



Innovative Hematology

Indiana Hemophilia
& Thrombosis Center

Manager Essentials Leadership-Development Program

Feedback & Accountability Debrief (AKA Leadership Lab)



Innovative Hematology

2026 Workshop Series

All sessions are virtual

Communication
in Leadership
Workshop

Communication
in Leadership
Debrief Session

Casting Vision
Workshop

Casting Vision
Debrief Session

Feedback &
Accountability
Workshop

Feedback &
Accountability
Debrief Session

Conflict
Communication
Workshop

Conflict
Communication
Debrief Session

March 9
2-3:30 PM ET

March 23
2-3 PM ET

May 18
2-3:30 PM ET

June 4
2-3 PM ET

July 13
2-3:30 PM ET

July 27
2-3 PM ET

September 14
2-3:30 PM ET

October 1
3-4 PM ET

Between Sessions:

application exercises, follow-up, and reminders

Today's Objectives

- Increase comfort level with feedback and accountability conversations through practice

Action Items for Today

- Give the feedback you identified you need to give and/or have the accountability conversation you need to have.
 - Bring your reactions to our July 27th Debrief workshop.

What is Feedback?



Information given to a person with the intention of improving his/her performance.

SBI Feedback



Situation

—
Anchor time
and place



Behavior

—
Observable
action



Impact

—
Why it
matters

Defining Accountability



What is accountability?

A willingness or obligation to accept **responsibility** for one's actions or tasks.



Since our July 13 workshop, indicate whether you have...



How are you feeling about these tools?

Accountability Conversations



1. The **Micro-YES**
2. **Data Point**
 1. Be Specific (saw/heard)
 2. Eliminate blur words
3. Show **Impact**
4. End on a **Question**

Sandwich Method of Giving Feedback



Let's Practice!

Scenario 1: The Chronic Excuser

An employee has missed several deadlines. Every time you discuss it, there is a reasonable explanation: unexpected patient issue, technology problem, competing priorities.

You believe some reasons are legitimate. You also believe the pattern must change.

Your challenge: Create ownership without arguing about the excuses.

Challenge Yourself



During your role play:

- ☐ Use SBI
- ☐ Be specific
- ☐ End on a question.

Let's Practice!

Scenario 2: The Emotional Reaction

An employee becomes visibly upset during feedback.

They say, "I feel like nothing I do is ever good enough."

Your challenge: Continue the conversation without abandoning the feedback.

Let's Practice!

Scenario 3: The Agreement Trap

An employee agrees with everything.

Every conversation sounds great. Nothing changes afterward.

You are meeting with them again after three similar discussions.

Your challenge: Move from awareness to accountability.

Commit



What will you commit to doing from this point on to create accountability on your team?

Questions?



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