

Say-Do Gap Discussion



Do you feel your team is inconsistent? That there's a wide gap between what they say they're going to do and what they actually do? As a Spark, use these questions to start a conversation with your team about making commitments that everyone can keep.

You can host this conversation over coffee or lunch. Share with them that you're reading a book on leadership and you'd like to discuss some of what you're learning. Plan at least 45–60 minutes for the conversation.

When you finish the discussion, ask your colleagues to share actions they're going to take to better manage their Say-Do Gap.

- 1 The “Say-Do Gap” refers to the space between an individual’s actions and their words. The wider the gap, the less credible that individual appears. Can you recall a time in your career when you worked with someone who “over-promised and under-delivered?” Without sharing their name, talk about your experience working with that individual.
- 2 When you think of the “Say-Do Gap” concept, can you recall times in your career when you had a wider “Say-Do Gap” than you would have liked? Please share.
- 3 When you feel that you’re acting inconsistently, what factors are typically in play — are you busy, not organized, etc.?
- 4 Teams can also have “Say-Do Gaps,” so can organizations. How do you feel our team’s “Say-Do Gap” is? When we make commitments, do we keep them? Give examples.
- 5 What examples do you have of when our team failed to keep commitments? What circumstances usually contribute to our team’s failure to keep commitments?
- 6 What have we learned from these situations and how can we apply this going forward?
- 7 If there’s one thing that you can do to narrow your “Say-Do Gap,” what is it? Please share.