this done?"

Another aspect that can really help motivate accountability, Penny named it before, is clarity on the task at hand. When people are unclear on what they need

to do or what they're going to do, they are less likely, most of the time to do it. Again, this is coached the what, based on the who, which of these different strategies you're going to pick. But for example with this one. Clients that I know have a tendency to go into the confused one. I am going to make sure that we get as much clarity as possible if they're committing to something. You had to really take the time of like, what are the actions that you're going to take this week? Do you need to break those down into smaller actions, suggesting blueprinting. For some clients it's about, before we get off the phone, you said you're going to do this, this and this. Let's take out your calendar and schedule it in. What days are you going to do each of these things?

They just need that extra level of detail or accountability essentially. For some clients in some situations, one of the best ways to do some preemptive accountability building is to support them, to preemptively understand their fears or their discomfort that they may have when they go to do the task. Example, you're going to do a Facebook live for your business. To ask the question, what might get in your way when you go to do it? What do you anticipate the big fear is going to be? What do you anticipate again, how you're going to get in your way? Where has this fallen apart before? What is the excuse that you might tell yourself that is going to get you out of this?" Even just helping them plan out. If you go into resistance around this, what will you do, or what is it that you want to remember?"

I like to bake, one or two at least of these things and to conversations particularly when a client is going to take some actions that are stretches or risks for them. Another thing that you can do preemptively that really supports accountability... This goes back to human nature and what motivates. Accountability sometimes is knowing that somebody else cares. That somebody else's invested in your goals with you. That's like at the heart of coaching, to have someone that cares about you with your goals and is invested in them with you. Almost always, really literally at almost the end of every single coaching session. I do this without even thinking anymore. I'll say, will you keep me posted. To show that I care that I'm invested in it, that I want to hear how it goes, or will you let me know if you get off track?

I'll say that. Don't let me know when you're three days past when you were going to do it. Let me know the day that you see you're not doing. I really want to hear from you on it. You going to also normalize getting off track by the way, so that people don't go into shame. Often say like, and if you do get off track, no big deal.

Just let me know as soon as you can call yourself out on it and we'll connect and I'll help get you right back on track.

Sometimes if I know that a client is about to do something big, it's a big stretch for them, I'll also proactively check in with the client a day later, or three days later, or whatever it is. I'll shoot them an email to see how things are going. The other thing preemptively, well a couple of other things preemptively that can help, that you want to think about is supporting a client to set an environment that will allow them to be accountable. I'll say that again and then I'll explain what you mean, but to support a client to set the environment that will allow them to take the actions that they want to take.

For example, how much time are you going to need for this and what needs to shift in your schedule so that you have time for this? What's the energy level that's required for this? Are you going to have that energy level this week? Maybe the environment is about family members. Who in your family needs to be on board with this or help with this. What do you need to purchase or buy into this? The environment can be so many different things, but sometimes just an exploration. To just give them a leg up so they know what needs to be prepared for it.

As I said earlier, asking how would you like for me to hold you accountable. Then encouragement. I know that this is going to be a stretch for you, but I know that you can do it.

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Joanna: I mean sometimes, I'll have up with a client and this is me too.

And it was like, no working in the evenings period. That's what you want to be accountable to is to set that boundary or not check social media ten times a day. Or to your creativity walk around the block and, or your curiosity walk, or you remembered it to smile at your kids when they come in the room instead of blah, blah, blah, first thing. Whatever it is. It doesn't just have to be like, this is the thing that's due and it's this work or productivity thing.

Even if you do all the things or some of the things that we're talking about, preemptively, there will still be many situations, not many, many, hopefully, but enough, where clients still aren't going to take action. And they're not going to be accountable. What do you do when that happens? Go back to so many of the tools

that we've learned. Befriend your fear, rewiring resistance archetypes, myth of perfection, wheel of self-sabotage.

Even if you've done inner work around it, you may need to go back and do some more. Or maybe you didn't do that deeper inner work around it to begin with, because it seemed like it was going to be easy peasy enough, or they didn't realize that. Sometimes, we know the fears preemptively, then sometimes we don't know the fears until we go to do it, then we don't do it, or we sabotage or whatever it is. You have all of those tools to go back to. We've looked at this before, also sometimes a client doesn't take action because they thought the action was aligned for them but it wasn't. We may, if we're sensing into that, based on what they're sharing, we may want to ask, is this still aligned for you?

Because we never want to go through with something if it's not aligned. If it is aligned and they didn't do it, this is a very simple question, but it actually is a space for a client to be seen and heard, to help problem solve is to say, why didn't you get it done? To just like have an exploration. It may have been turned out that they didn't realize it, but they were still recovering from something that happened two weeks before, or they were over-scheduled or whatever it is.

Just looking at that, sometimes, it's about adjusting the task. Do you want to adjust the task? That happens a lot of times, if someone's like, "In this week I'm going to write three pages on my website and blah, blah, blah, blah, blah." Sometimes we already know them well enough to say, let's break that down. Let's do one page. But other times, "No, I can do it but." Then they don't do any of it. How do we want to adjust that? Whether it's breaking it down into baby or steps or whether it's shifting how they're doing it, or do they need more clarity? Any of that.

