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Diagnostic training tool for Accountability Competence

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The Agency Diagnostic: A One-Page Leadership Field Tool

Reproducible Resource

STEP 1: Identify the Breakdown

What specifically occurred?

What commitment was involved?

STEP 2: Assess the Level of Response

Circle the dominant pattern you observe:

Dependency

- **Blame shifting**
- **Waiting for instruction**
- **Minimizing responsibility**
- **Avoidance**

Compliance

- **“I did what I was told.”**
- **Technical adherence without ownership**
- **Defensive explanations**

Agency

- **Clear ownership**
- **Direct acknowledgement**
- **Proposed correction**
- **Voluntary recommitment**

STEP 3: Ask the Agency Questions

1. **What is the reality?**
2. **What part of this is yours?**
3. **What interfered?**
4. **What will you do next?**
5. **By when?**
6. **What support do you need?**
7. **When will we review?**

Write commitments below:

STEP 4: Leader Reflection

Before closing the conversation, ask yourself:

- **Did I confront directly?**

- **Did I avoid shaming?**
- **Did I protect dignity?**
- **Did I require ownership?**
- **Did I clarify consequences?**

If the answer to any is “no,” revisit the conversation.

Reminder

Agency is not forced.
It is invited — and then required.

That one page alone elevates your book into practitioner territory.

Now let’s show it in action.