

# BLAME

Game



# CLAIM

Game

## WHAT'S THE DIFFERENCE?



Who is wrong	What is wrong
Fault-finding	Fact-finding
Emotional	Logical
People are the problem	People solve problems



## HELPING OTHERS PLAY THE CLAIM GAME

### Set goals and expectations.

- Communicate clearly and check for understanding.
- Give detailed instructions.
- Follow up.
- Document your feedback.

### Create ownership.

- Choose who will do it.
- Formalize the accountability.
- Let your team know.
- Ensure nothing slips through the cracks.

### Check in regularly.

- Meet with each team member every two weeks.
- Document tasks and responsibilities.
- Provide continuous feedback.

### Lead by example.

- Be punctual and prepared.
- Acknowledge and correct mistakes.
- Do what you said you would.
- Commit to growth.