It's about finding a way around it. You just hate to do Facebook lives, but you need to do a marketing thing. What else can you do? Because you can work the fear, and it's just still not going to happen or it's not aligned or they're just not ready. What are other ways you can help that they can reach their goals? What else can you strategize? How can you find a way around it?

Sometimes, a client needs a tighter container. In general, I don't do regular check-ins with my clients in between sessions. But if I know that a client has been having trouble completing a certain task. It's been a session or two sessions and it's just aligned, but they're just not getting it done, I'll hold a tighter container.

That might be that we decide that they're going to check in three times that week. And each of the three times to let me know what progress they've made.

That might be that we set an extra quick connection, ten-minute call, in between, just to check in on how they're doing with their actions. A client will say, can you just randomly send me encouragement, a couple of times during the week? And it's not like, sometimes that's annoying but I just put it into my blueprint, whatever days I'm going to do it. I'll send off a quick email. Again, we don't want to do this always, but there are certain moments where clients are going to need a tighter container from us.

This is more for outer pieces than for inner pieces, although you can do it for certain kinds of inner pieces, too. Sometimes the container is to get it done together in the session. In a lot of my programs, more so I used to do than now, I offer get-it-done days, where I'm not teaching. I'm not even answering Q and A. It's just time to get it done. You can either, even if it's just with privates, you can have get-it-done days individually or with groups.

Recently, I have this client who just could not get her newsletter started. We had two or three sessions where we came up with newsletter ideas and all the points and all the things. She's a great writer, but she just wasn't getting it done. It was new for her. She'd never done a newsletter before. We spent one session writing the newsletter together, the newsletter article. That was all she needed. She never needed that again, from me. It was to get things moving and flowing. I have a client that does, and this is more an inner thing. Example, she has self-care mornings with clients, who a lot of her work is when new clients learning how to do self-care. It's two hours that it's get-it-done time, but it's devoted to self-care. I just love that. You can apply it in lots of different ways and to get things going, to practice, that can really help.

A client needs an accountability buddy. That's not you. I'll say, who can you connect with on this? Who can you speak to a couple of times this week on this? That kind of thing. Sometimes a client needs a reward to reward themselves. Kind of, I have a piece of dark chocolate at the end of every day when my kids go to sleep, to the reward myself for getting through it. Are you going to get a massage if you accomplish this? Take yourself out to dinner first. Not for everyone, but for some people that's motivating. As long as it's done in a positive way, it can be a really powerful tool.

Every now and again, if you've got someone and it's three sessions in a row or four and it just hasn't happened and you've done all the other things, then my

strategy is, let's not do this. Let's take a break from the commitment from holding the energy of the commitment to this thing. We'll talk about recommitting next session, but we need an energetic restart or reset on this. Let's let this commitment go then talk about it again next time.

All right.

What are you seeing? What questions do you have around accountability after non-action? A lot is asking in the chat, can you discern when it's truly no longer aligned versus resistance? For some people, they may know right away. For others, exploration, how it feels in their body. What is it that their heart truly desires. Looking at why they've been in resistance and trying to discern those ways. Any cues or anything? What are you seeing, learning? What's coming together for you around accountability?

Joanna: There's a couple of homework pieces. One is, for whatever you're working on right now, it can be an inner thing or an outer thing. I want you to take a little time this week and design an accountability plan for yourself. Strategize what it would look like to be accountable to that goal or that thing. It can be anything from work to getting to bed earlier. Again, it can be outer, it can be inner. One of the handouts that you'll get this week is an accountability tracker that you can experiment using for yourself. If you like it, you can use it with clients as well or adjust it. I give like two different types of trackers you can use. That's the other thing, having for some people actually tracking, having something to fill out.

I didn't mention this earlier, I'm going to mention this now. One of the things that motivates accountability is a quick win. In other words, if you say I want to get this done, and then you take your first baby step right away, you get all the endorphins. You're like, this is happening, and you keep on going. Then you do the next thing. So having a tracker to micro track, can help. By the way, that's why people get addicted to some video games and stuff like that, because they know it to be true. You get like a quick win. You get the points right away. Then you want to keep on going. Another piece of homework, if you're working with clients, I want you to think about all the things that we looked at today.

Step up accountability, experiment with some tighter containers or preemptive accountability. You can even go through each of your current clients and rate them in terms of how accountable they've been. Then make like a quick jot down, a note or two for each one. What might support them to be more accountable. In your coaching partner session, when you're coaching, make sure that you bake some of this into the session, the preemptive pieces or the post pieces, if there

isn't accountability. Anybody have any questions or last words before we wrap for today? All right. Enjoy, have fun. Let's see, I'm baking account. Let me know how it goes. I really do want to hear how it goes, with clients, but particularly for yourself. Take it seriously, pick something to be accountable, design a strategy. I want to hear how it goes. All right. I'm sending you all lots of love. I'll talk to you soon. Bye!

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